

Summary of service provider complaint report

Northern AMHS

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:



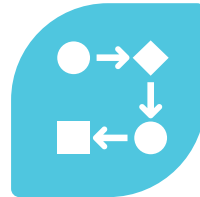
identify key themes and emerging issues across the sector



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

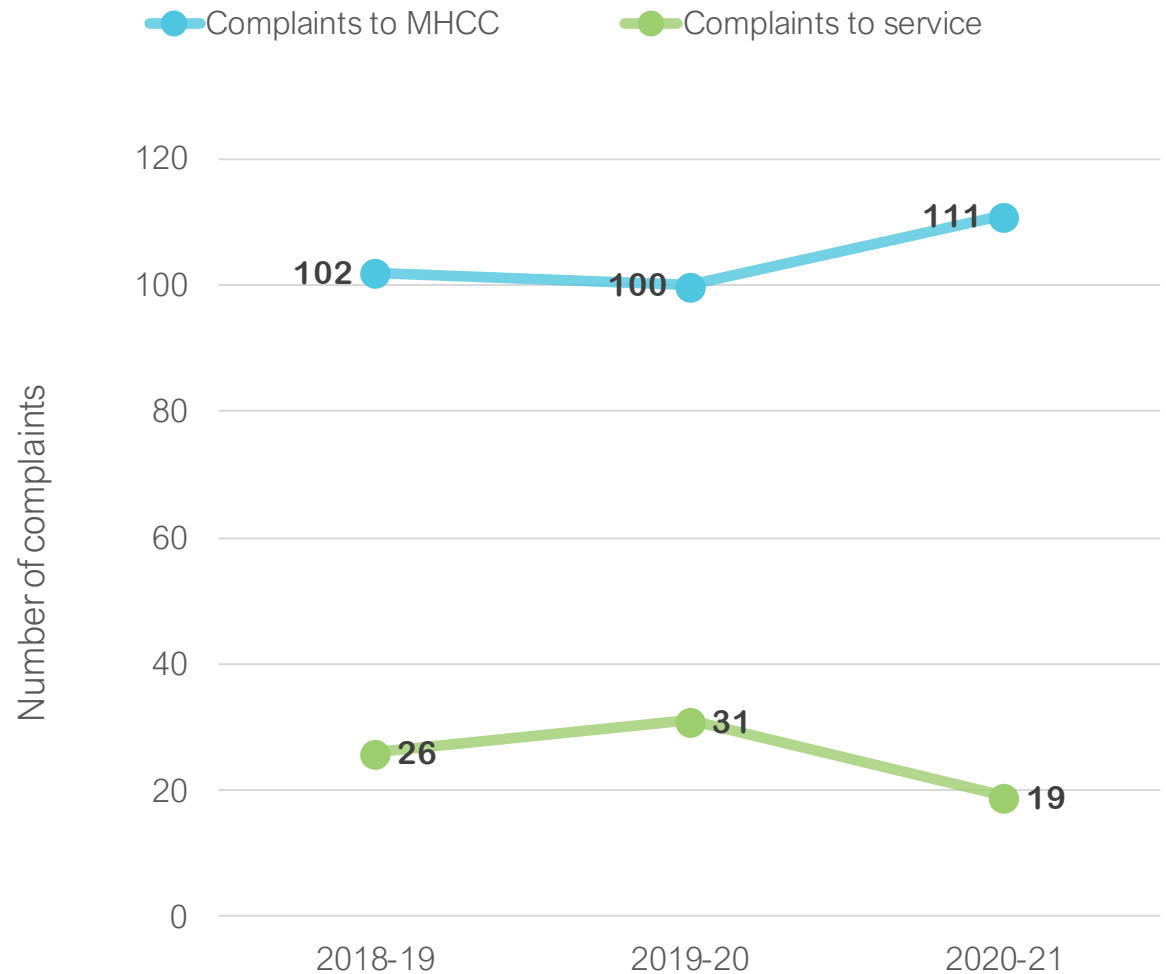
111

Complaints to MHCC
about Northern AMHS

19

Complaints to
Northern AMHS

- The number of complaints to the MHCC about Northern AMHS rose in 2020-21, while the number of complaints to Northern AMHS decreased in the same timeframe.
- Overall, more complaints were made to the MHCC than directly to Northern AMHS. 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 higher rate of complaints was made to the MHCC about Northern AMHS, and a lower rate of complaints was made directly to the service. A slightly lower rate of compliments were made to Northern AMHS directly, compared to the sector.

Complaints about Northern AMHS

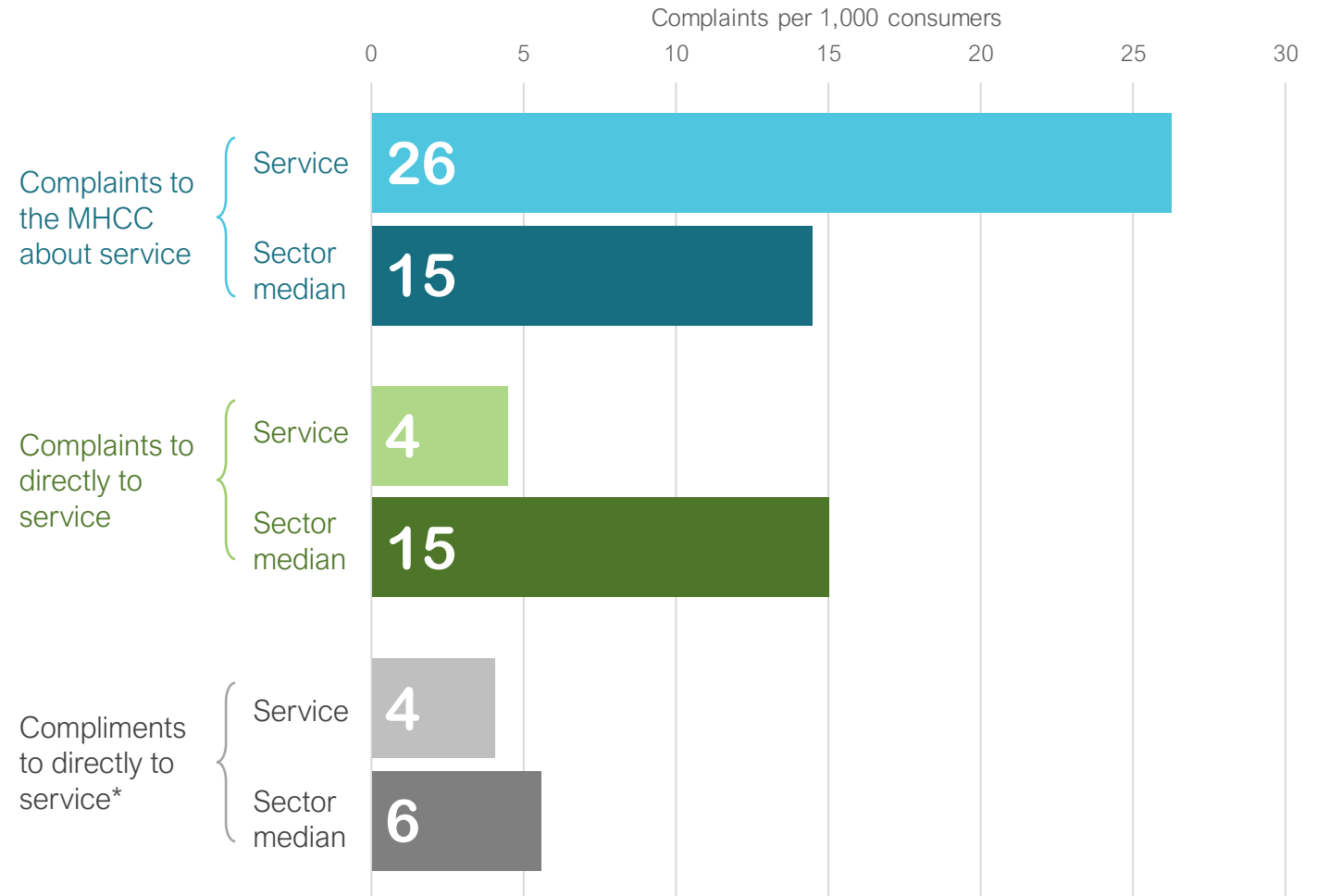
- to the MHCC (n=111)
- to the service (n=19)

