

Summary of service provider complaint report

Melbourne Health

2020-21



Introduction

Purpose

The purpose of this summary presentation is to showcase key data for complaints to the MHCC and complaints and compliments directly to your service, largely focusing on the 2020-21 reporting year.

This summary outlines a range of complaints and compliments statistics, including who complainants are, what issues are raised, and how the complaints are resolved.

Interpreting the data

Caution should be used when drawing conclusions from relative numbers of complaints reported by services.

High numbers of complaints reported by services may represent effective complaints reporting processes, a positive complaints culture and/or demonstrate high numbers of issues experienced by people who use the service.

Conversely, low numbers of complaints may indicate issues with the recording of complaints or the service's approach to complaints, or a high level of satisfaction with the service.

Complaints represent people's experience, and a sign of a positive complaints culture would be higher numbers of complaints to services and lower number of complaints to the MHCC, reflecting that people feel confident to raise their concerns with the service.

The role of the MHCC

The MHCC collates and analyses complaints data about public mental health services to:



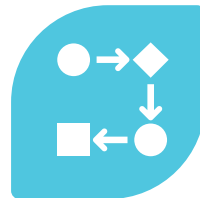
identify key themes and emerging issues across the sector



gain insights into the concerns/experiences of consumers, families and carers



increase awareness of systemic issues and improvement opportunities



understand the status of complaint processes and reporting across the sector



inform our projects and recommendations



Number of
complaints and
compliments

How many complaints were made? 2020-21

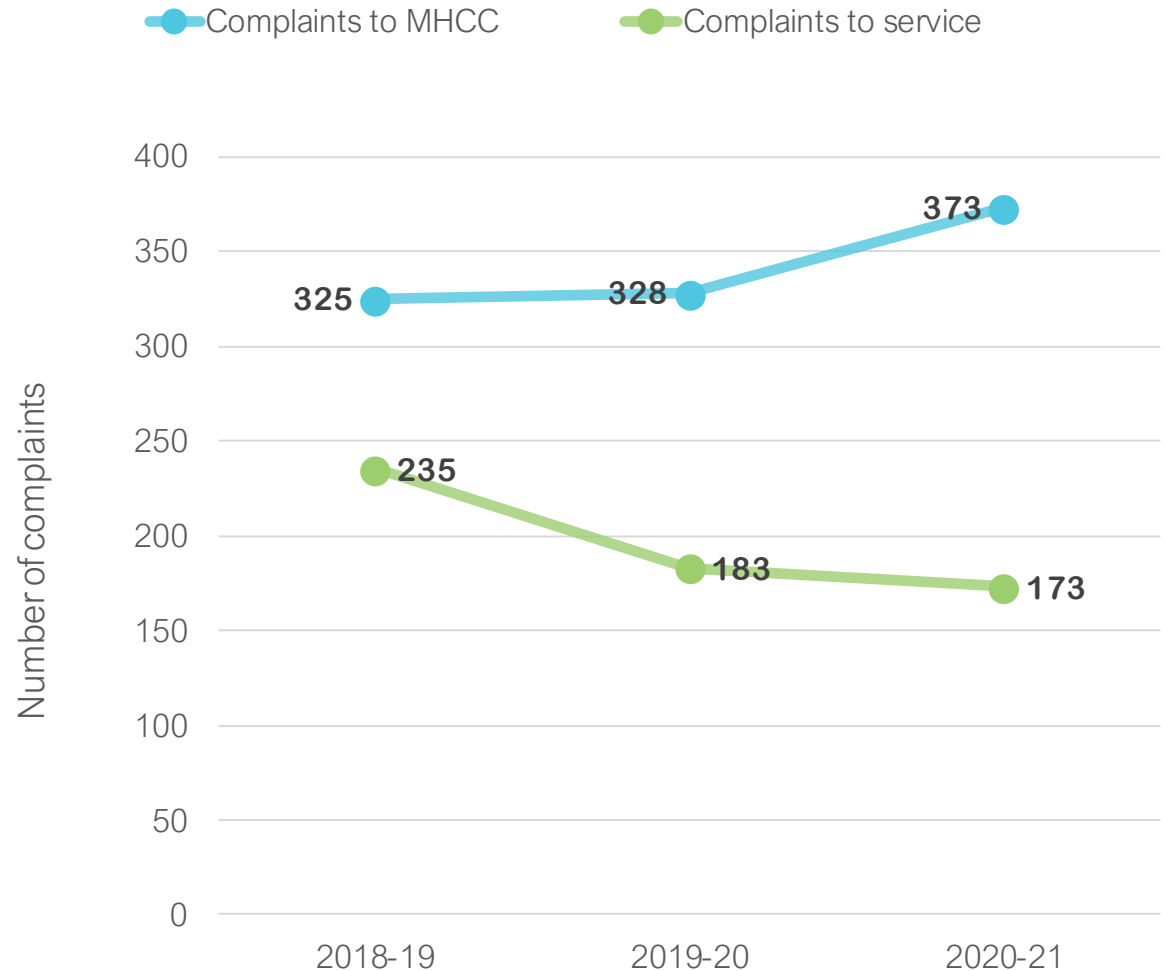
373

Complaints to MHCC
about Melbourne Health

173

Complaints to
Melbourne Health

- The number of complaints to the MHCC about Melbourne Health rose in 2020-21, whilst the number of complaints made directly to Melbourne Health have decreased.
- Overall, more complaints were made to the MHCC than directly to Melbourne Health. The MHCC would like to see a trend of more complaints being made directly to the service, as this suggests that consumers and family members/ carers feel empowered to raise concerns directly with the service.



Complaint and compliment rates 2020-21

- Sector medians instead of averages are shown, as the majority of services have relatively lower rates of complaints and compliments, with fewer services having higher rates of complaints and compliments. Half of all services have complaint and compliment rates below the sector median.
- Compared to the sector, a slightly lower rate of complaints was made to the MHCC about Melbourne Health, and a lower rate of complaints was made directly to the service.
- Almost a similar rate of compliments was made to Melbourne Health compared to the sector.

