

Summary of service provider complaint report

Orygen

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:



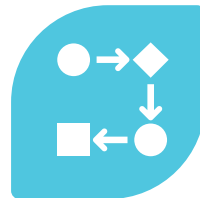
identify key themes and emerging issues across the sector



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

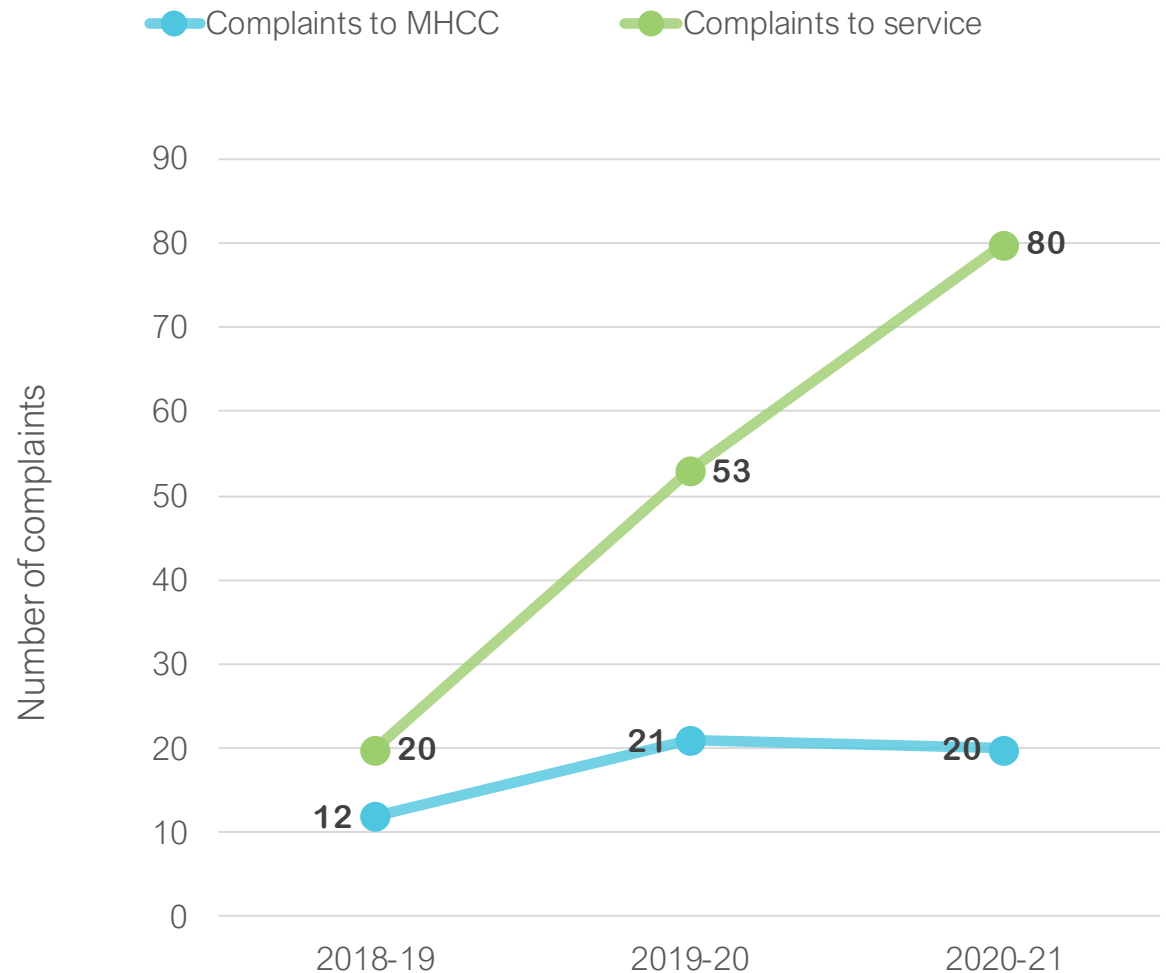
20

Complaints to MHCC
about Orygen

80

Complaints to
Orygen

- The number of complaints to the MHCC about Orygen remained roughly the same in 2020-21. Meanwhile, complaints made to Orygen directly increased in the same timeframe.
- Overall, more complaints were made directly to Orygen than to the MHCC. The MHCC is pleased 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 similar rate of complaints was made to the MHCC about Orygen, and a higher rate of complaints was made directly to the service. A slightly higher rate of compliments were made to Orygen compared to the sector.

Complaints about Orygen

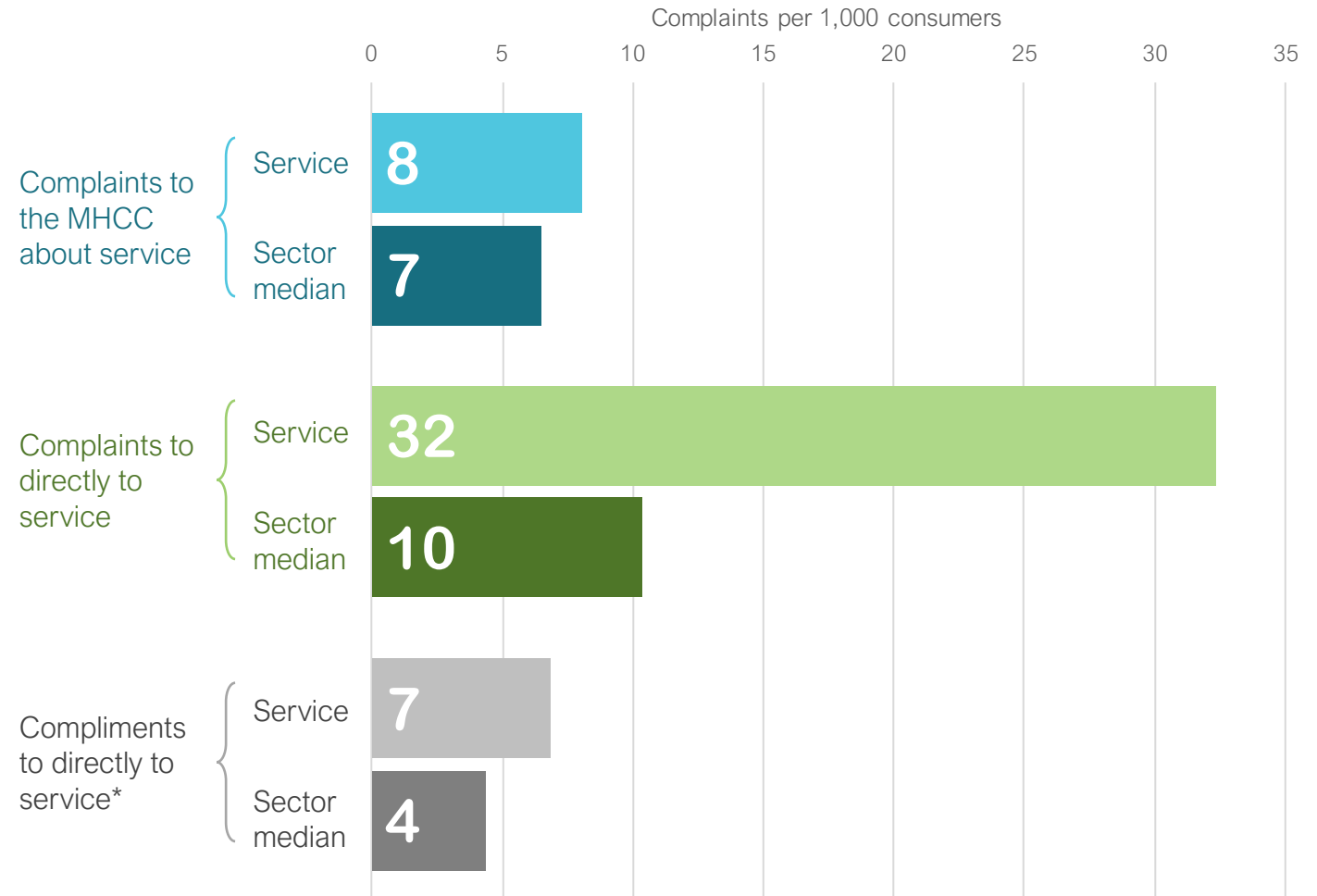
- to the MHCC (n=20)
- to the service (n=80)

