

Summary of service provider complaint report

Albury Wodonga 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:



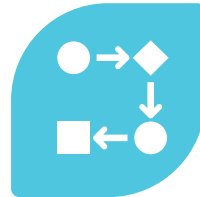
identify key themes and emerging issues across the sector



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

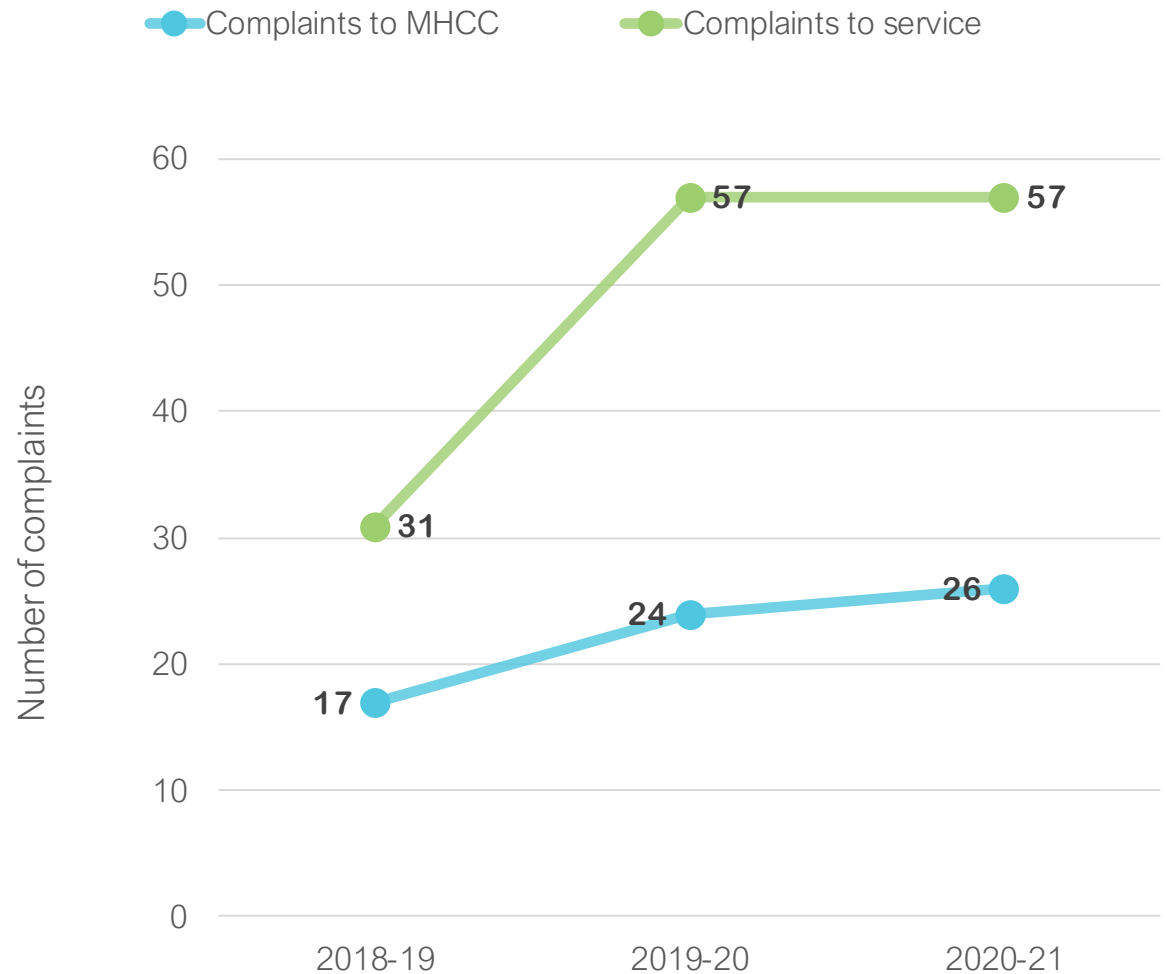
26

Complaints to MHCC about Albury Wodonga Health

57

Complaints to Albury Wodonga Health

- The number of complaints to the MHCC about Albury Wodonga Health rose in over the last three years. Meanwhile, complaints made to Albury Wodonga Health increased since 2019-20 which was maintained in 2020 -21.
- Overall, more complaints were made directly to Albury Wodonga Health 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.