Complaints about Melbourne Health

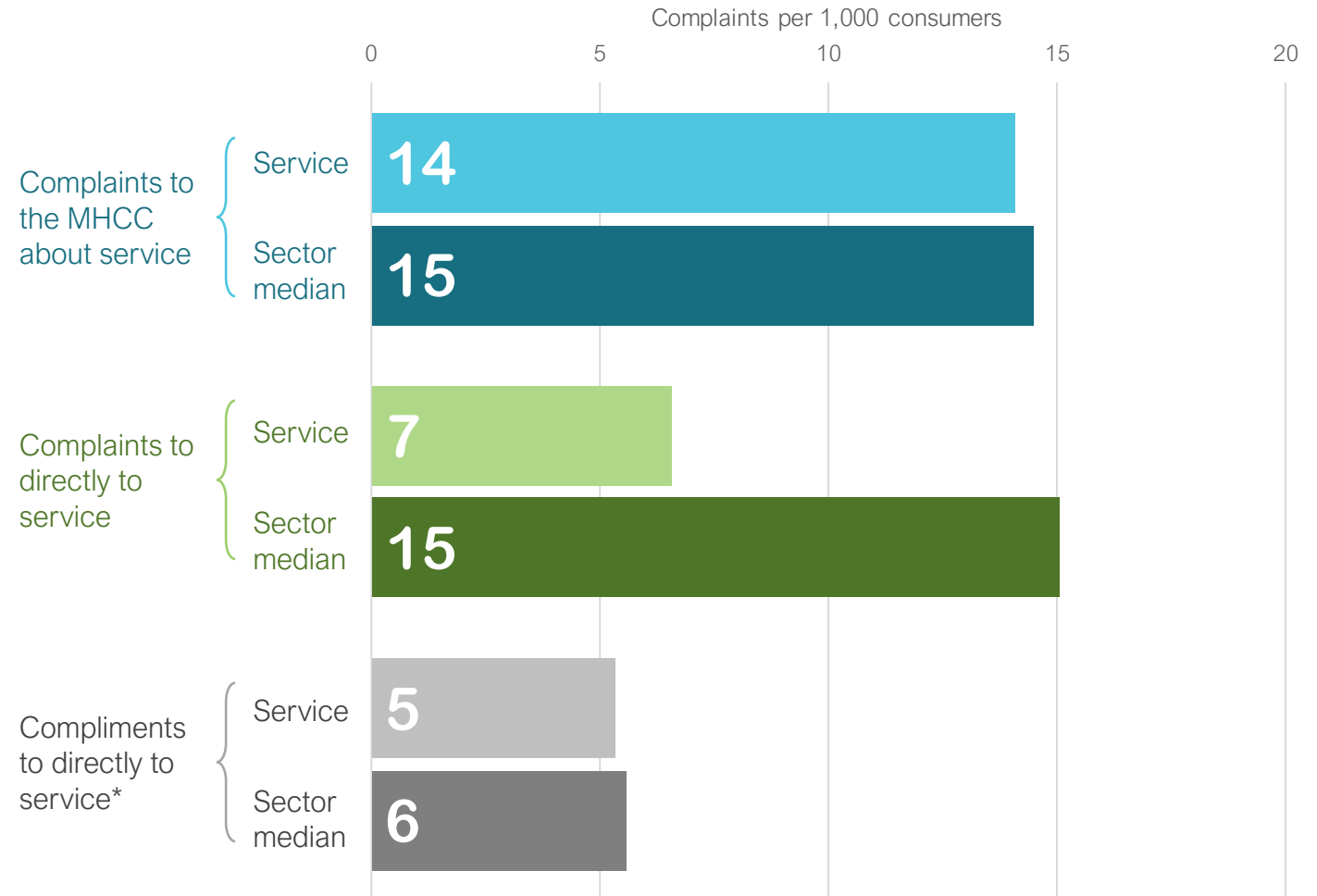
- to the MHCC (n=373)
- to the service (n=173)

● Compliments to Melbourne Health (n=141)

Sector-wide complaints

- to the MHCC (n=1641)
- to the service (n=1679)

● Compliments to services sector-wide (n=1109)

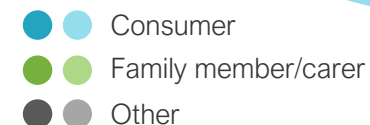
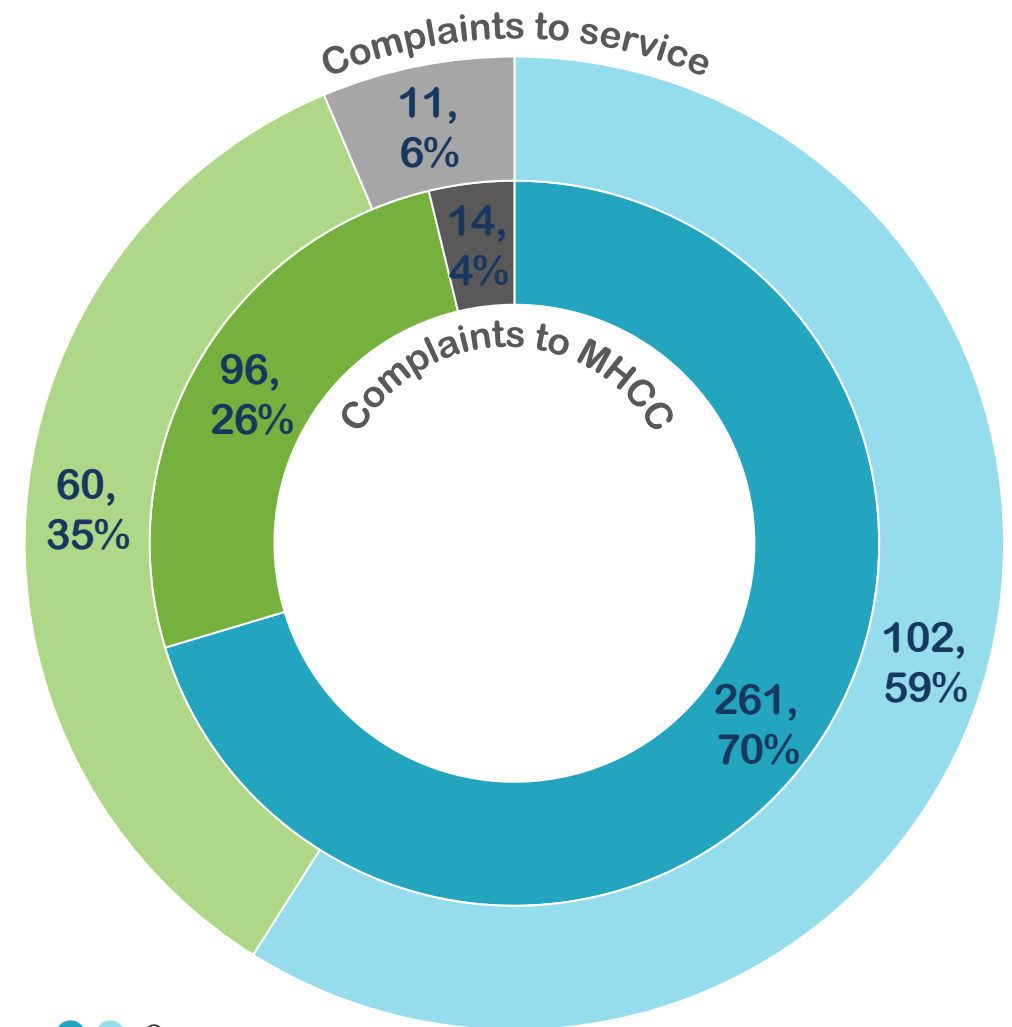


*Note: not all services reported compliments, and services likely used different approaches to capture compliments data

Who is making complaints? 2020-21

Complaints raised about Melbourne Health

- The proportions of complaints made by different groups to the MHCC about Melbourne Health were broadly consistent with the sector, with consumers making most complaints.
- For complaints made directly to Melbourne Health, a greater proportion was made by consumers, also consistent with the sector.



