

Summary of service provider complaint report

Peninsula 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:



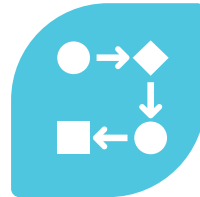
identify key themes and emerging issues across the sector



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

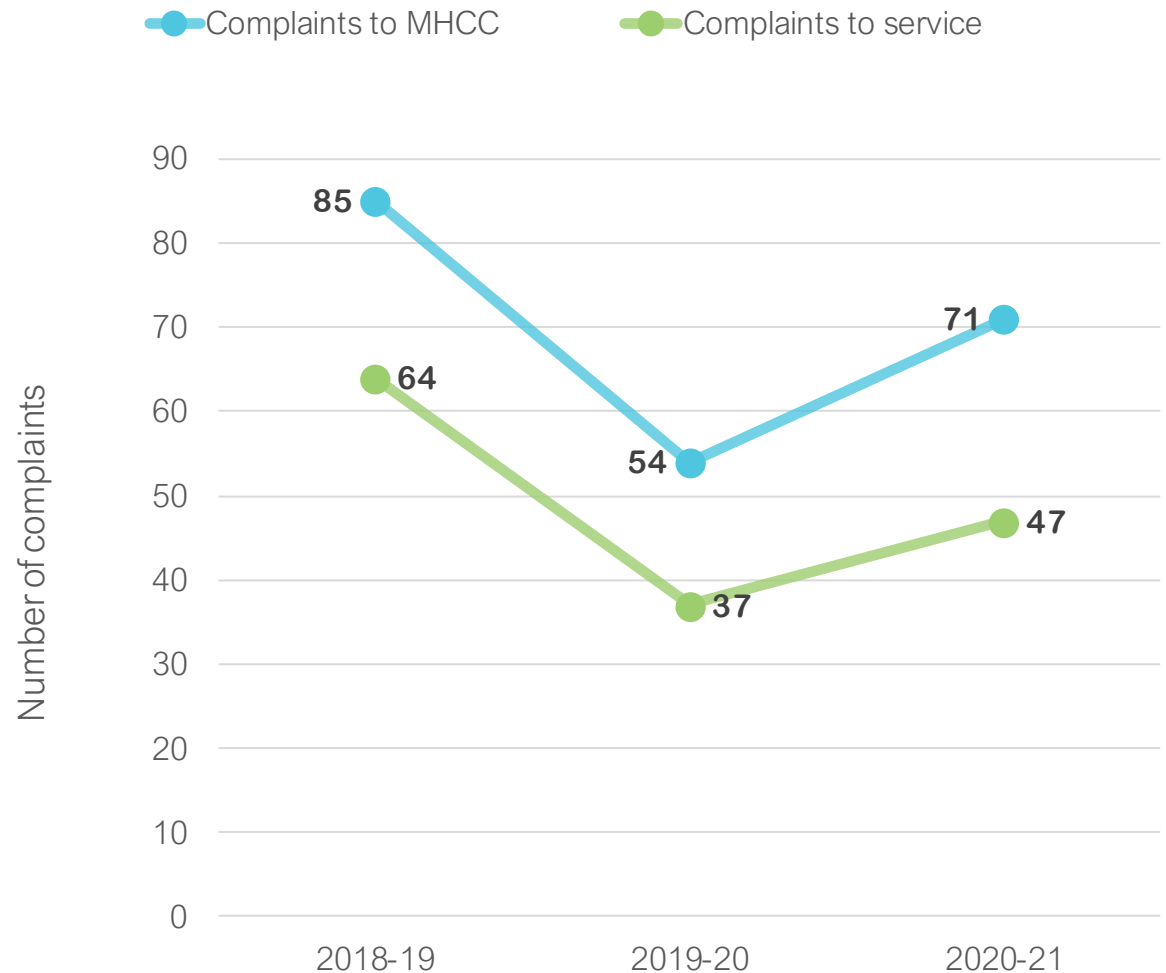
71

Complaints to MHCC
about Peninsula Health

47

Complaints to
Peninsula Health

- The number of complaints to both the MHCC about Peninsula Health and to Peninsula Health directly rose in 2020-21.
- Overall, more complaints were made to the MHCC than directly to Peninsula 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.
- However, the MHCC notes the increase in complaints made directly to Peninsula Health, suggesting that improvements have been made in this regard.



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 Peninsula Health, and a slightly lower rate of complaints was made directly to the service. A lower rate of compliments were made to Peninsula Health compared to the sector.