● Compliments to Orygen (n=17)

Sector-wide complaints

- to the MHCC (n=90)
- to the service (n=207)

● Compliments to services sector-wide (n=62)

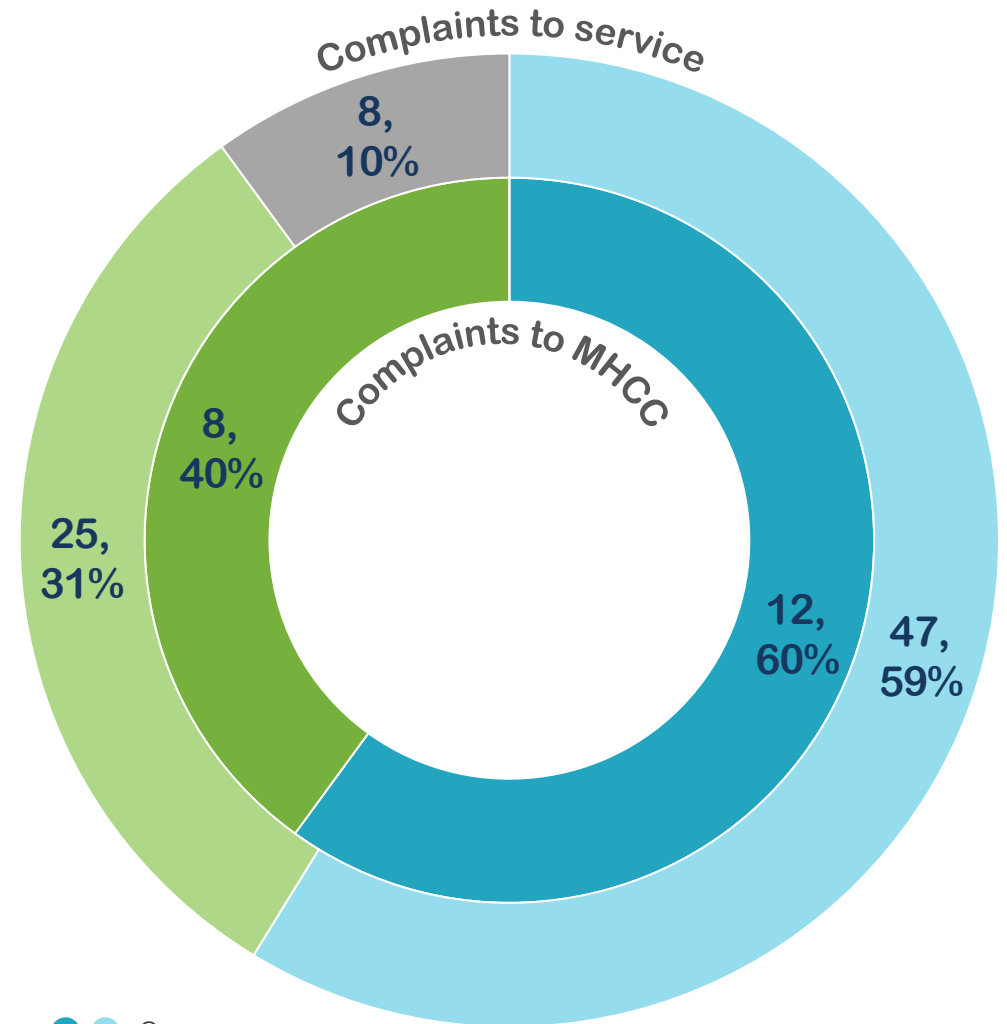


*Note: not all services reported compliments, and services likely used different approaches to capture compliments data

Who is making complaints? 2020-21

Complaints raised about Orygen

- Consumers made the majority of complaints to the MHCC about Orygen. However, family members/carers also made a considerable number of complaints, accounting for two fifths of complaints.
- Similarly, consumers made the majority of all complaints directly to Orygen.