Note: this graphic does not include complaints where the complainant status was unknown.



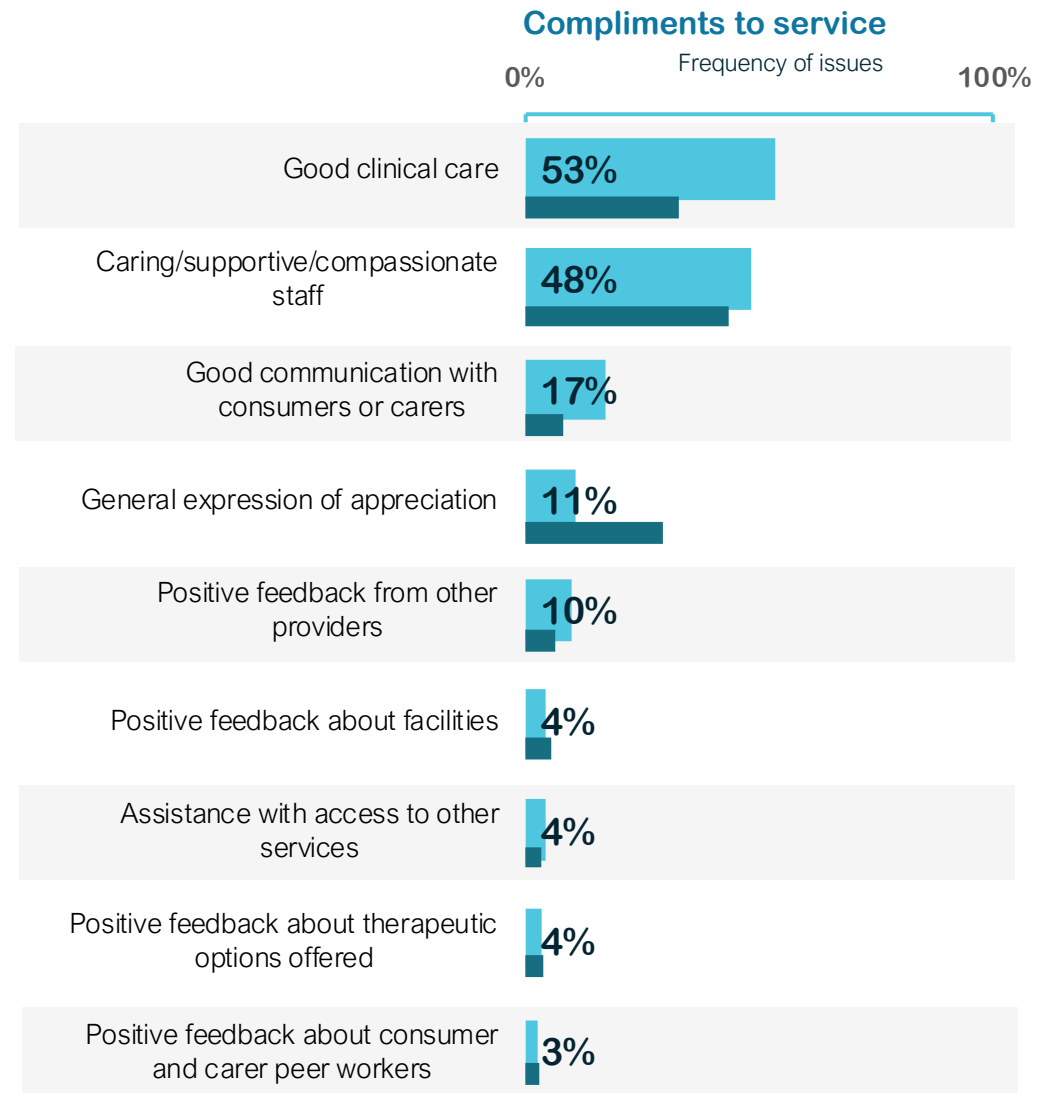
Issues raised in complaints and compliments

What were compliments about? 2020-21

● Compliments to Melbourne Health (n=141)
 ● Compliments to services sector-wide (n=1109)

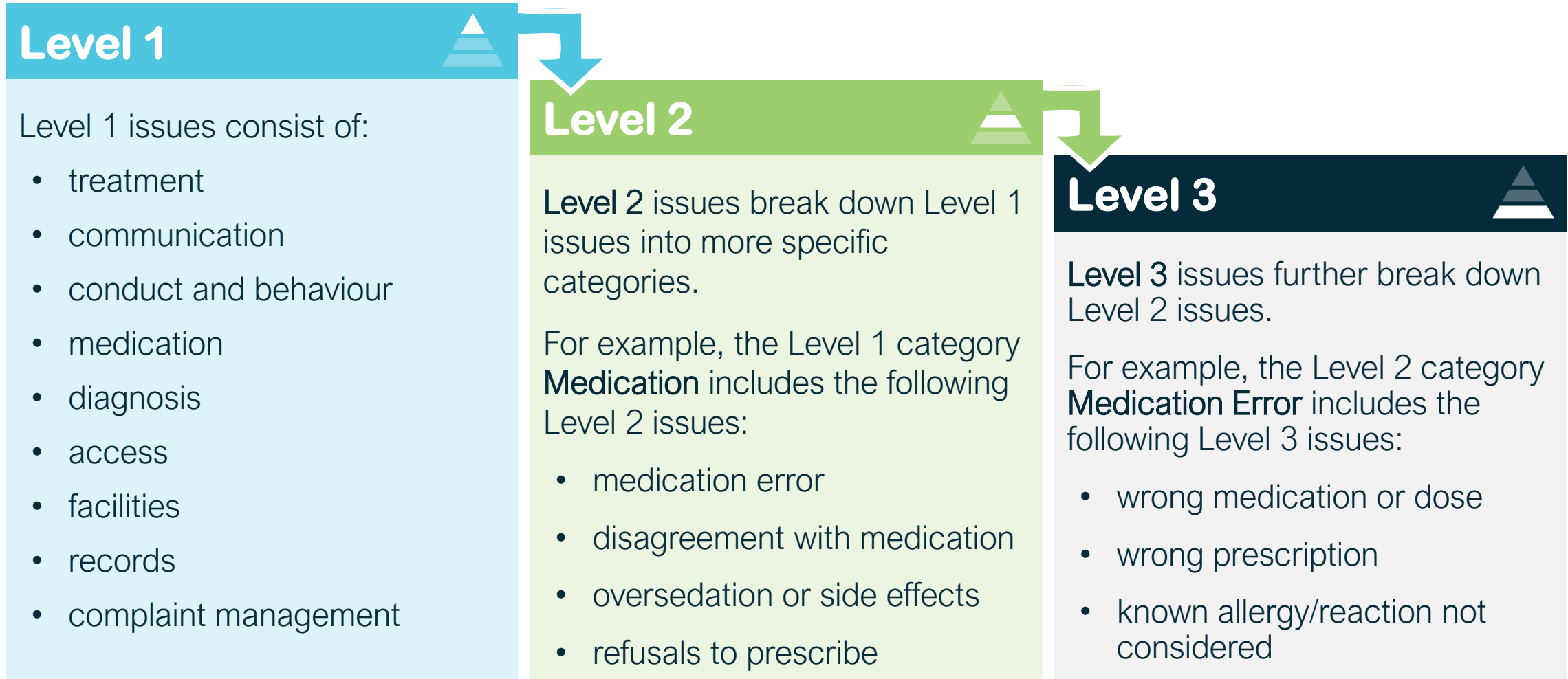
Themes raised in compliments about Melbourne Health