Complaints about Peninsula Health

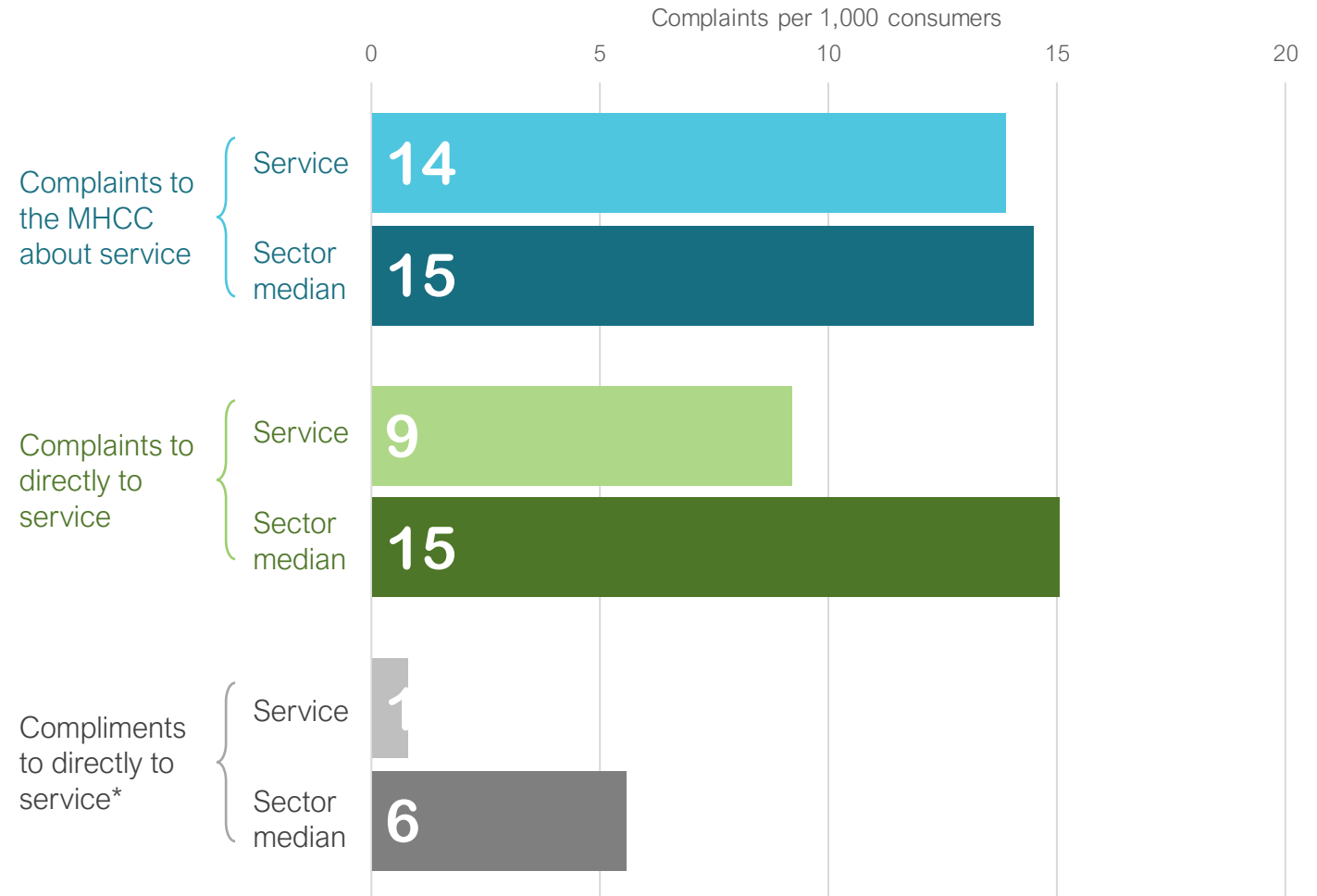
- to the MHCC (n=71)
- to the service (n=47)

● Compliments to Peninsula Health (n=4)

Sector-wide complaints

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

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

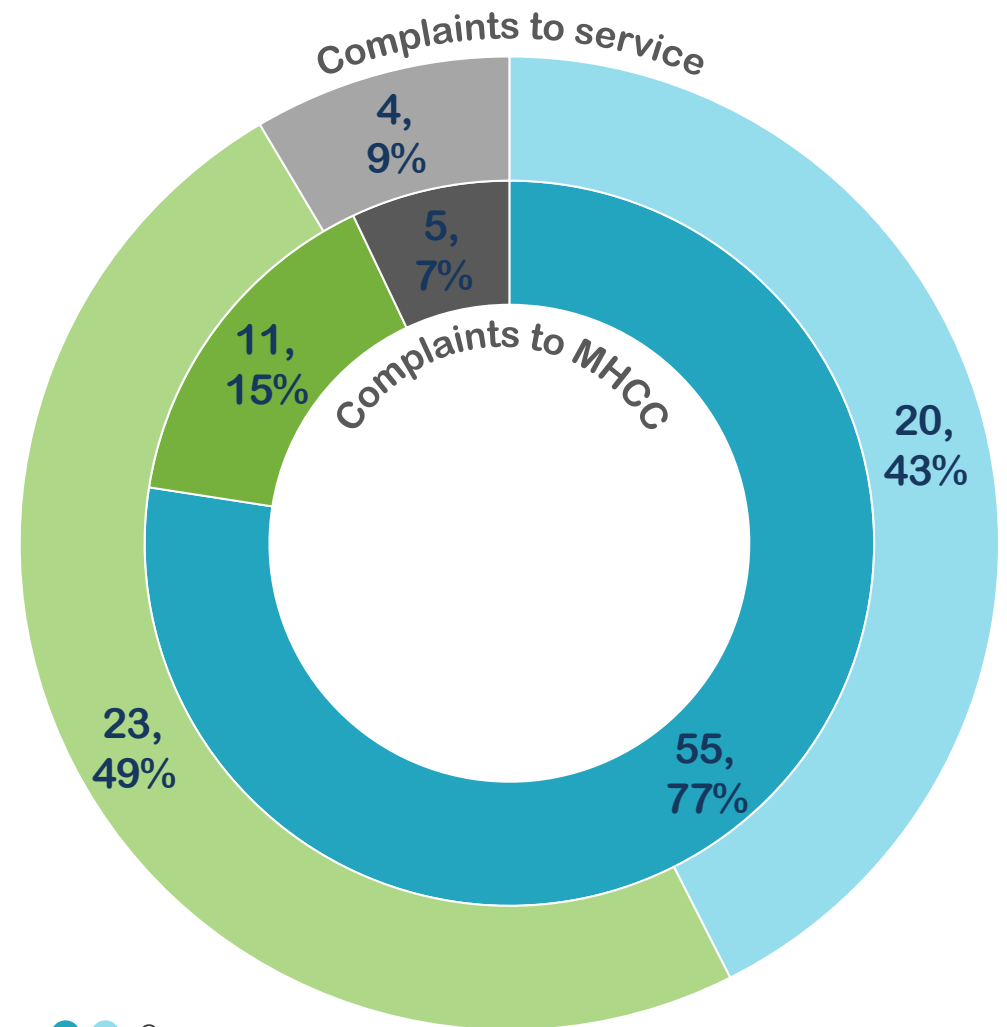


*Note: not all services reported compliments, and services likely used different approaches to capture compliments data

Who is making complaints? 2020-21

Complaints raised about Peninsula Health

- Consumers made the majority of complaints to the MHCC about Peninsula Health.
- In contrast, consumers and family members / carers made roughly half of all complaints each directly to Peninsula Health.