- Consumer
- Family member/carers
- Other

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



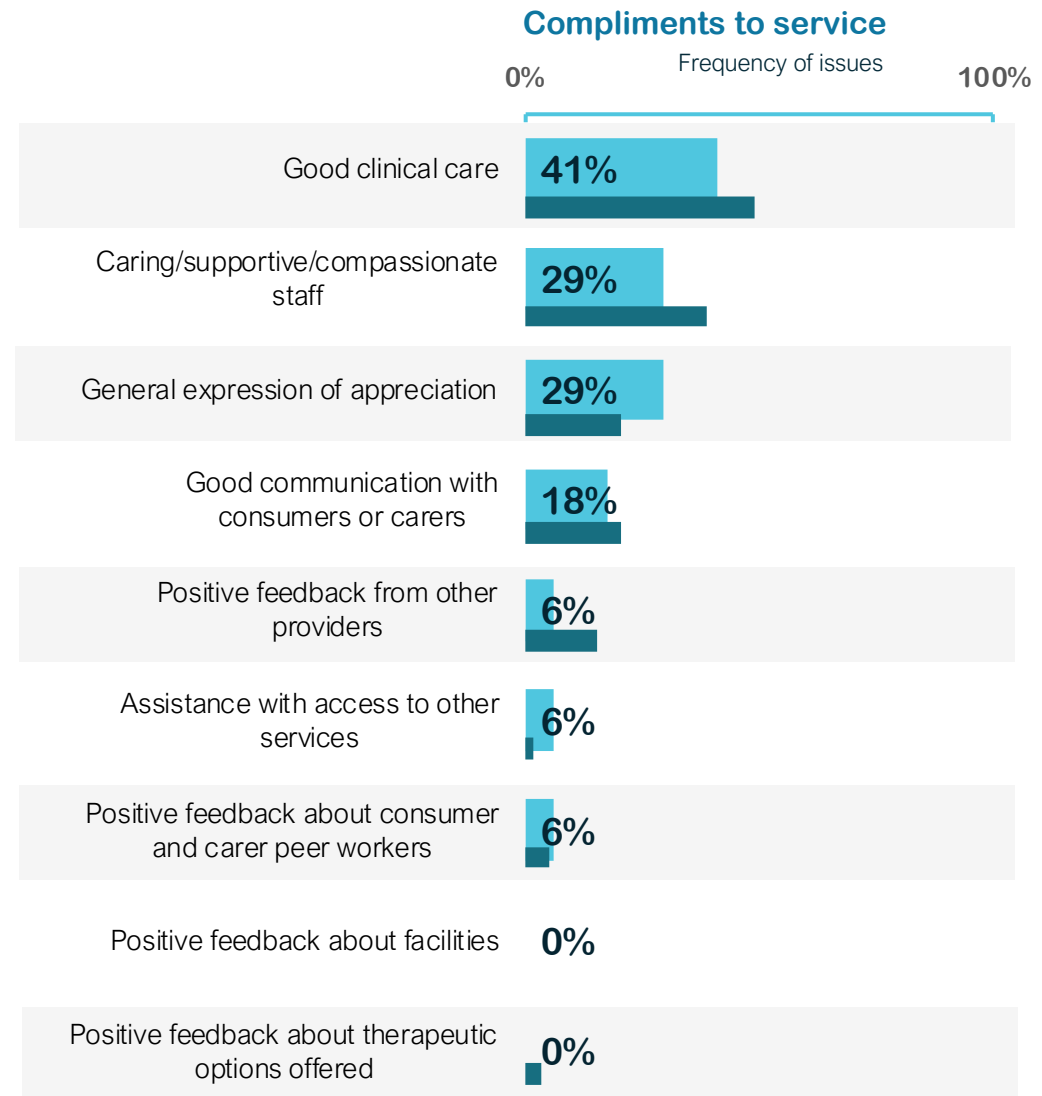
Issues raised in complaints and compliments

What were compliments about? 2020-21

Themes raised in compliments about Orygen

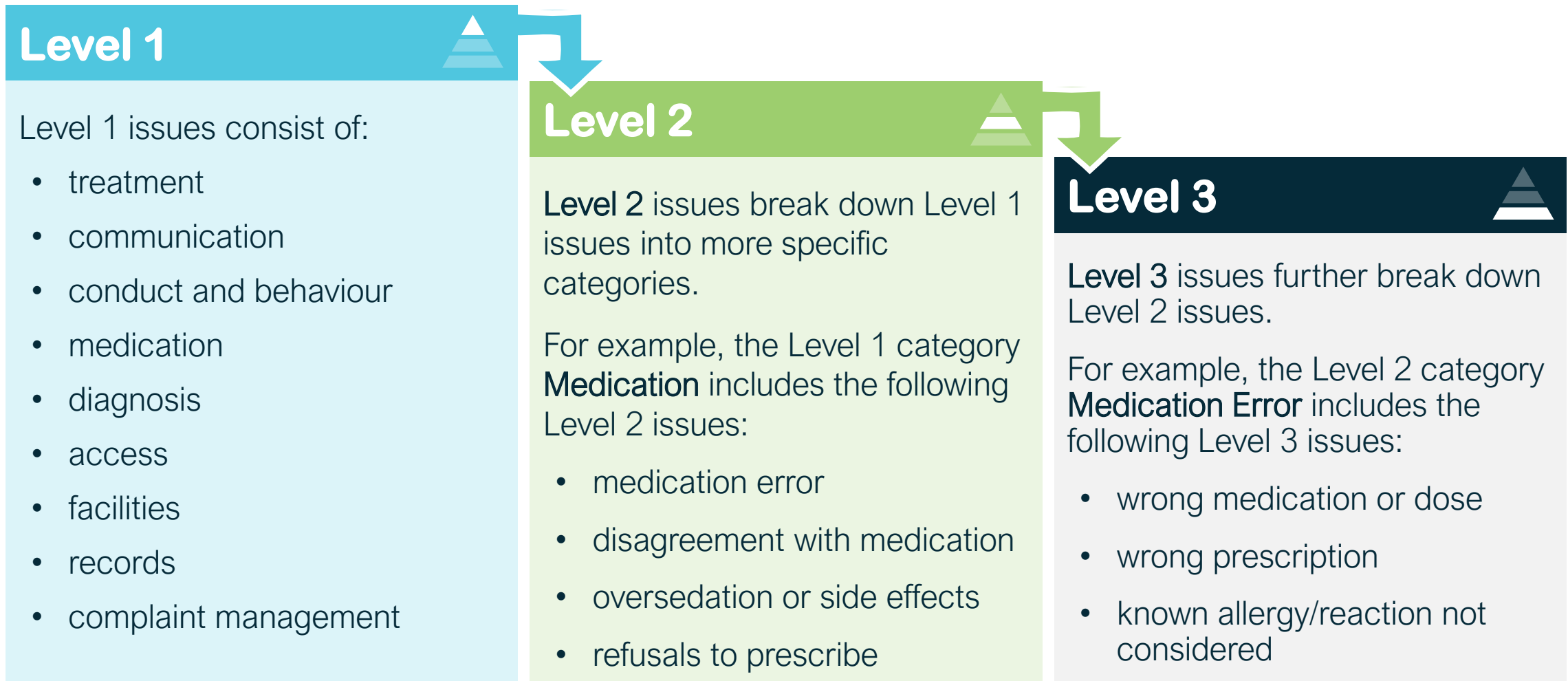
● Compliments to Orygen (n=17)
 ● Compliments to services sector-wide (n=62)

- 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 Orygen were most commonly about good clinical care and caring/ supportive/ compassionate staff, these were raised in lower percentages of compliments made to services across the sector as a whole. Other compliments were around communication with consumers and carers.
- A relatively high percentage of compliments made to Orygen were classified as general expression of appreciation. The MHCC would like to see more detail provided by Orygen about their compliments data to allow 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 Orygen