- This is the first year for which we have reported on themes raised in compliments, following feedback from services that this would be helpful.
- Compliments made to Melbourne Health were most commonly about good clinical care and caring/supportive/compassionate staff, and greater percentages of compliments referred to these themes compared to the sector as a whole.
- A lower percentage of compliments to Melbourne Health reflected general expression of appreciation compared to the sector as a whole. This can be viewed as positive and reflects the level of detail provided by Melbourne Health about their compliments data that enabled the MHCC to identify more specific themes.



How does the MHCC categorise issues?

The MHCC uses three levels of issue categories to classify complaints.



What were complaints about? 2020-21

Level 1 issues raised about Melbourne Health

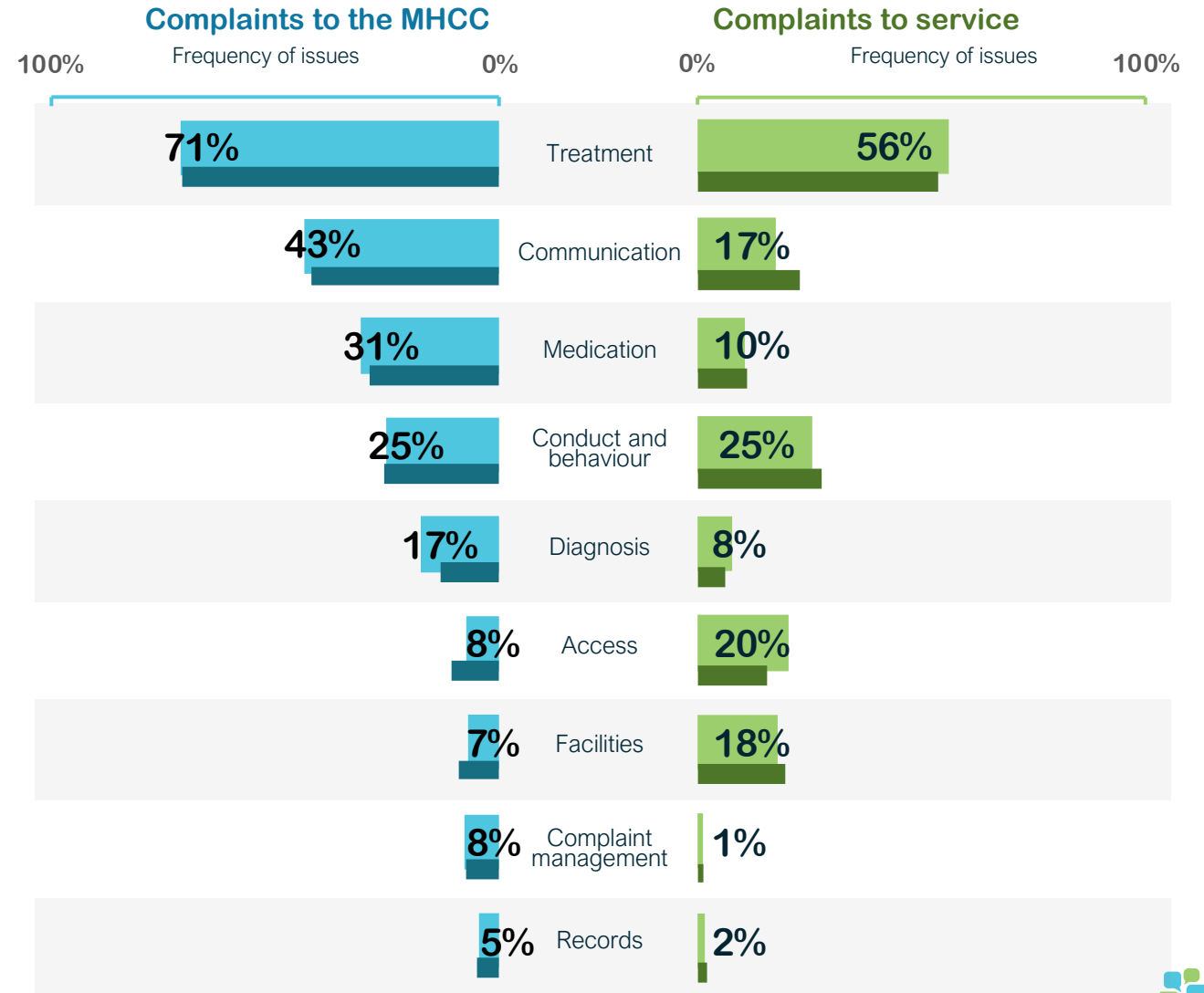
- Issues raised in complaints to the MHCC about Melbourne Health were broadly consistent with those raised in complaints to the MHCC for the sector, with Treatment, Communication, Medication and Conduct and Behaviour being the most commonly raised issues.
- Issues raised in complaints made directly to Melbourne Health were also broadly consistent with those raised in complaints to services for the sector, with Treatment, Conduct and Behaviour, Access and Facilities being the most commonly raised issues.