● Compliments to Northern AMHS (n=17)

Sector-wide complaints

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

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

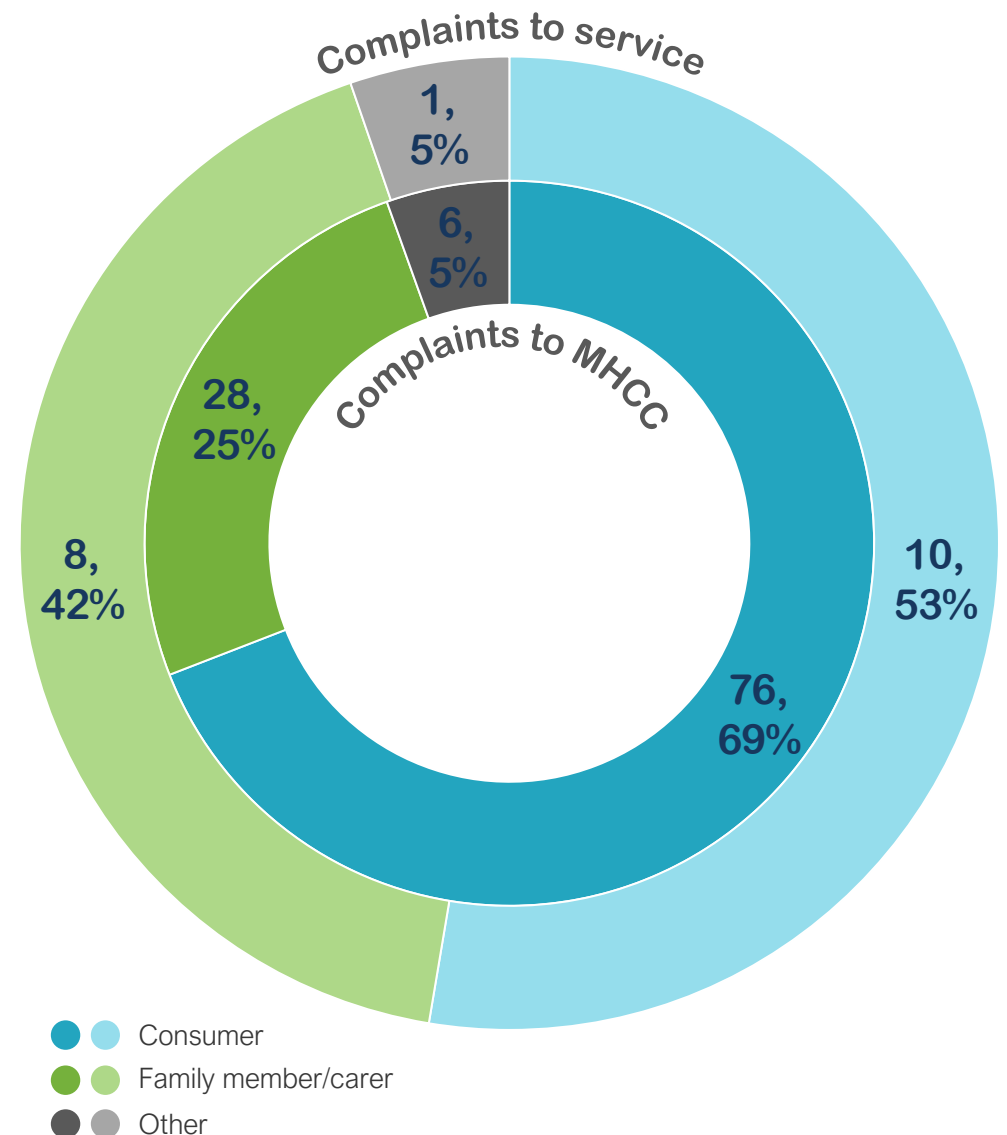


*Note: not all services reported compliments, and services likely used different approaches to capture compliments data

Who is making complaints? 2020-21

Complaints raised about Northern AMHS

- Consumers made the majority of complaints to the MHCC about Northern AMHS. Meanwhile, family members and carers made about a quarter of complaints.
- In contrast, consumers, and family members / carers / other made roughly half of all complaints directly to Northern AMHS.