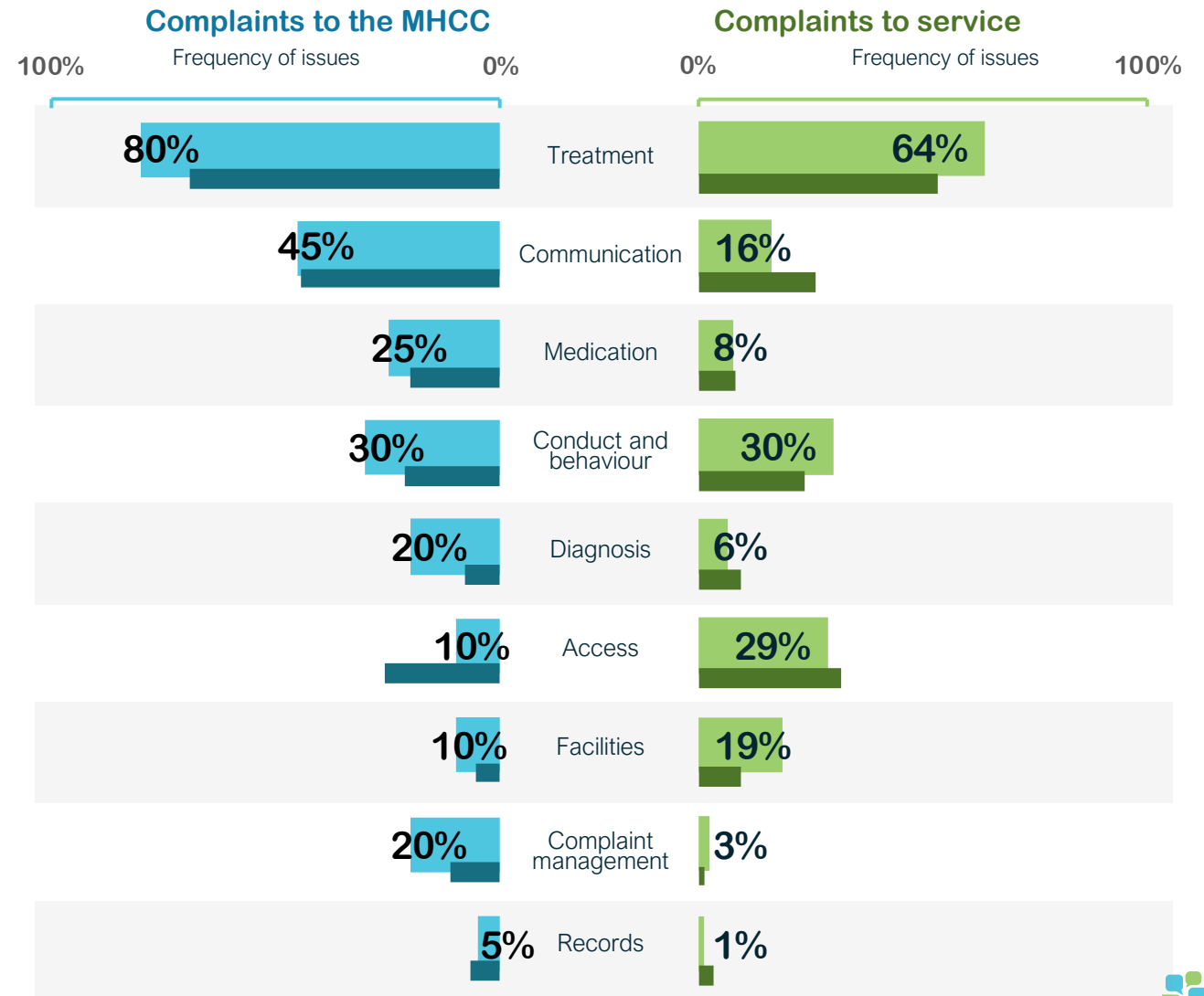
- Issues raised in complaints to the MHCC about Orygen were broadly consistent with those raised in complaints to the MHCC for the sector, with Treatment, Communication, Conduct and Behaviour, and Medication being the most commonly raised issues.
- Issues raised in complaints made directly to Orygen were most commonly regarding Treatment, Conduct and Behaviour, and Access, these were raised in broadly similar proportions when compared with the sector.
- Issues surrounding treatment were raised in a slightly higher proportion of complaints both to the MHCC and Orygen directly when compared with the sector.

Complaints about Orygen

- to the MHCC (n=20)
- to the service (n=80)

Sector-wide complaints

- to the MHCC (n=90)
- to the service (n=207)



What were complaints about? 2020-21

Most frequent Level 3 issues raised about Orygen

Complaints about Orygen

● to the MHCC (n=20)