- Consumer
- Family member/carer
- Other

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



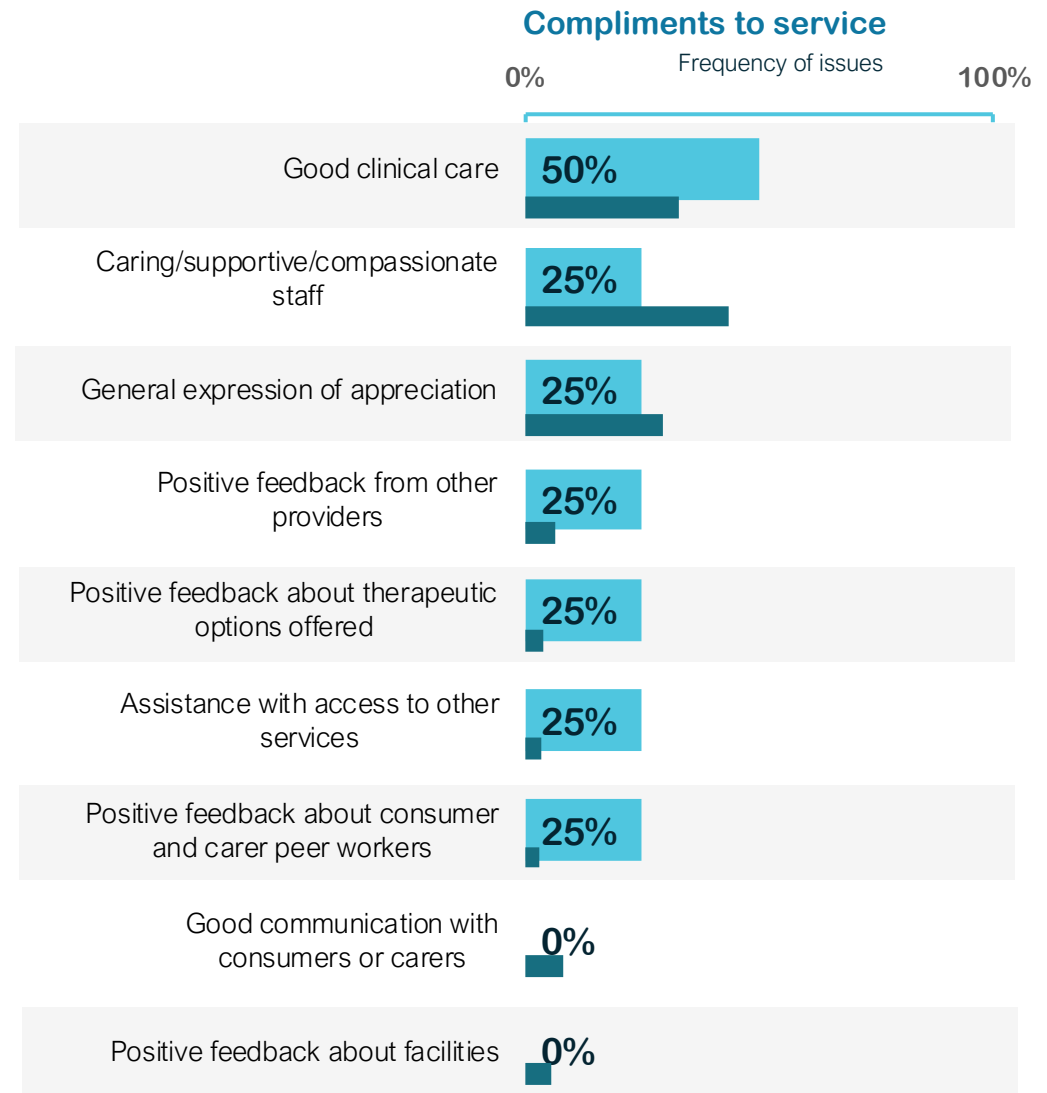
Issues raised in complaints and compliments

What were compliments about? 2020-21

Themes raised in compliments about Peninsula Health

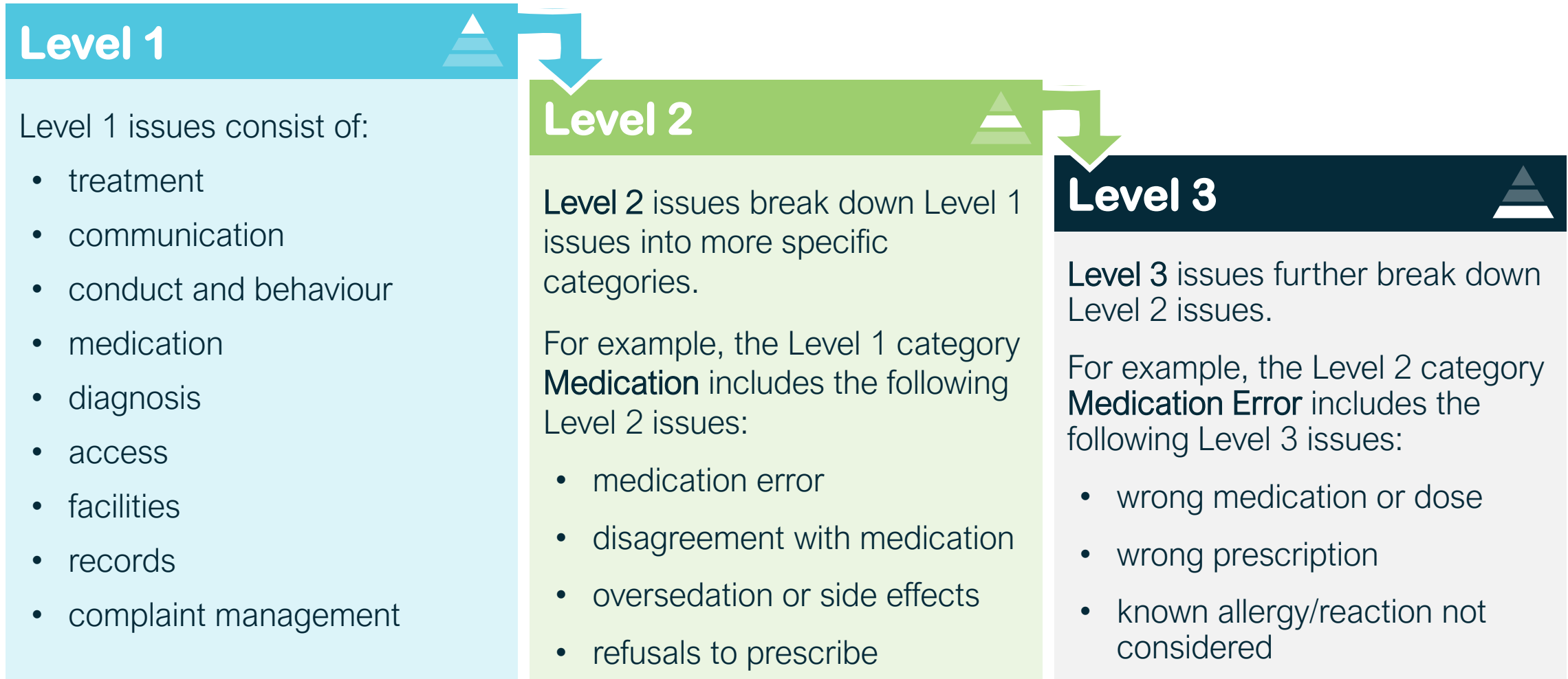
● Compliments to Peninsula Health (n=4)
 ● Compliments to services sector-wide (n=1109)