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



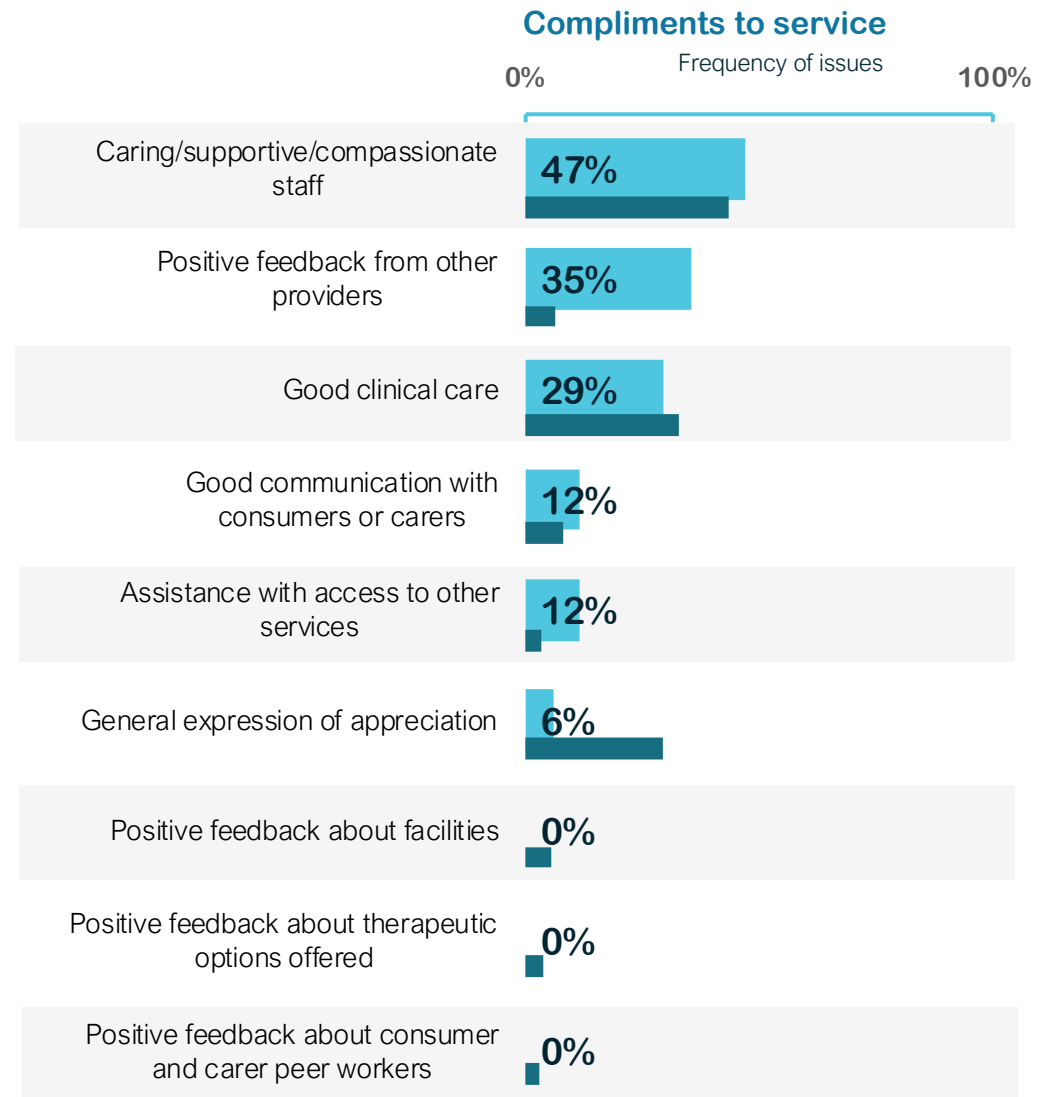
Issues raised in complaints and compliments

What were compliments about? 2020-21

Themes raised in compliments about Northern AMHS

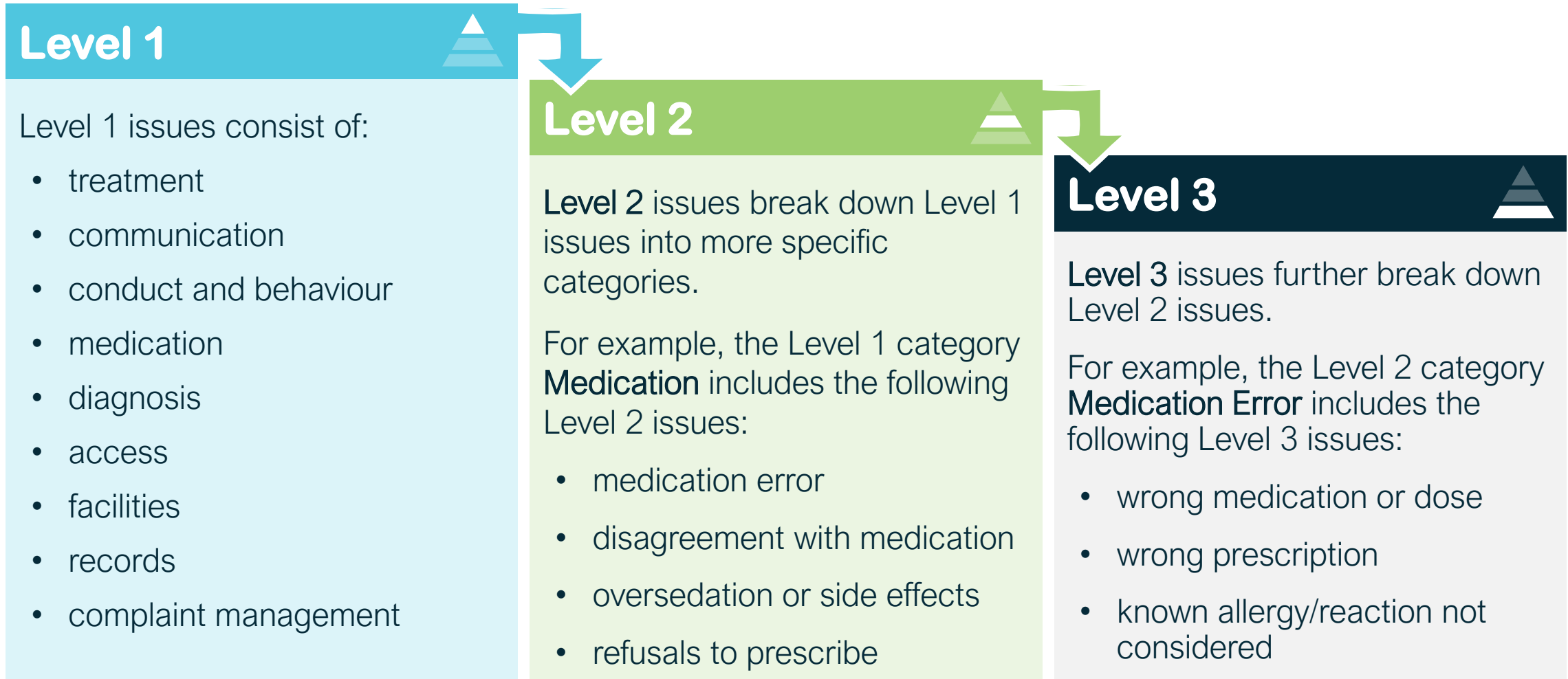
● Compliments to Northern AMHS (n=17)
 ● Compliments to services sector-wide (n=1109)

- 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 Northern AMHS were most commonly about caring/supportive/compassionate staff, positive feedback from other providers, and good clinical care. Compliments were provided at a similar or higher rates when compared to the sector.
- A lower percentage of complaints made to Northern AMHS were classified as general expression of appreciation compared to the sector as a whole. This is a positive thing and reflects the level of detail provided by Northern AMHS 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 Northern AMHS

- Issues raised in complaints to the MHCC about Northern AMHS 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 Northern AMHS were less consistent with those raised in complaints to services for the sector. Although Treatment, Conduct and Behaviour were among the most commonly raised issues, Communication was raised less frequently when compared with the sector.