Complaints about Melbourne Health

- to the MHCC (n=373)
- to the service (n=173)

Sector-wide complaints

- to the MHCC (n=1641)
- to the service (n=1679)



What were complaints about? 2020-21

Most frequent Level 3 issues raised about Melbourne Health

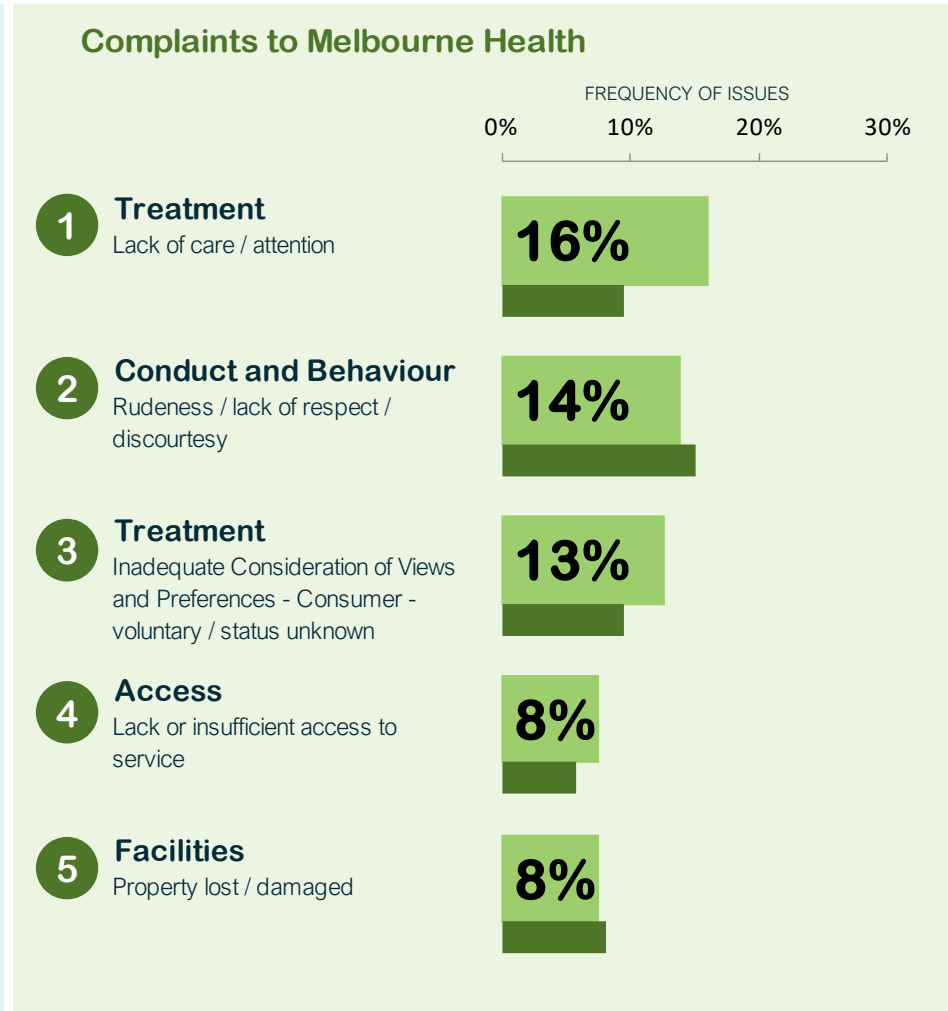
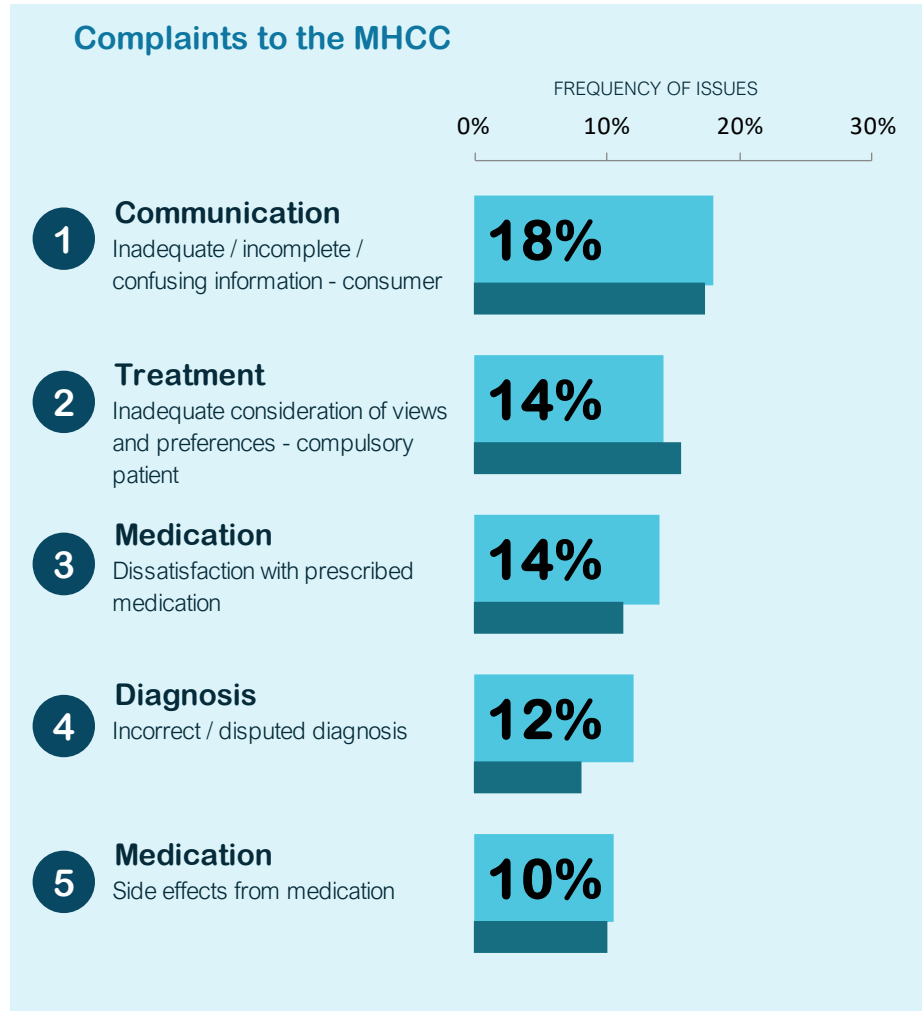
Complaints about Melbourne Health

- to the MHCC (n=373)
- to the service (n=173)

Sector-wide complaints

- to the MHCC (n=1641)
- to the service (n=1679)

- Inadequate/ incomplete/ confusing information provided to consumers and inadequate consideration and preferences of compulsory patients were most frequently raised issues in complaints to the MHCC about Melbourne Health, consistent with the sector.
- In complaints made directly to Melbourne Health, lack of care/ attention and rudeness / lack of respect / discourtesy were the most frequently occurring issues. Inadequate consideration and preferences of compulsory patients was also frequently raised at a higher proportion when compared to the sector