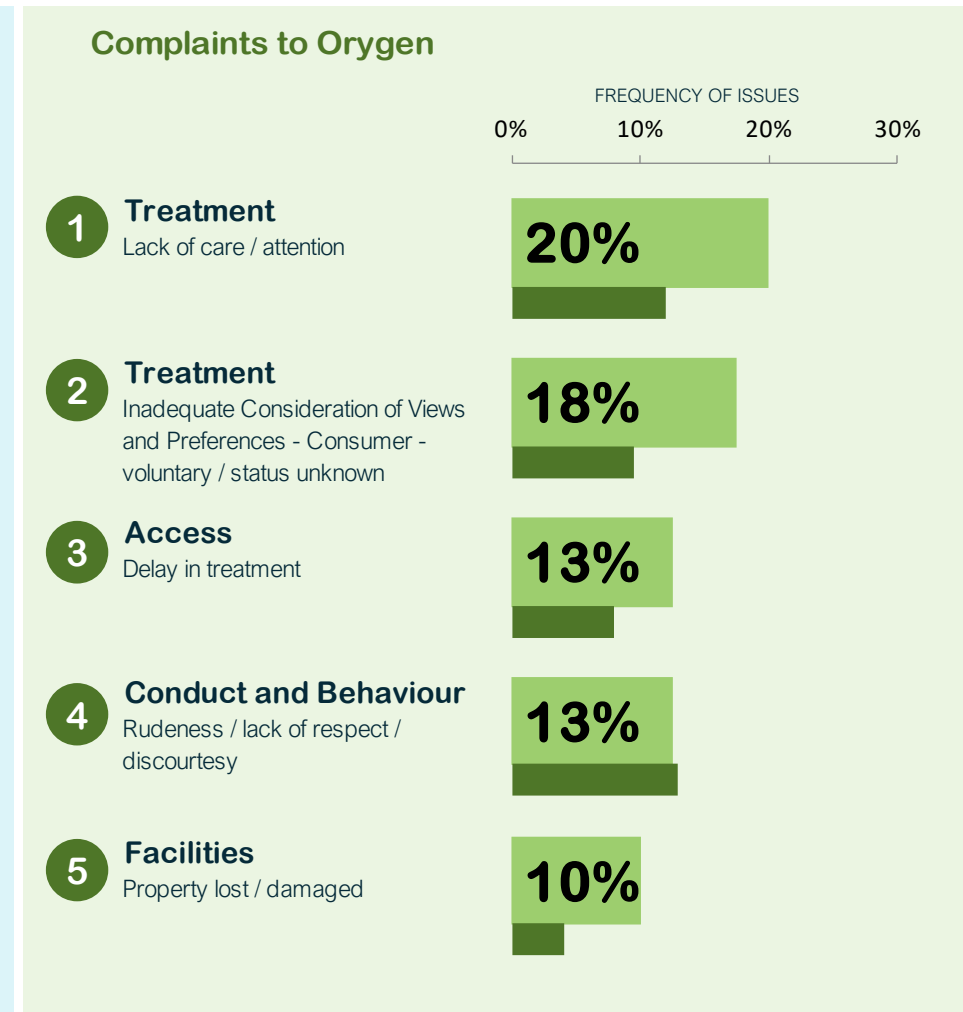
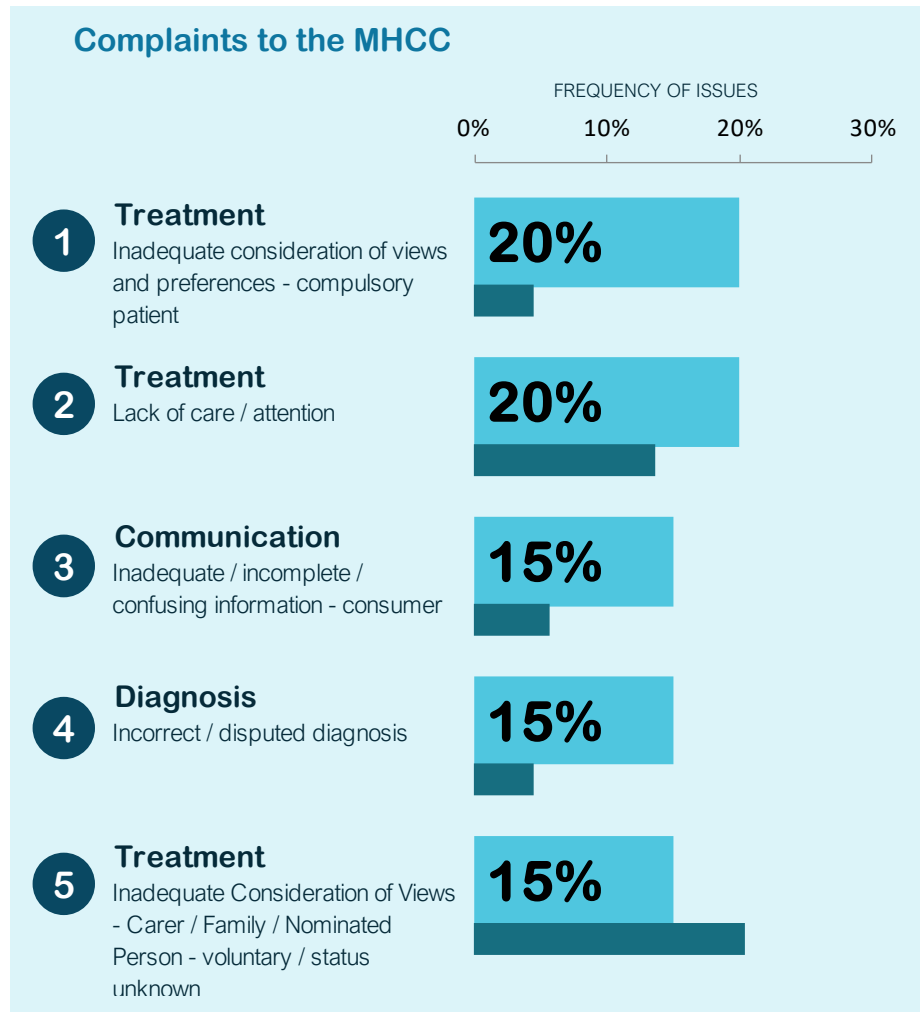
● to the service (n=80)

Sector-wide complaints

● to the MHCC (n=90)

● to the service (n=207)

- Inadequate consideration of the views and preferences of compulsory patients and lack of care or attention were the most frequently occurring issues in complaints to the MHCC about Orygen, both raised in a higher proportion of complaints than the sector.
- In complaints made directly to Orygen, lack of care or attention regarding treatment was the most frequently occurring issue, raised in a higher proportion than the sector. Inadequate consideration of the views and preferences of voluntary consumers was also frequently raised.



Issues raised by consumers 2020-21

Most frequent Level 3 issues raised about Orygen

Complaints about Orygen

● to the MHCC (n=12)