Complaints about Northern AMHS

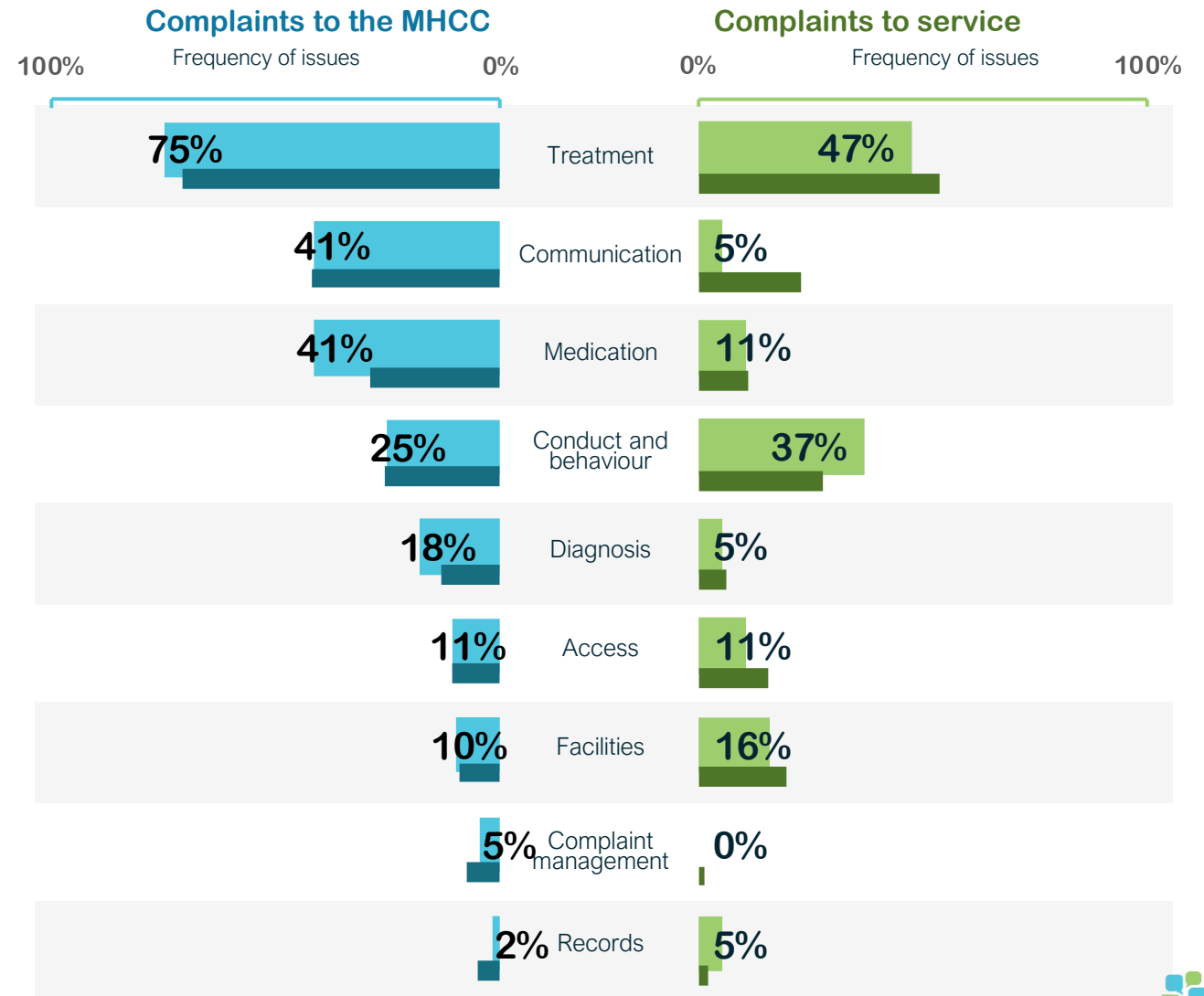
to the MHCC (n=111)

to the service (n=19)