Issues raised by consumers 2020-21

Most frequent Level 3 issues raised about Melbourne Health

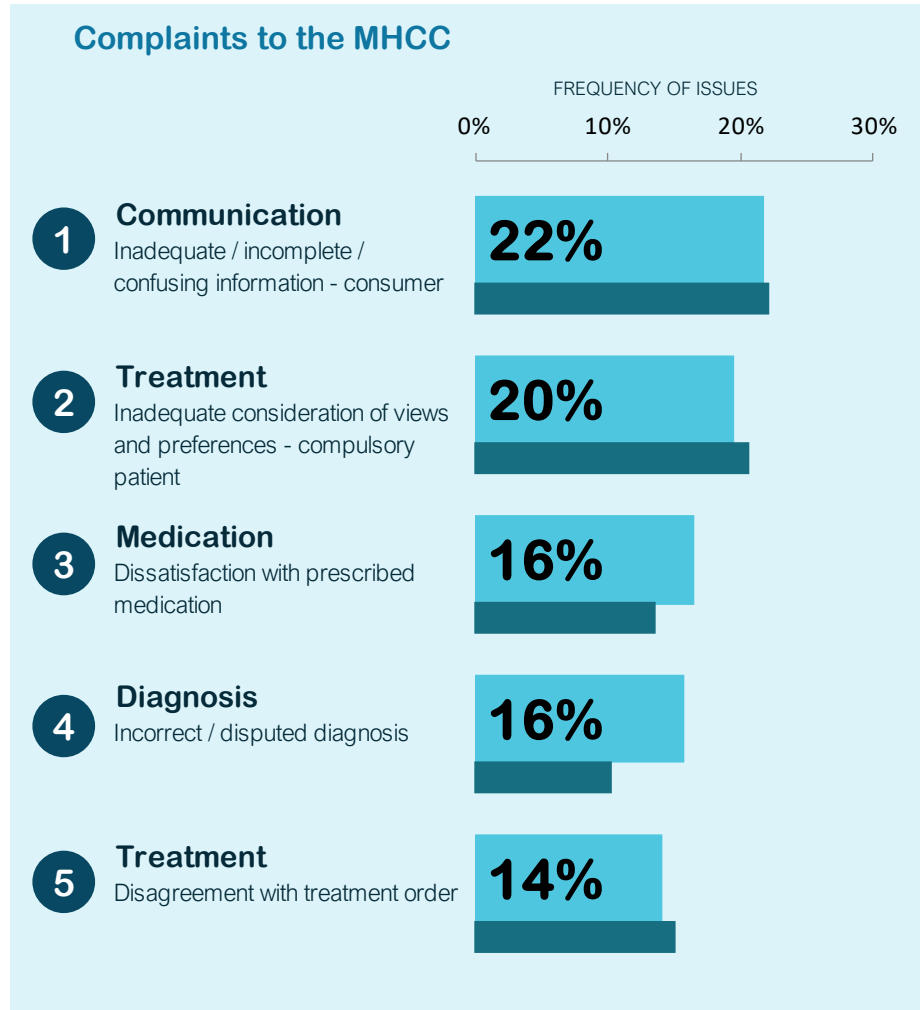
Complaints about Melbourne Health

- to the MHCC (n=261)
- to the service (n=102)

Sector-wide complaints

- to the MHCC (n=1149)
- to the service (n=1033)

- The top issues raised by consumers to the MHCC about Melbourne health were broadly consistent with issues raised in complaints by consumers across the sector.
- The most frequently raised issue by consumers in complaints directly to Melbourne Health was inadequate consideration of views and preferences of voluntary consumers, raised at a higher proportion than the sector. The issue of rudeness / lack of respect / discourtesy and lack of care / attention were also raised by consumers, the latter raised at a higher proportion than the sector.



Issues raised by carers 2020-21

Most frequent Level 3 issues raised about Melbourne Health

Complaints about Melbourne Health

● to the MHCC (n=96)