- 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 Peninsula Health were most commonly about good clinical care, and greater percentages of compliments related to this classification was reported by the service compared to the sector as a whole.
- The MHCC would like to see a higher level of detail provided by Peninsula Health about their compliments data to enable 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 Peninsula Health

- Issues raised in complaints to the MHCC about Peninsula Health were broadly consistent with those raised in complaints to the MHCC for the sector, with Treatment, Communication, and Conduct and Behaviour being the most commonly raised issues.
- Issues raised in complaints made directly to Peninsula Health were most commonly about Treatment, Communication, and Conduct and Behaviour. Issues regarding Treatment and Communication were raised in a higher proportion compared to the complaints raised directly to services in the sector.

Complaints about Peninsula Health

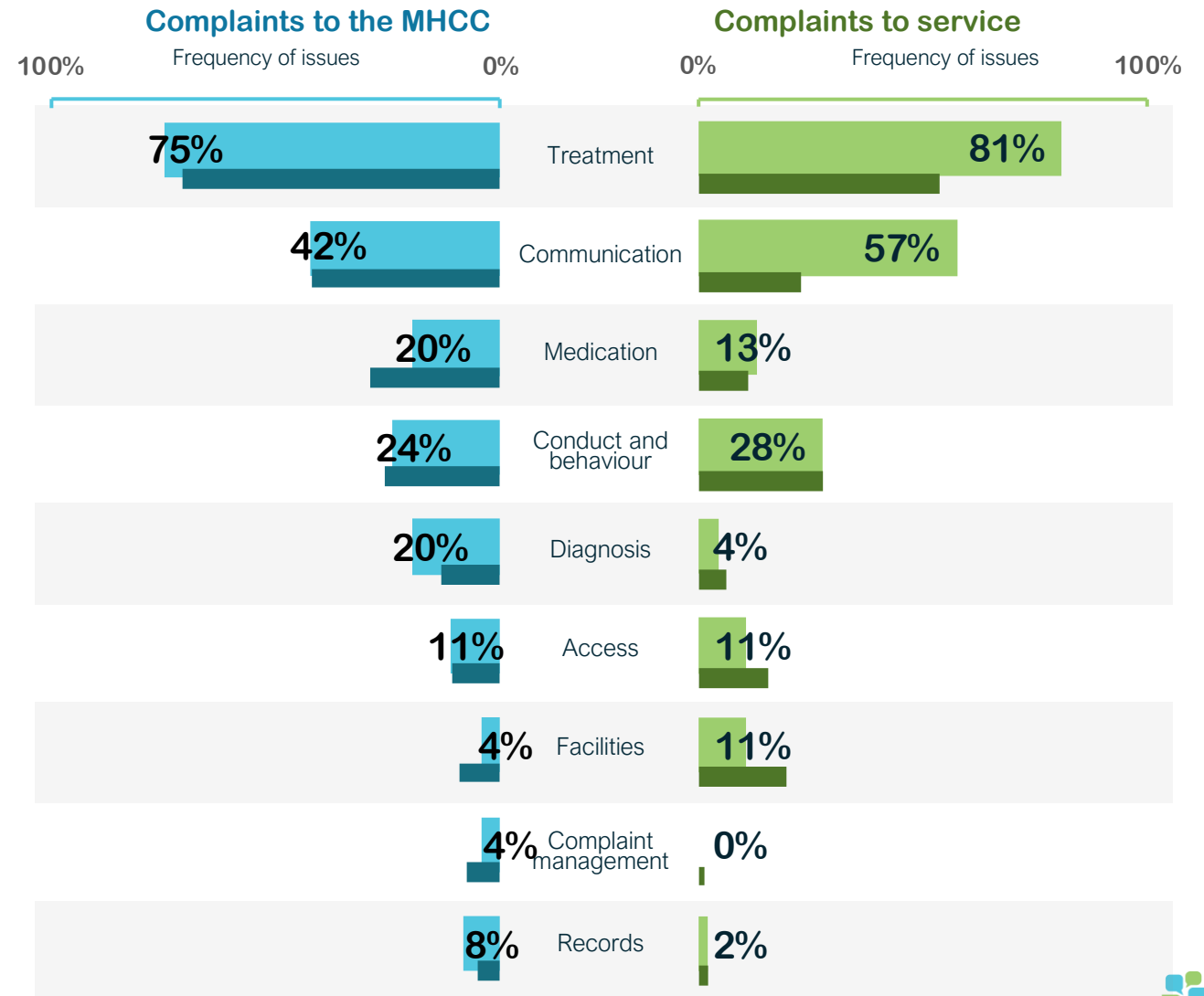
to the MHCC (n=71)

to the service (n=47)