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 Northern AMHS

Complaints about Northern AMHS

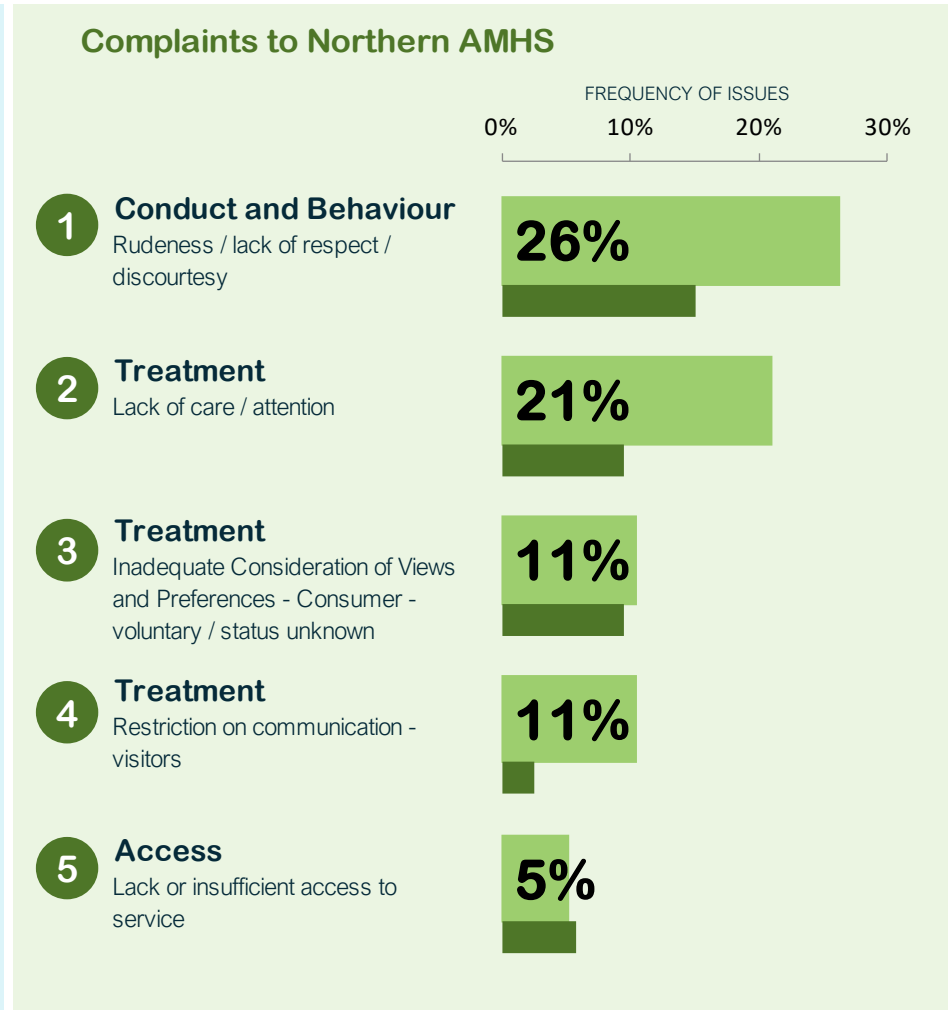
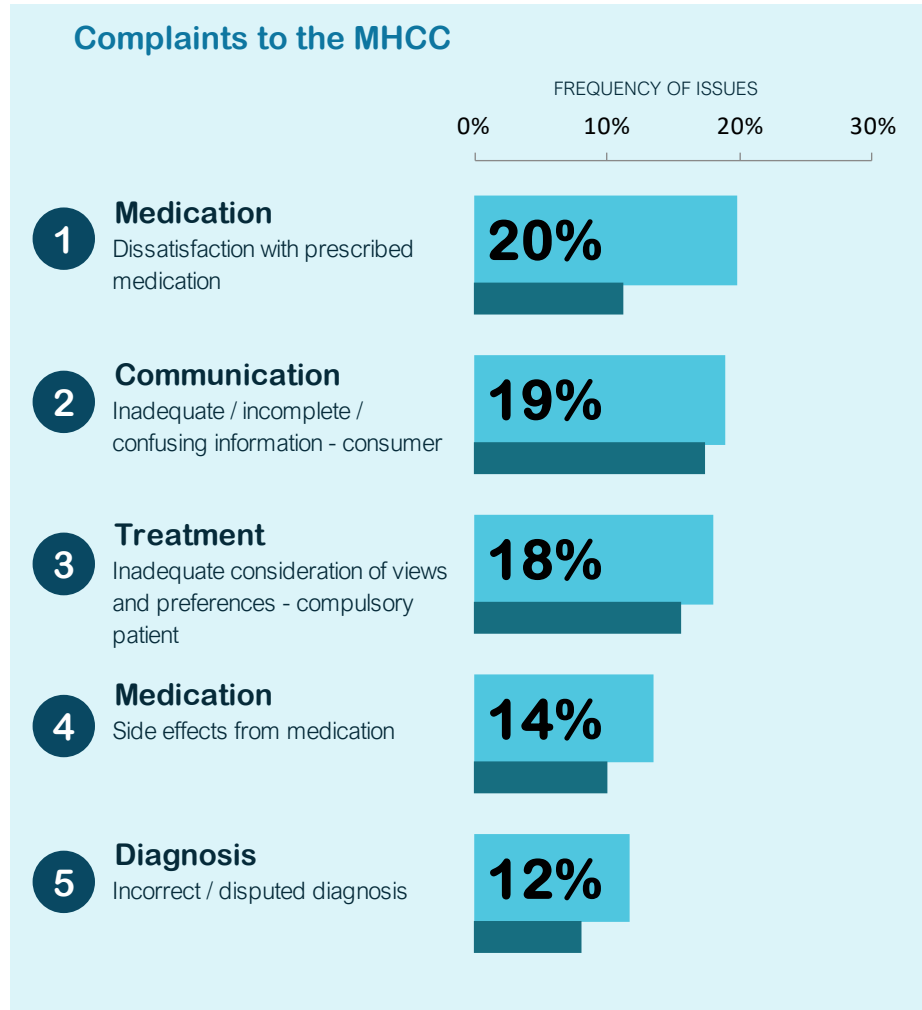
- to the MHCC (n=111)
- to the service (n=19)

Sector-wide complaints

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

- Dissatisfaction with the prescribed medication was the most frequently occurring issue in complaints to the MHCC about Northern AMHS, complaints regarding this were raised in a higher proportion of complaints than the sector.

- In complaints made directly to Northern AMHS, rudeness / lack of respect / discourtesy was the most frequently occurring issue, consistent with the sector. Lack of care or attention was also frequently raised. Both were raised in a higher proportion of complaints than the sector.



Issues raised by consumers 2020-21

Most frequent Level 3 issues raised about Northern AMHS

Complaints about Northern AMHS

● to the MHCC (n=76)

● to the service (n=10)