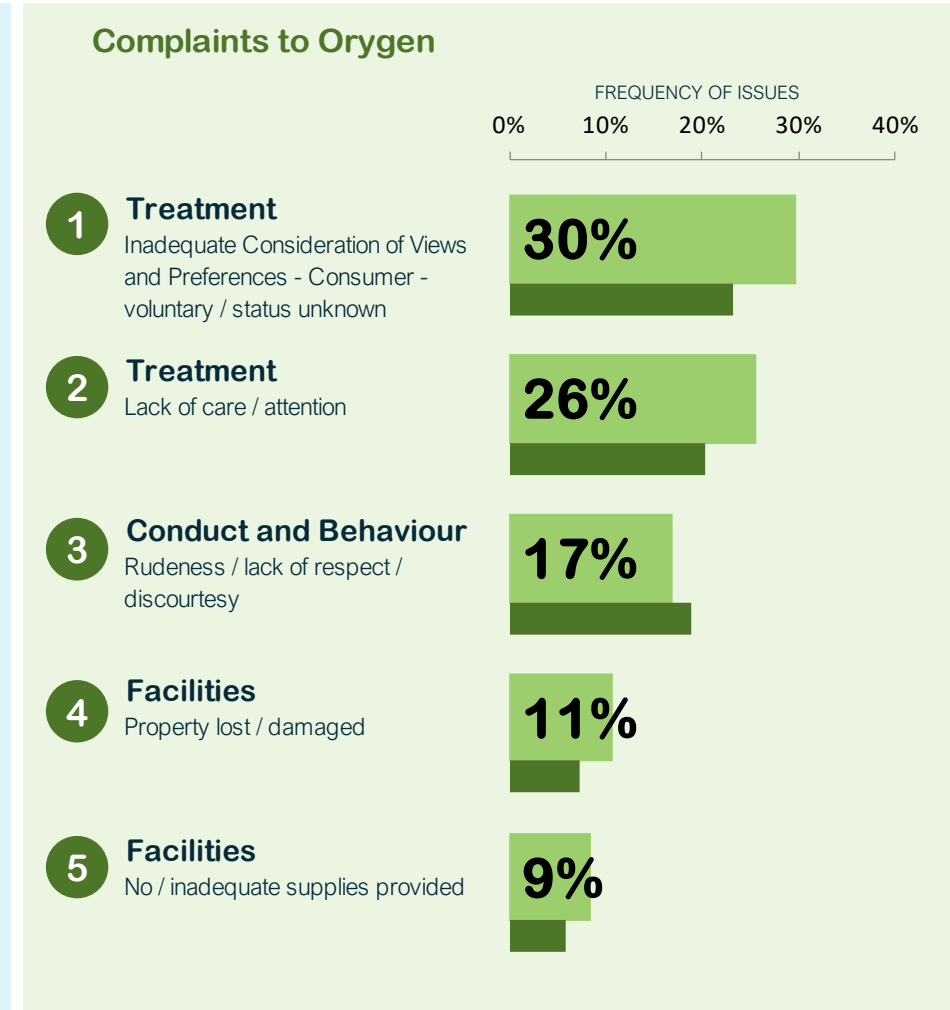
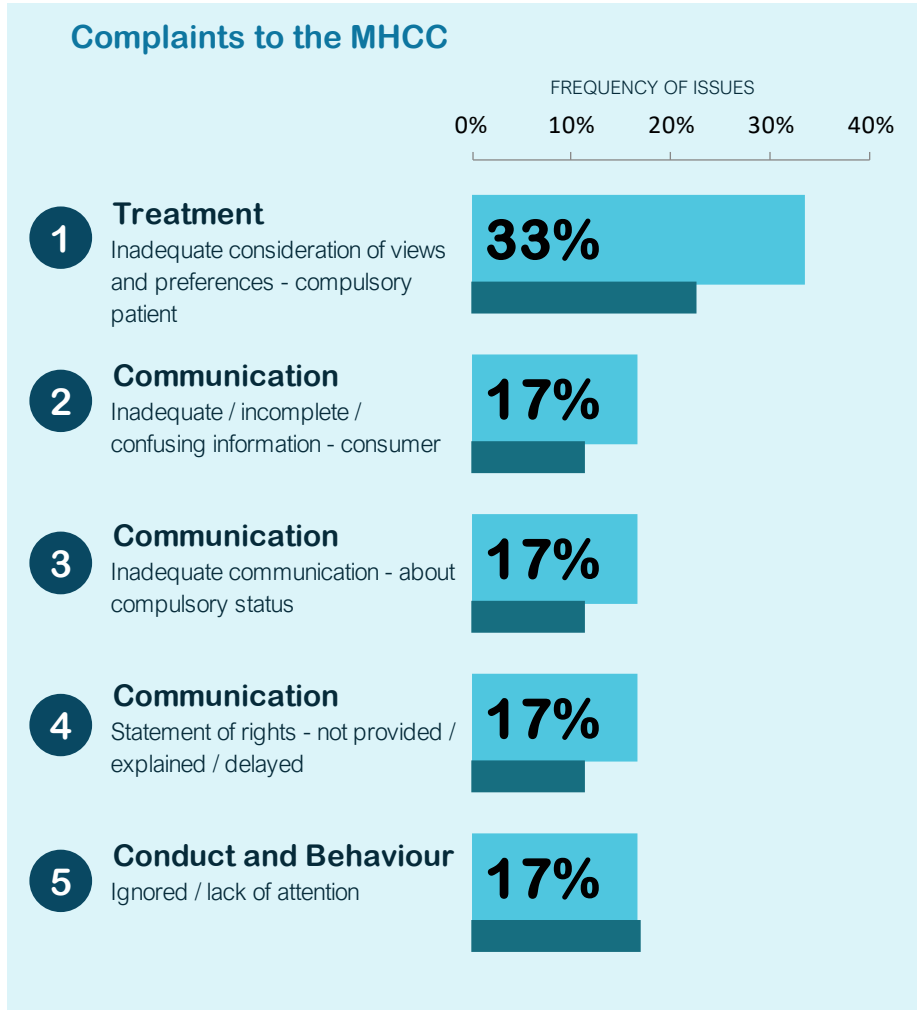
● to the service (n=47)

Sector-wide complaints

● to the MHCC (n=18)

● to the service (n=71)

- The top five issues raised by consumers in complaints to the MHCC about Orygen were most frequently about treatment, communication and conduct and behaviour. Inadequate consideration of the views and preferences of compulsory patients was the most common, raised in a higher proportion when compared with the sector.
- The most frequently raised issue by consumers in complaints directly to Orygen, was inadequate consideration of the views and preferences of consumers, followed by lack of care or attention. Both were raised in a slightly higher proportion than the sector.