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 Peninsula Health

Complaints about Peninsula Health

● to the MHCC (n=71)

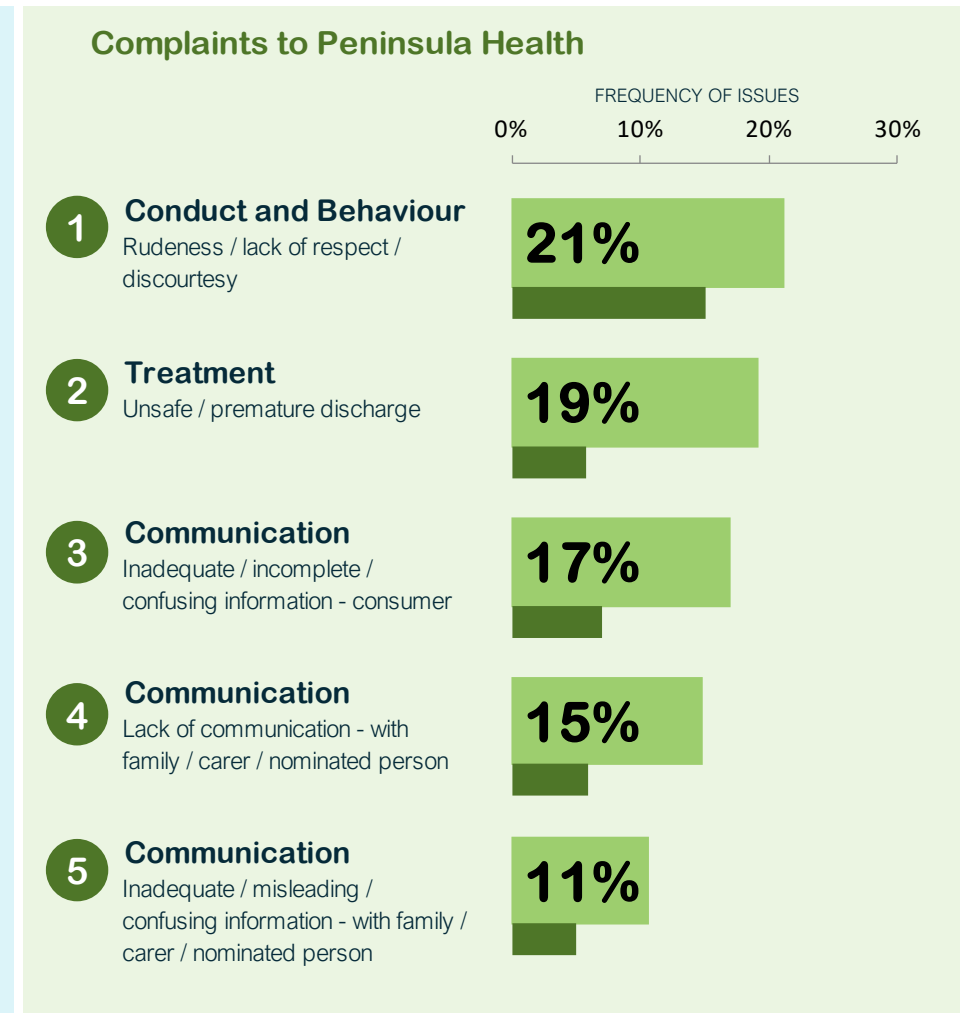
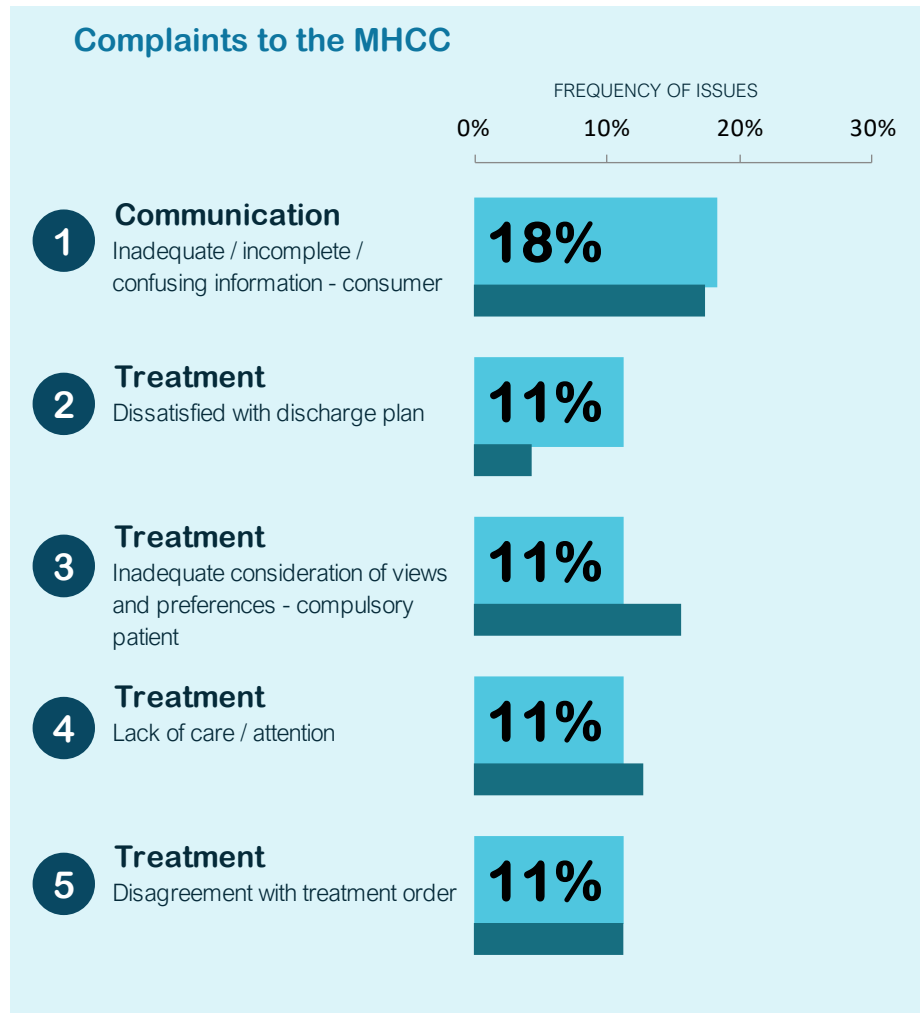
● to the service (n=47)