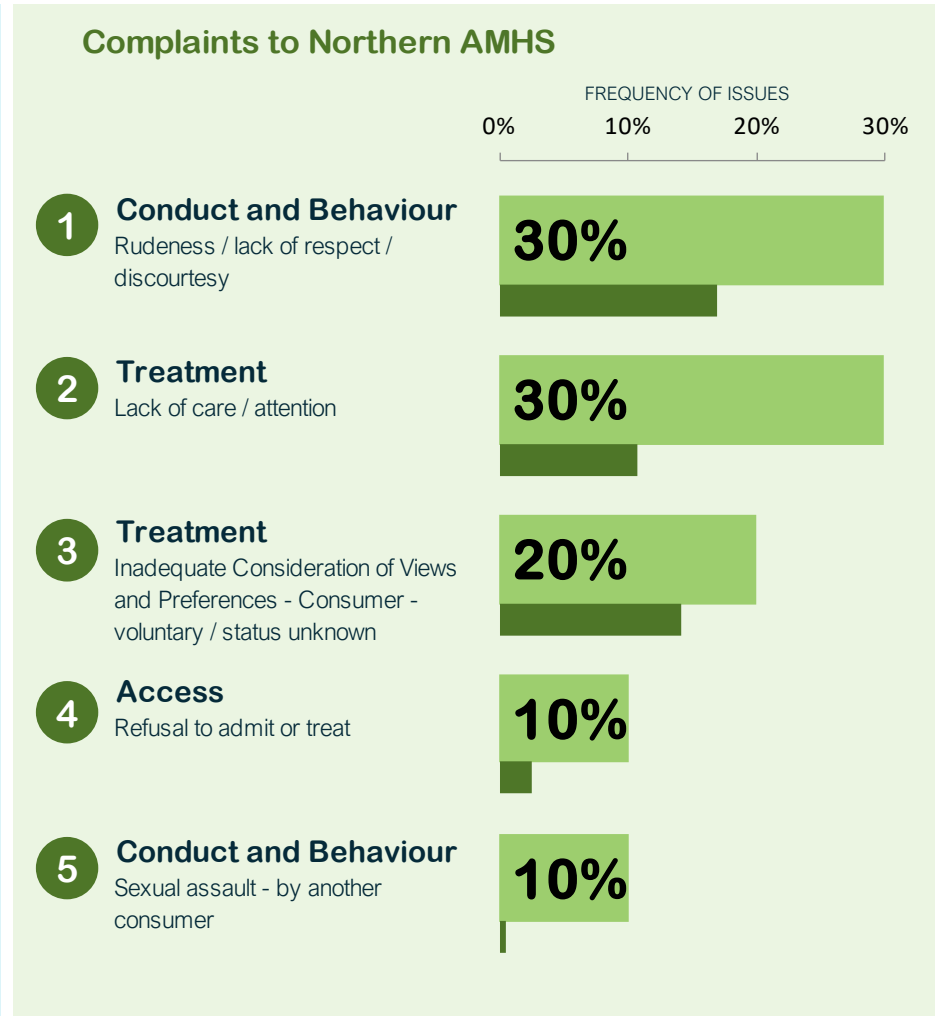
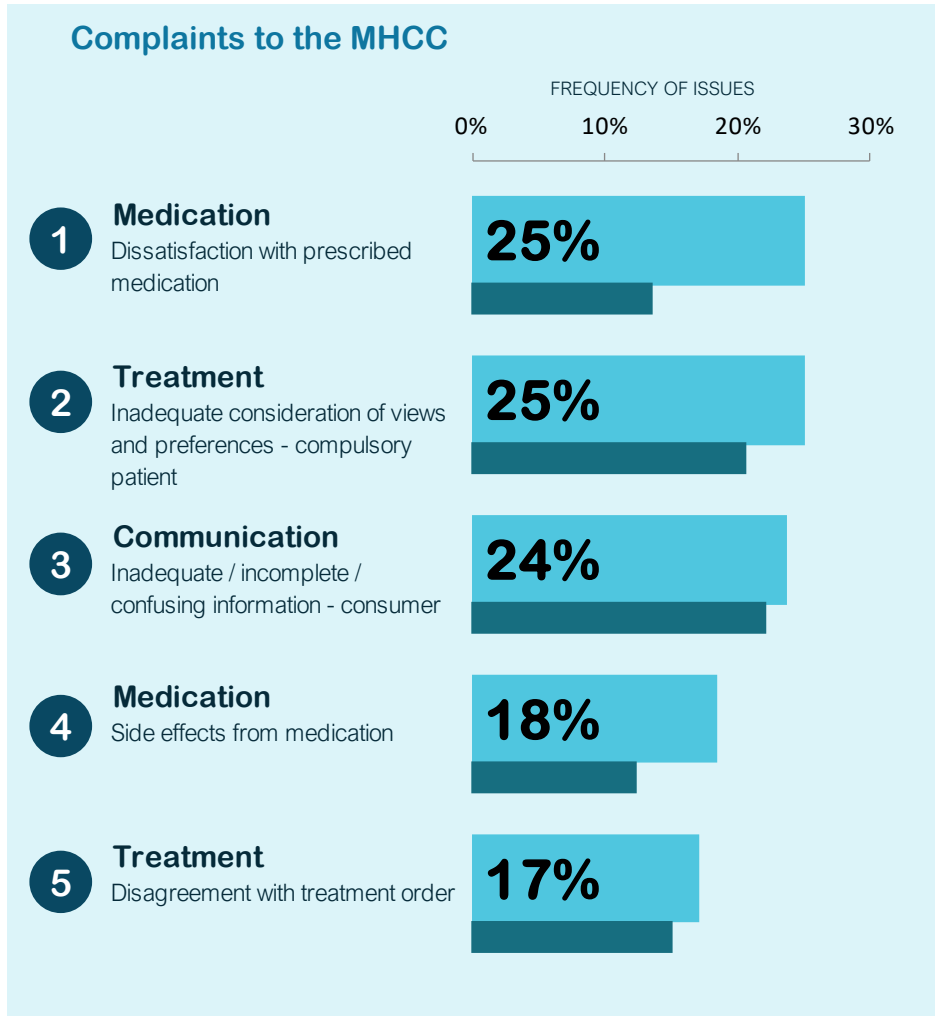
Sector-wide complaints

● to the MHCC (n=1149)

● to the service (n=1033)

Among the top five issues raised by consumers in complaints to the MHCC about Northern AMHS, four were raised in a higher proportion than complaints raised to the MHCC for the sector.

The most frequently raised issues by consumers in complaints directly to Northern AMHS was rudeness / lack of respect / discourtesy, and lack of care / attention, both were raised in a considerably higher proportion when compared with the sector.



Issues raised by carers 2020-21

Most frequent Level 3 issues raised about Northern AMHS

Complaints about Northern AMHS

● to the MHCC (n=28)

● to the service (n=8)