Issues raised by carers 2020-21

Most frequent Level 3 issues raised about Orygen

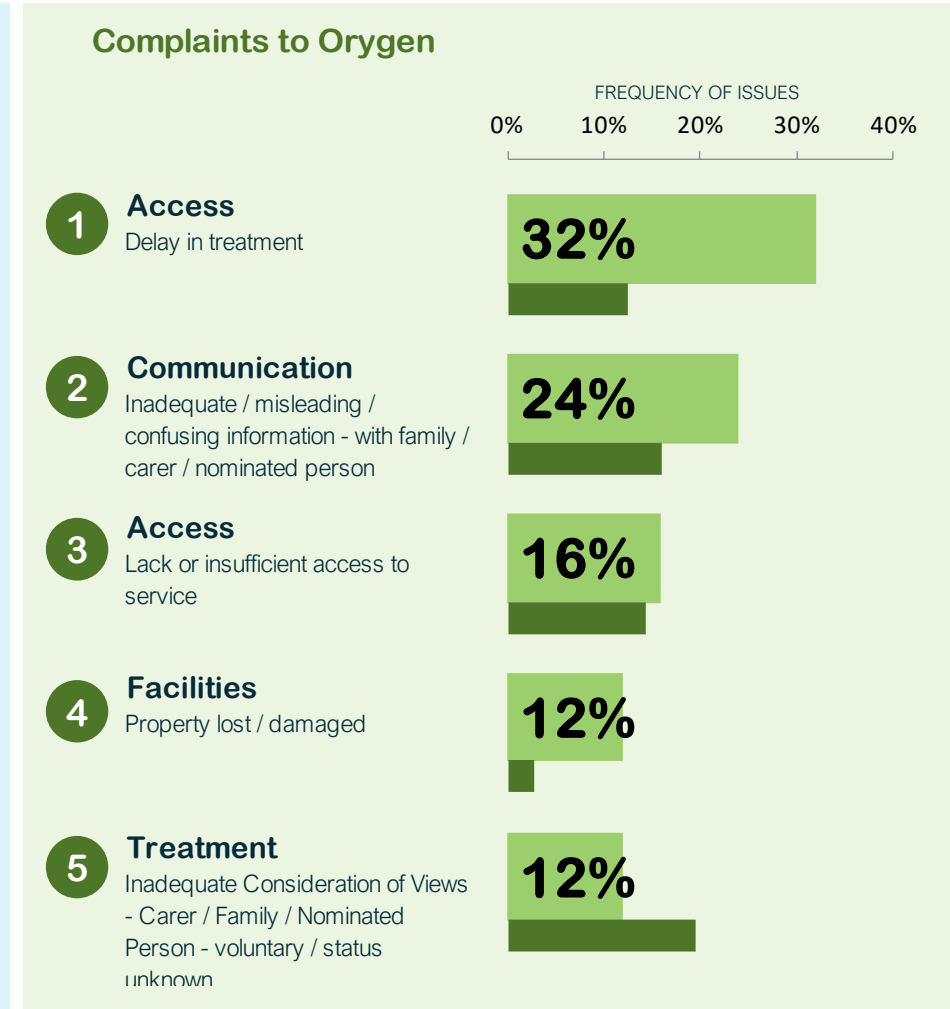
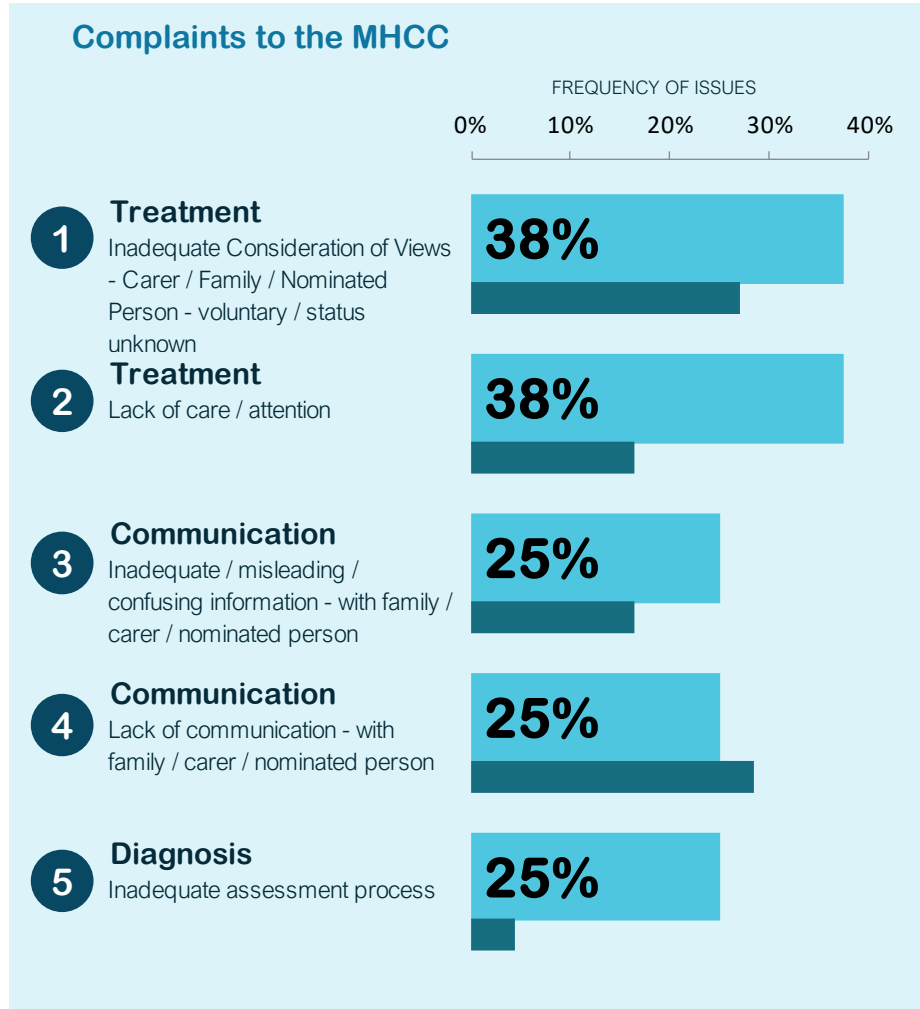
Complaints about Orygen

- to the MHCC (n=8)
- to the service (n=25)

Sector-wide complaints

- to the MHCC (n=68)
- to the service (n=116)

- Treatment, communication and diagnosis issues were the most frequently raised by family members / carers in complaints to the MHCC about Orygen. Among the top five issues, most of them were raised in a higher proportion than the sector.
- Delay in treatment and inadequate/ misleading/ confusing information were raised most commonly by family members / carers in complaints directly to Orygen, both raised in a higher proportion of complaints compared to the sector.