Sector-wide complaints

● to the MHCC (n=1641)

● to the service (n=1679)

- Inadequate or confusing information was the most frequently occurring issue in complaints to the MHCC about Peninsula Health, raised in a similar proportion of complaints than the sector. Dissatisfaction with discharge plan, inadequate consideration of the views and preferences of compulsory patients, lack of care/ attention and disagreement with treatment order were also common.
- In complaints made directly to Peninsula Health, rudeness / lack of respect / discourtesy was the most frequently occurring issue, consistent with the sector. Unsafe / premature discharge was also frequently raised, in a higher proportion of complaints than the sector.



Issues raised by consumers 2020-21

Most frequent Level 3 issues raised about Peninsula Health

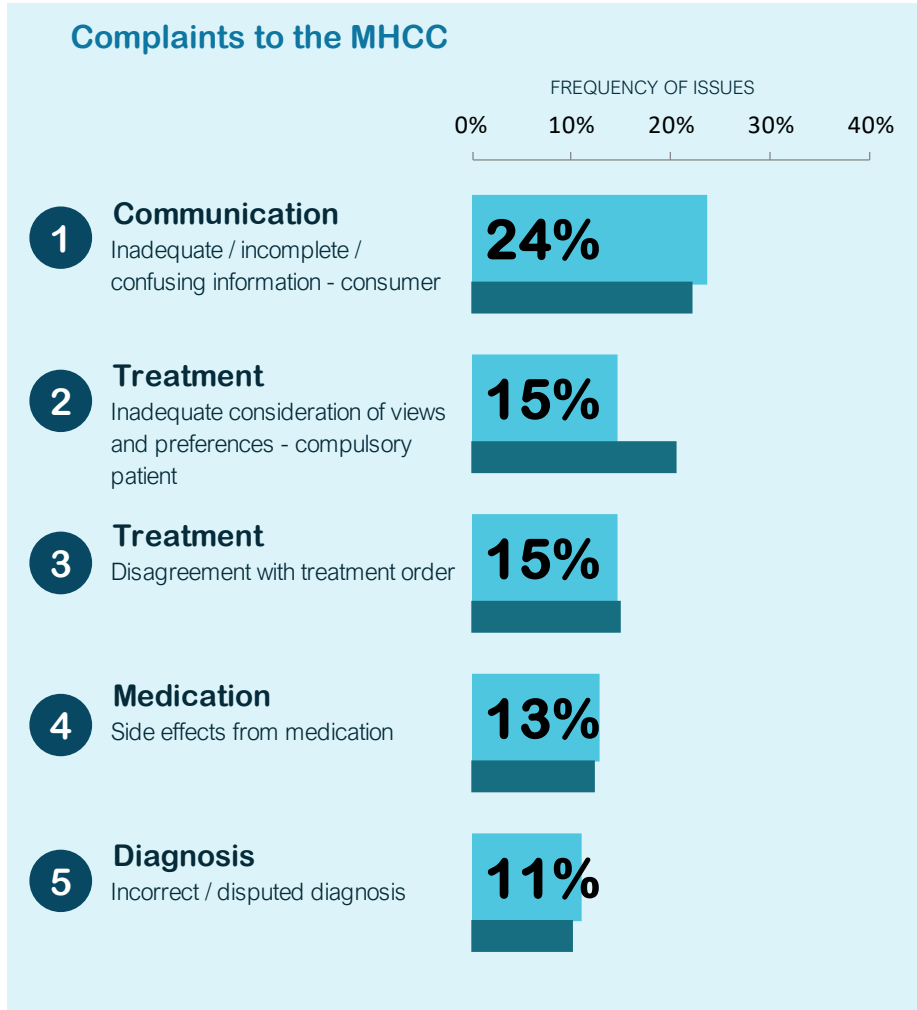
Complaints about Peninsula Health

- to the MHCC (n=55)
- to the service (n=20)

Sector-wide complaints

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

- The top five issues raised by consumers in complaints to the MHCC about Peninsula Health were broadly consistent with complaints made to the MHCC for the sector. Inadequate, incomplete or confusing information provided to the consumer was the second most frequently raised issue.



- The most frequently raised issues by consumers in complaints directly to Peninsula Health were inadequate, incomplete or confusing information, and rudeness / lack of respect / discourtesy, both raised in a higher proportion when compared with the sector. A higher proportion of complaints by consumers were about psychological injury sustained and lack of follow up, compared to the sector.