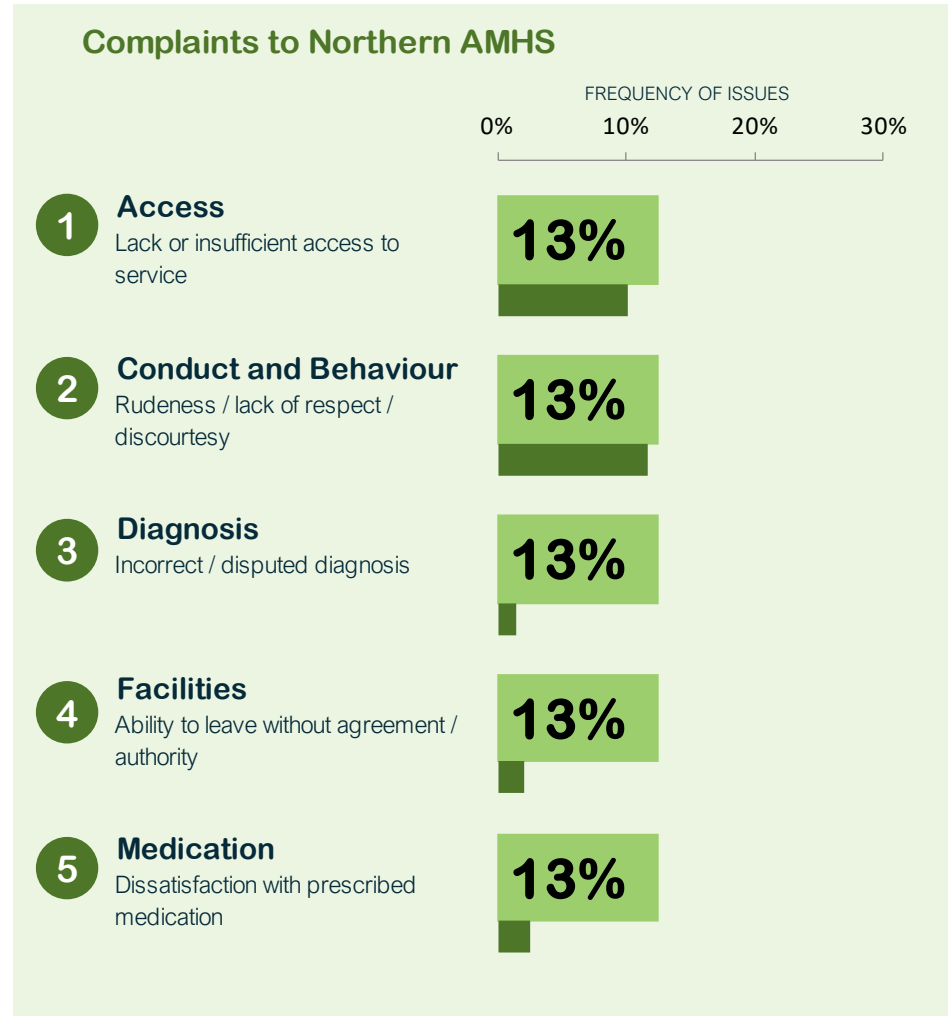
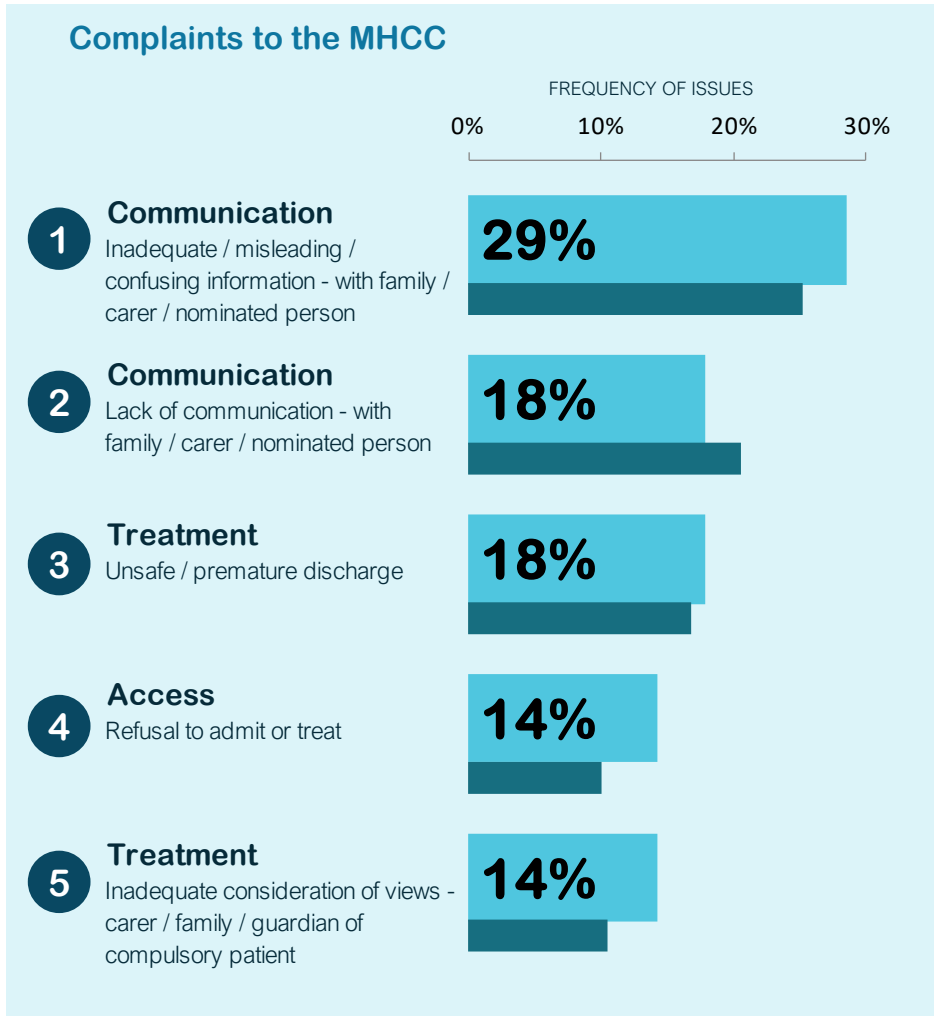
Sector-wide complaints

● 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, as well as unsafe or premature discharge were the most frequently raised by family members / carers in complaints to the MHCC about Northern AMHS.

The top five issues raised by family members / carers in complaints directly to Northern AMHS varied between issues of Access, Conduct and Behaviour, Diagnosis, Facilities and Medication. All were raised in higher proportions than the sector.