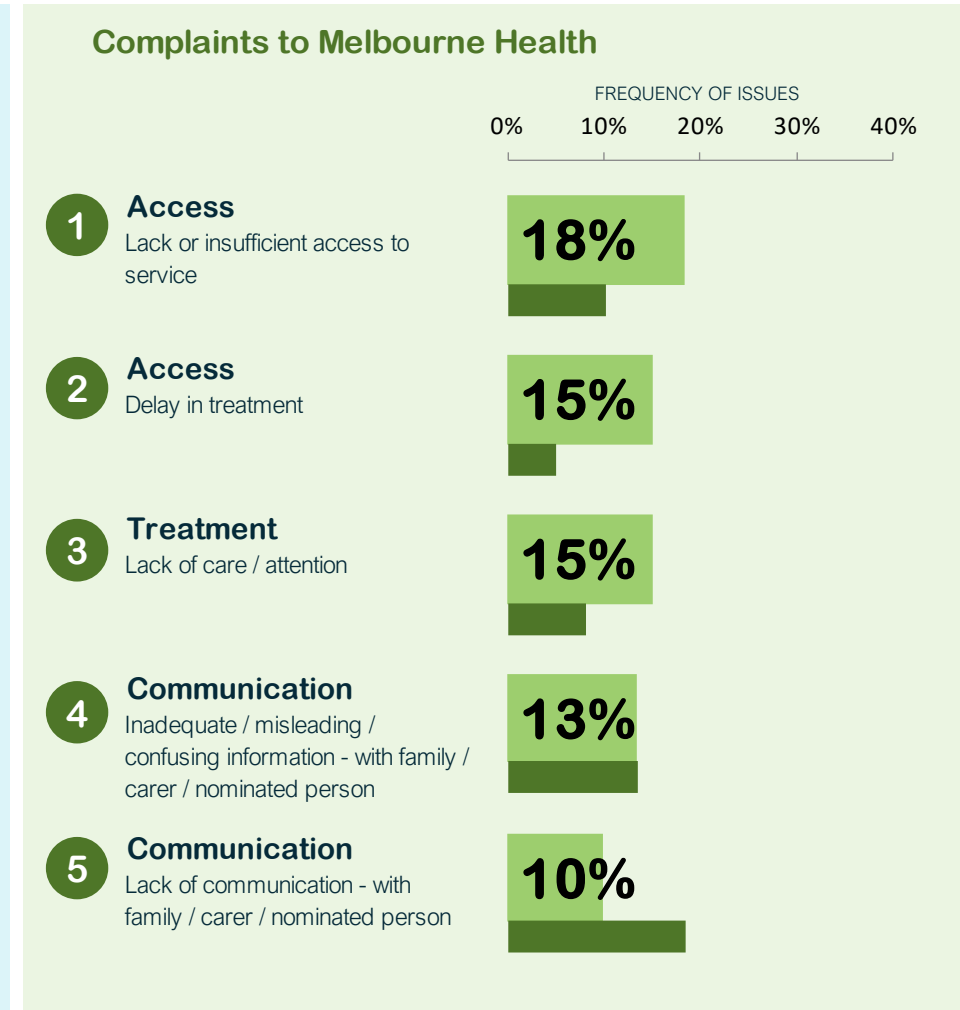
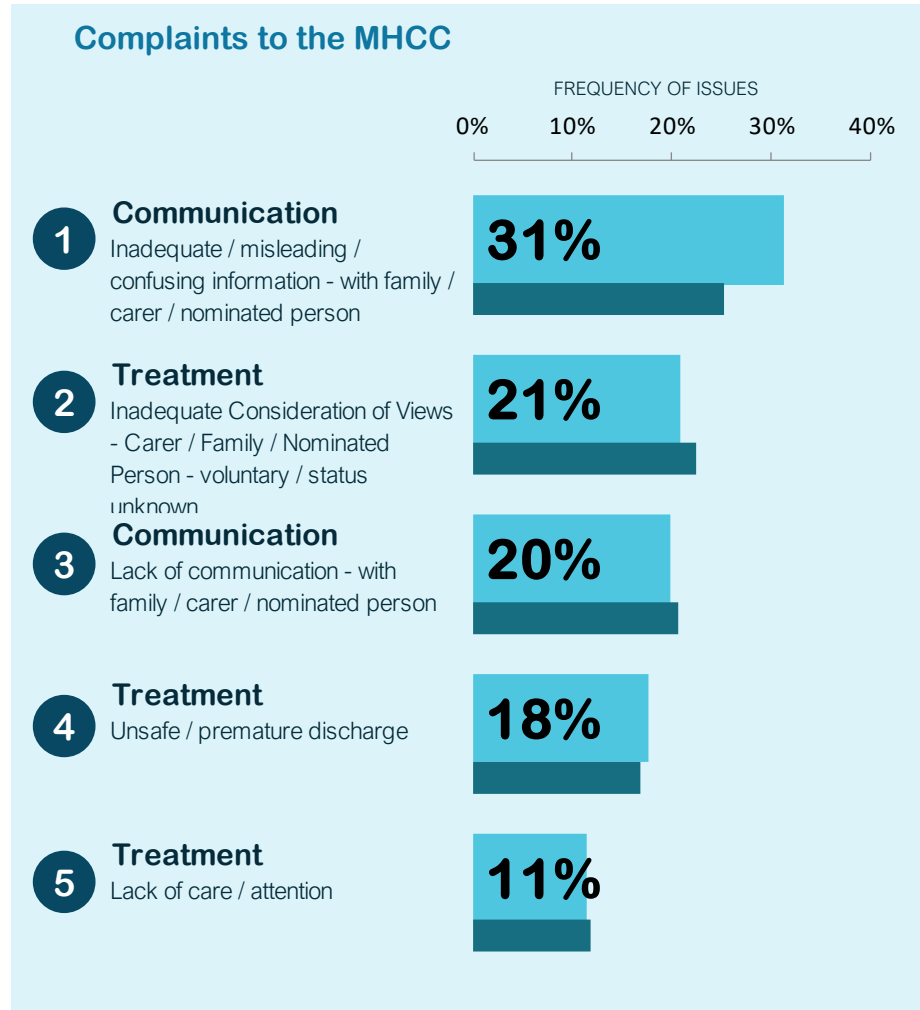
● to the service (n=60)

Sector-wide complaints

● to the MHCC (n=426)

● to the service (n=529)

- Communication and Treatment issues relating to inadequate information and lack of communication with family members / carers and inadequate consideration of their views and preferences were the most frequently raised issues by family members / carers in complaints to the MHCC about Melbourne Health, as well as unsafe / premature discharge.



- Similar issues were also raised by family members / carers in complaints directly to Melbourne Health, as well as lack of sufficient access and delay in treatment, which were raised in a higher proportion of complaints compared to the sector.