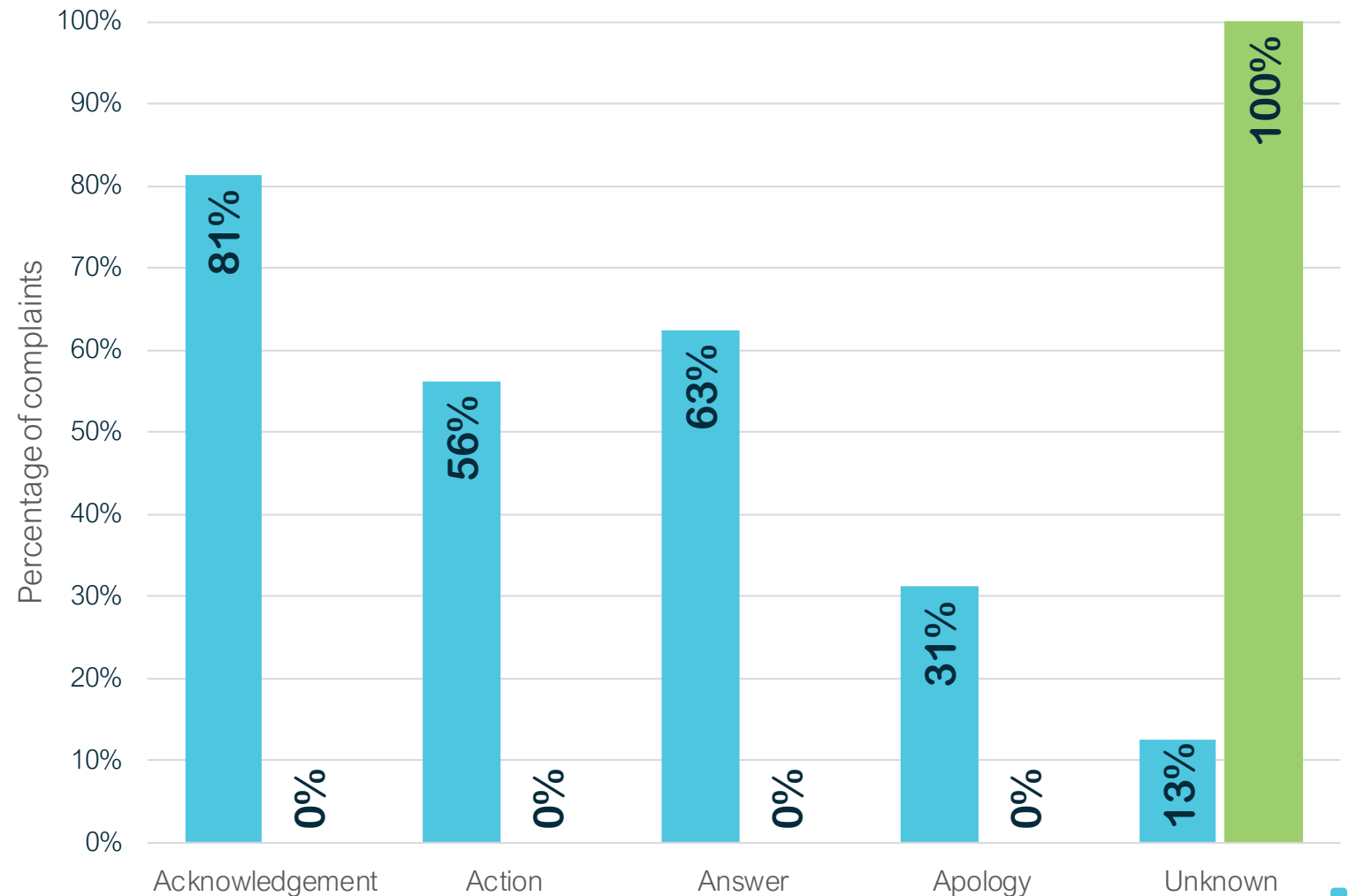
Outcomes of complaints

What were the outcomes of complaints? 2020-21

Closed complaints about Orygen

- 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 Orygen 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 Orygen of the issues raised by the complainant.
- Orygen did not report on outcomes of complaints made directly to the service, therefore they were unknown.

■ Complaints to MHCC about service with outcomes by service (n=16)
■ Complaints to service with outcomes by service (n=84)

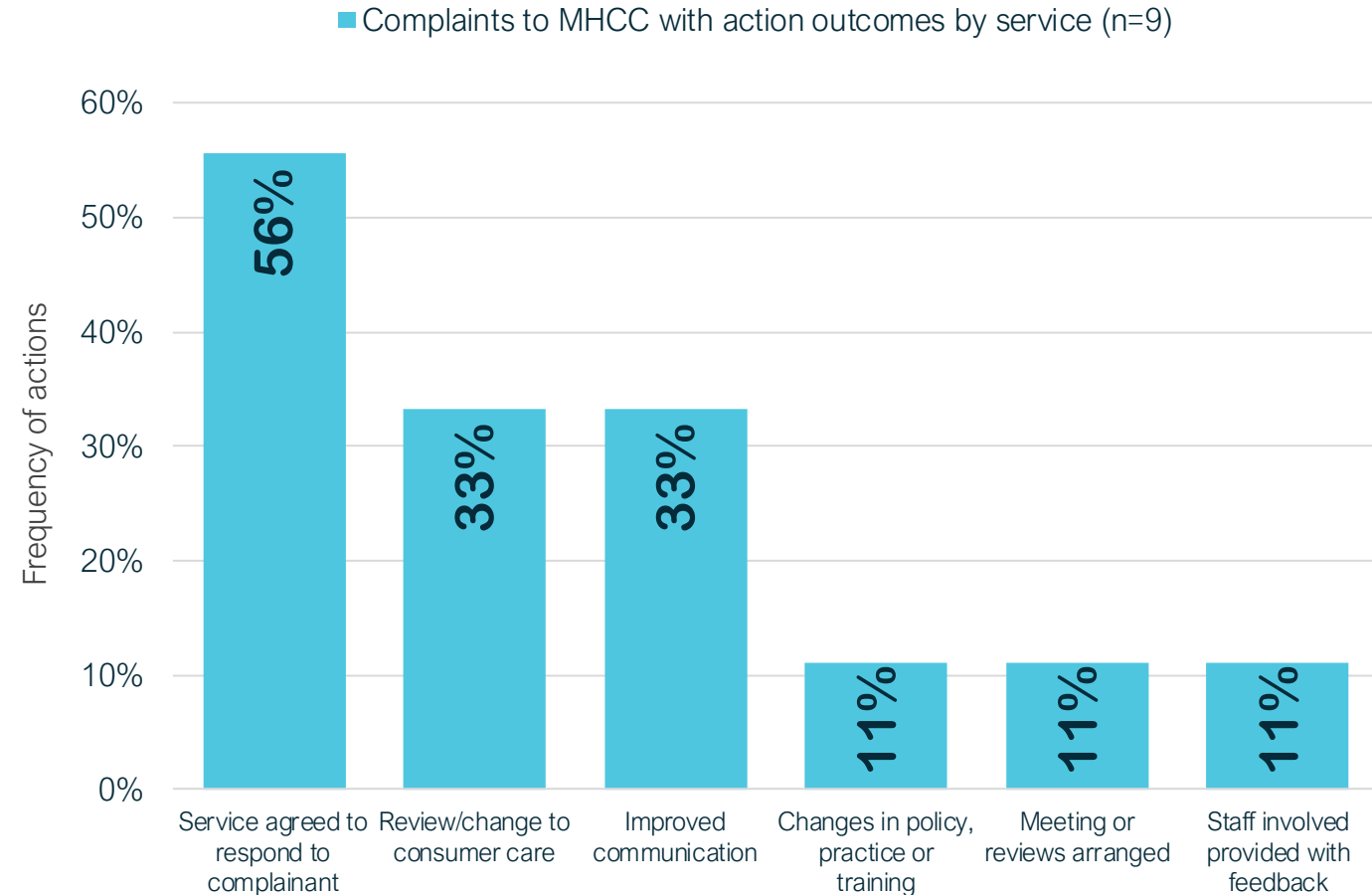


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What actions were taken by the service? 2020-21

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 Orygen remained roughly the same in 2020-21. Meanwhile, complaints made to Orygen directly increased in the same timeframe.
- Overall, more complaints were made directly to Orygen than to the MHCC. The MHCC is pleased 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 consideration of the views and preferences of compulsory patients and lack of care or attention were the most frequently occurring issues in complaints to the MHCC about Orygen, both raised in a higher proportion of complaints than the sector.
- In complaints made directly to Orygen, lack of care or attention regarding treatment was the most frequently occurring issue, raised in a higher proportion than the sector. Inadequate consideration of the views and preferences of voluntary consumers was also frequently raised.



Outcomes

- The most common outcomes of complaints made to the MHCC were acknowledgement and action taken by Orygen 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 Orygen in response to complaints to the MHCC was to respond to the consumer or complainant directly.