Issues raised by carers 2020-21

Most frequent Level 3 issues raised about Peninsula Health

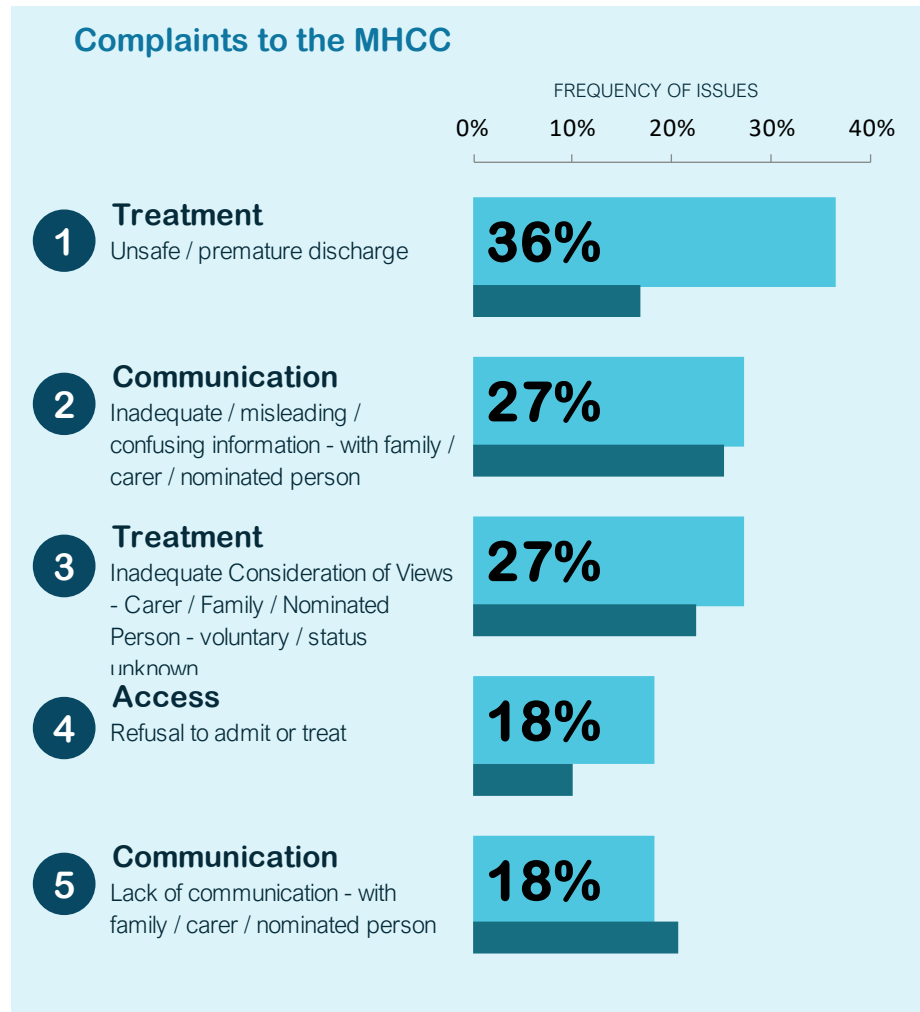
Complaints about Peninsula Health

- to the MHCC (n=11)
- to the service (n=23)

Sector-wide complaints

- to the MHCC (n=426)
- to the service (n=529)

- Treatment and communication issues relating to unsafe/premature discharge, inadequate or misleading information, and inadequate consideration of the views and preferences of carers/family members were the most frequently raised issues by family members / carers in complaints to the MHCC about Peninsula Health.
- Similar issues were also the most commonly raised by family members / carers in complaints directly to Peninsula Health, raised in a slightly higher proportion of complaints compared to the sector.