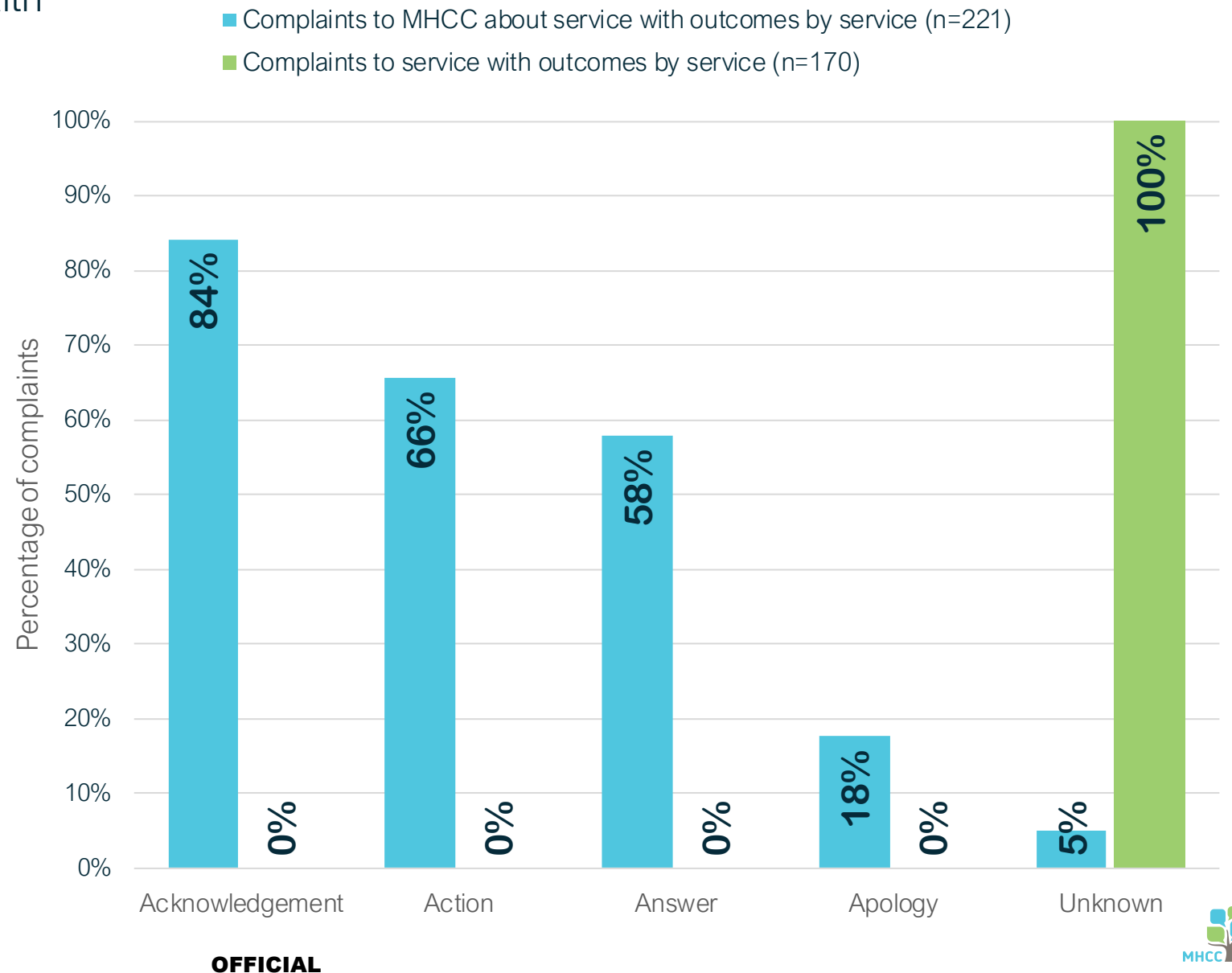


Outcomes of complaints

What were the outcomes of complaints? 2020-21

Closed complaints about Melbourne Health

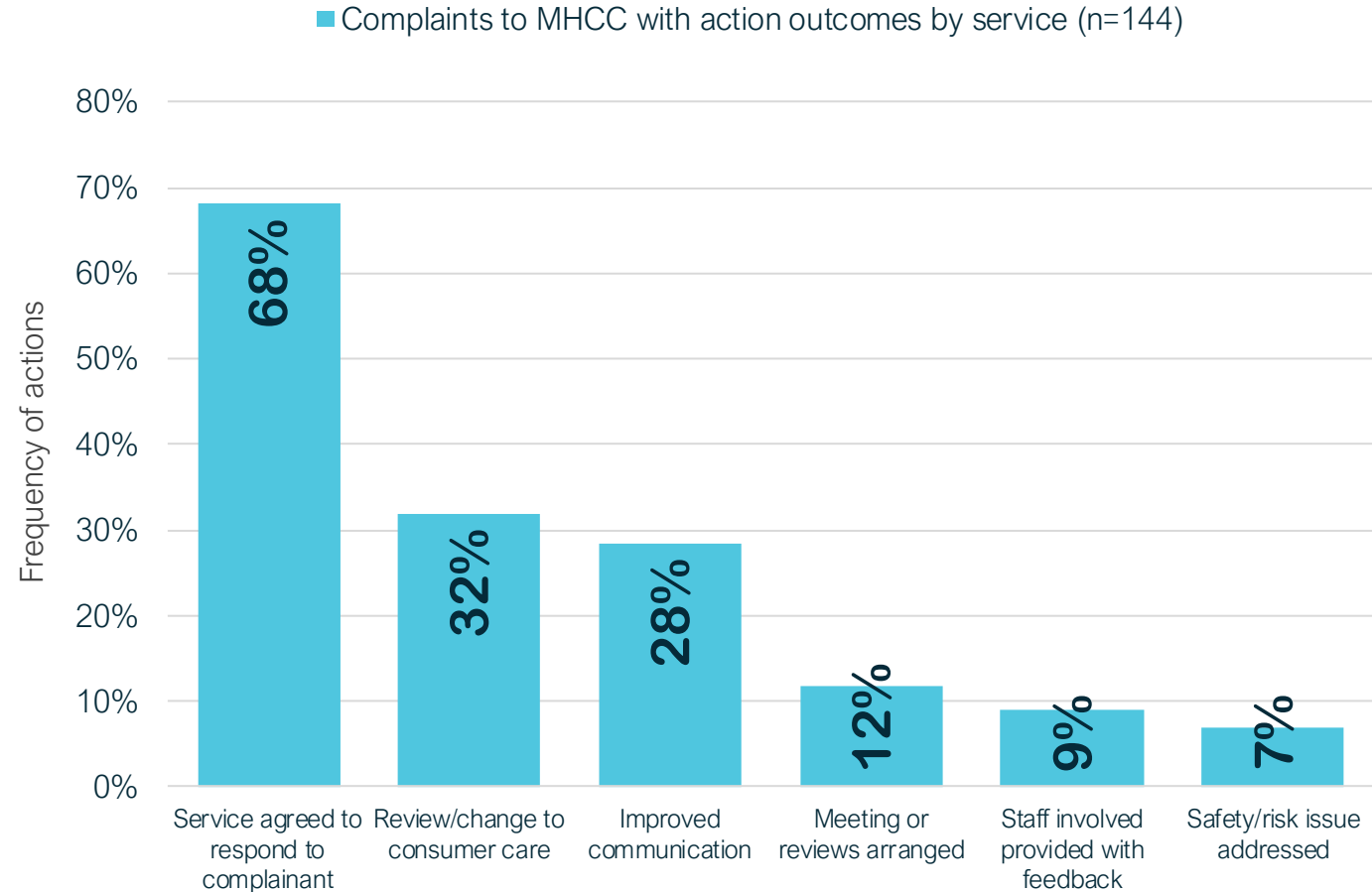
- Outcomes of complaints are framed in terms of the '4 A's' of complaint resolution - acknowledgement, action, answers and apology.
- This chart only includes complaints to the MHCC about Melbourne Health that were assessed as being in scope for resolution or having a known service outcome. The most common outcome of these complaints was acknowledgement by Melbourne Health of the issues raised by the complainant.
- Melbourne Health did not report on outcomes for complaints that were made directly to them, therefore the outcomes are unknown.



What actions were taken by the service? 2020-21

Top specific actions taken by service in response to complaints to the MHCC

- Actions most frequently undertaken by Melbourne Health in response to complaints to the MHCC included:
 - responding to the complainant or consumer directly
 - change/review of treatment/care for individual consumers
 - improved communication/resolution of misunderstandings



Key points to consider



Complaint numbers

- The number of complaints to the MHCC about Melbourne Health rose in 2020-21. Whilst the number of complaints made directly to Melbourne Health have decreased.
- Overall, more complaints were made to the MHCC than directly to Melbourne Health. The MHCC would like to see a trend of more complaints being made directly to the service, as this suggests that consumers and family members/ carers feel empowered to raise concerns directly with the service.



Issues raised

- Inadequate/ incomplete/ confusing information provided to consumers and inadequate consideration and preferences of compulsory patients were most frequently raised issues in complaints to the MHCC about Melbourne Health, consistent with the sector.
- In complaints made directly to Melbourne Health, lack of care/ attention and rudeness / lack of respect / discourtesy were the most frequently occurring issues. Inadequate consideration and preferences of compulsory patients was also frequently raised at a higher proportion when compared to the sector.



Outcomes

- The most common outcome of complaints made to the MHCC about Melbourne Health was acknowledgement by Melbourne Health of the issues raised by the complainant.
- The most common action undertaken by Melbourne Health in response to complaints to the MHCC was to respond to the consumer or complainant directly.