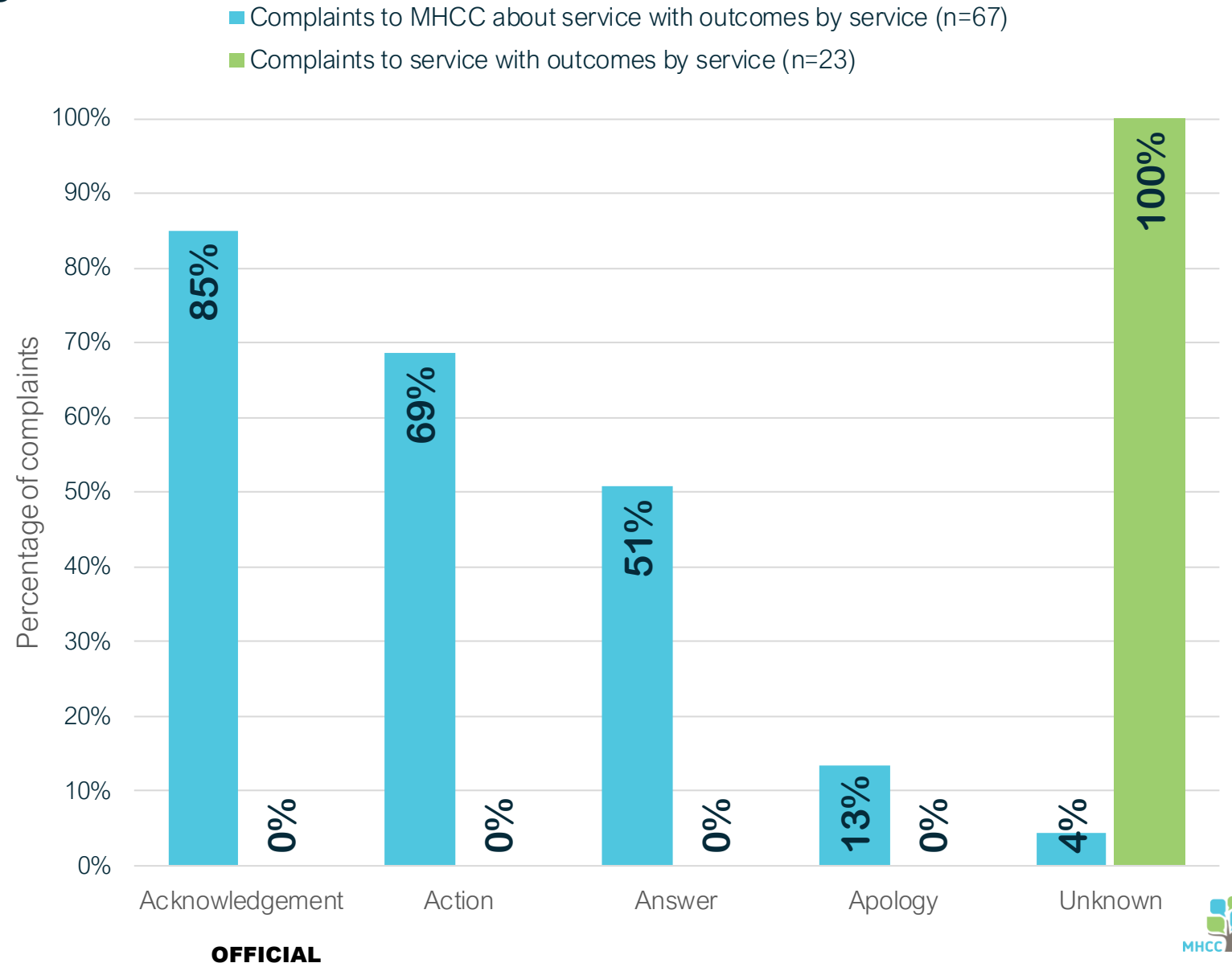


Outcomes of complaints

What were the outcomes of complaints? 2020-21

Closed complaints about Northern AMHS

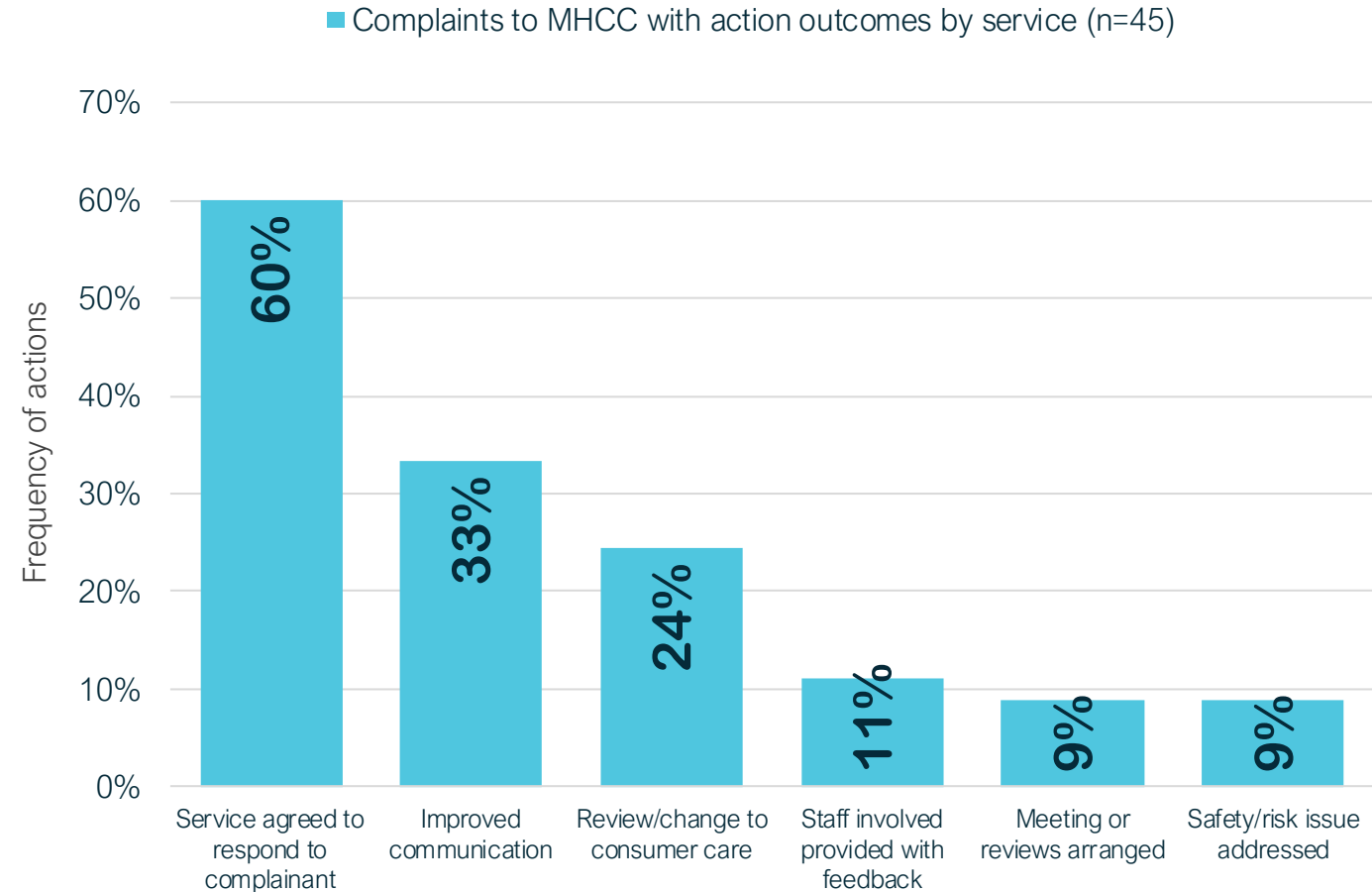
- Outcomes of complaints are framed in terms of the '4 A's' of complaint resolution - acknowledgement, action, answers and apology.
- This chart only includes complaints to the MHCC about Northern AMHS that were assessed as being in scope for resolution or having a known service outcome. The most common outcome of these complaints was acknowledgement by Northern AMHS of the issues raised by the complainant.
- The most common outcome of complaints made directly to Northern AMHS was 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 Orygen in response to complaints to the MHCC included:
 - responding to the complainant or consumer directly
 - improved communication/resolution of misunderstandings
 - change/review of treatment/care for individual consumers



Key points to consider



Complaint numbers

- The number of complaints to the MHCC about Northern AMHS rose in 2020-21, while the number of complaints to Northern AMHS decreased in the same timeframe.
- Overall, more complaints were made to the MHCC than directly to Northern AMHS. 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

- Dissatisfaction with the prescribed medication was the most frequently occurring issue in complaints to the MHCC about Northern AMHS, complaints regarding this were raised in a higher proportion of complaints than the sector.
- In complaints made directly to Northern AMHS, rudeness / lack of respect / discourtesy was the most frequently occurring issue, consistent with the sector. Lack of care or attention was also frequently raised. Both were raised in a higher proportion of complaints than the sector.



Outcomes

- The most common outcomes of complaints made to the MHCC were acknowledgement and action taken by Northern AMHS on the issues raised by the complainant.
- The MHCC would like to see more data on outcomes of complaints made directly to the service.
- The most common action undertaken by Northern AMHS in response to complaints to the MHCC was to respond to the consumer or complainant directly.