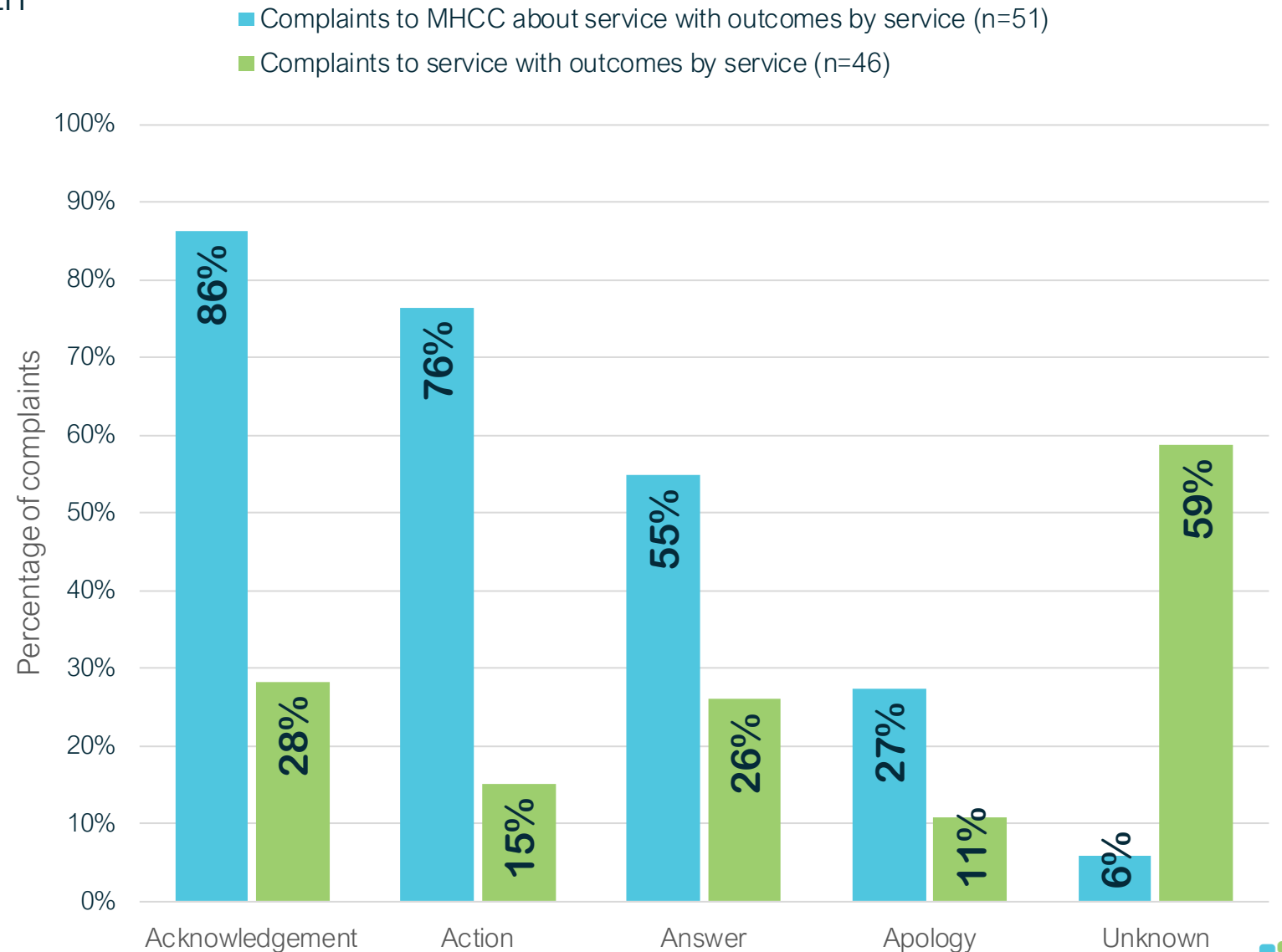


Outcomes of complaints

What were the outcomes of complaints? 2020-21

Closed complaints about Peninsula Health

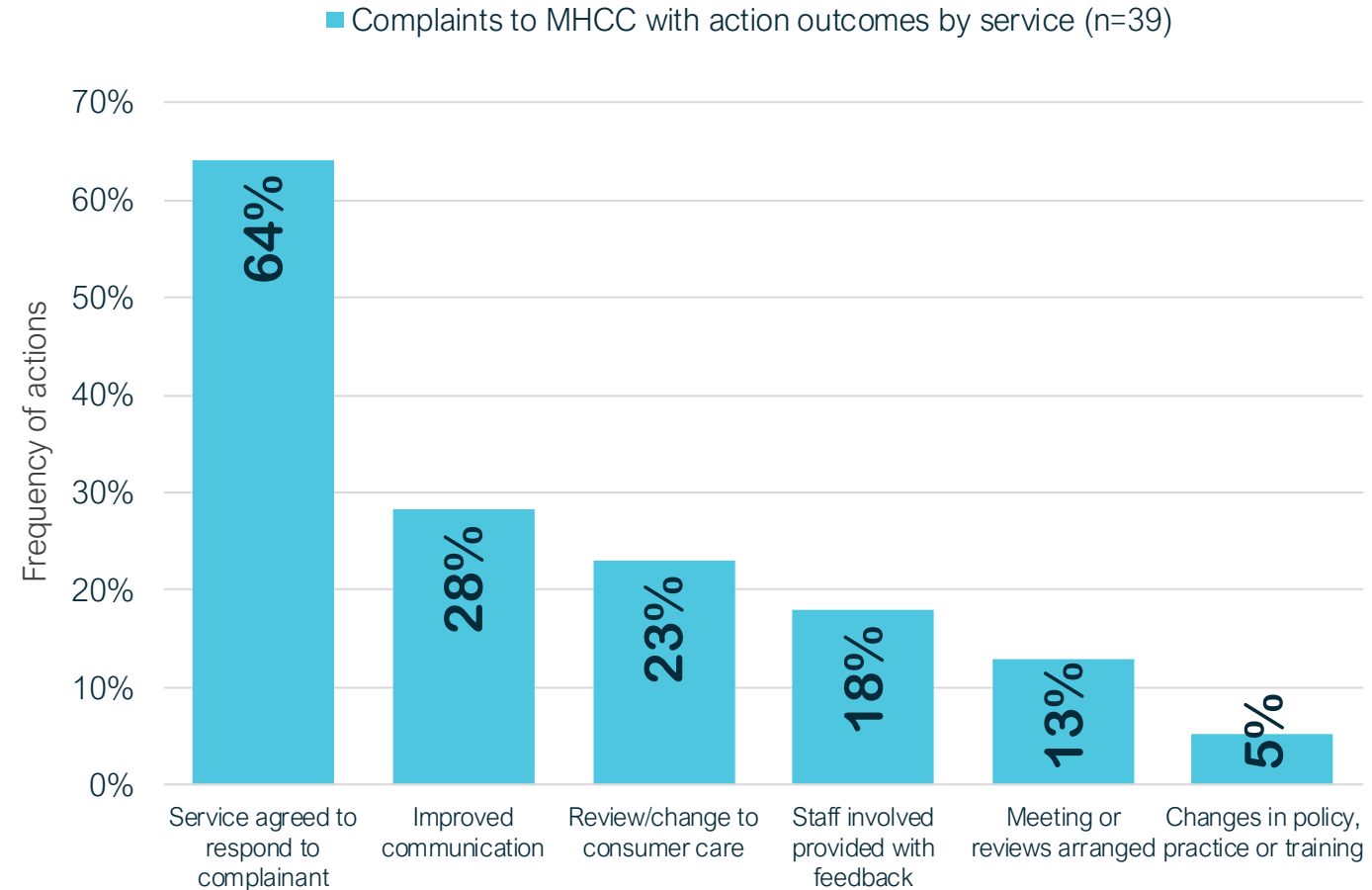
- Outcomes of complaints are framed in terms of the '4 A's' of complaint resolution - acknowledgement, action, answers and apology.
- This chart only includes complaints to the MHCC about Peninsula Health that were assessed as being in scope for resolution or having a known service outcome. The most common outcome was acknowledgement by Peninsula Health of the issues raised by the complainant.
- The most common outcome of complaints made directly to Peninsula Health was unknown, among those known the most common outcome was acknowledgement.



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 Peninsula Health 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

- Overall, more complaints were made to the MHCC than directly to Peninsula 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.
- However, the MHCC notes the increase in complaints made directly to Peninsula Health, suggesting that improvements have been made in this regard



Issues raised

- Inadequate or confusing information was the most frequently occurring issue in complaints to the MHCC about Peninsula Health, raised in a similar proportion of complaints received from across the sector.
- In complaints made directly to Peninsula Health, rudeness / lack of respect / discourtesy was the most frequently occurring issue, consistent with the sector. Unsafe / premature discharge was also frequently raised.



Outcomes

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