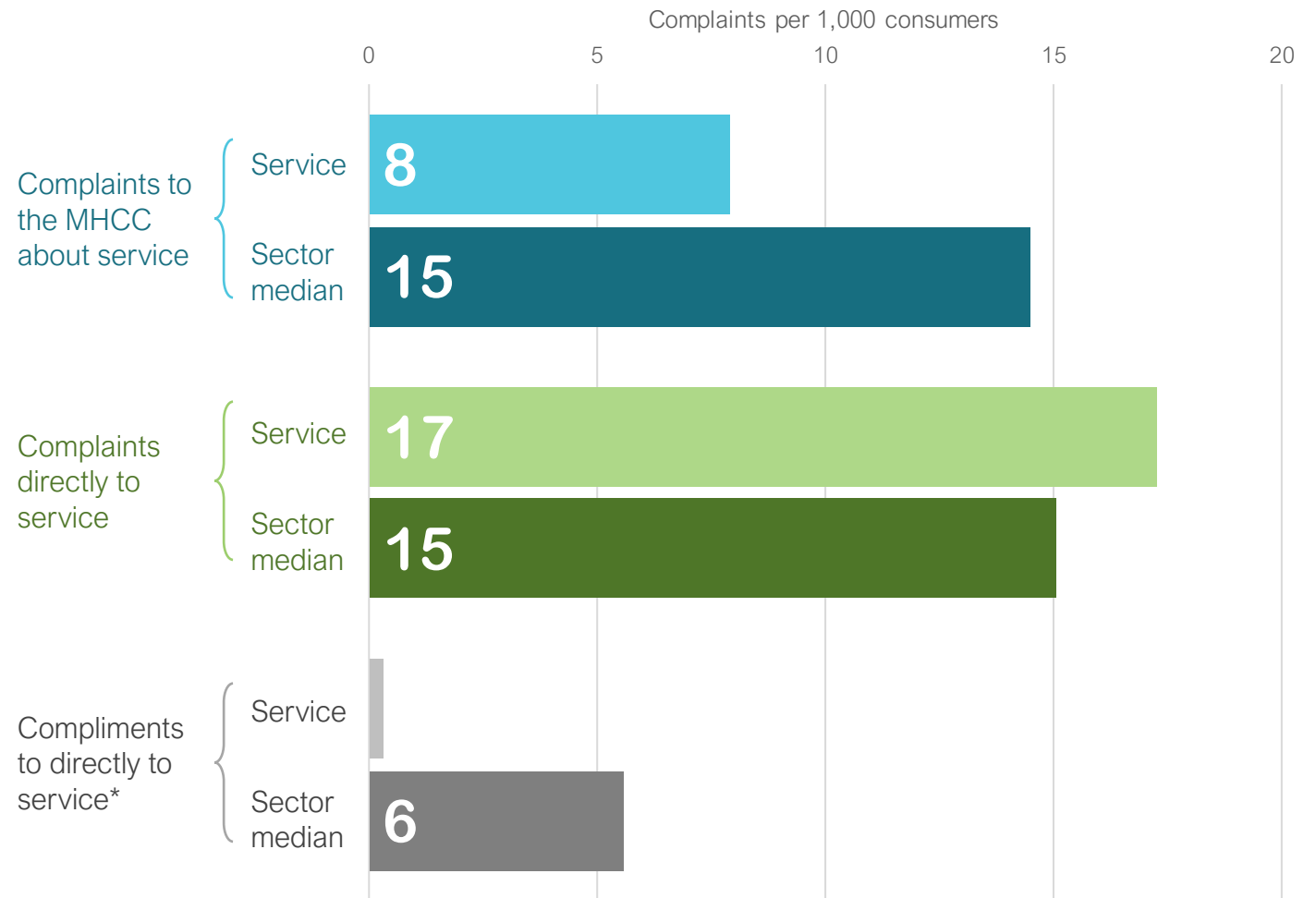


Complaint and compliment rates

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 complaints and compliments rates below the sector median.
- Compared to the sector, a lower rate of complaints was made to the MHCC about Albury Wodonga Health, and a slightly higher rate of complaints was made directly to the service. A lower rate of compliments were made to Albury Wodonga Health compared to the sector (reduced from 7 reported in 2019-20).

| | |
|---|--|
| Complaints about Albury Wodonga Health | Sector-wide complaints |
| ● to the MHCC (n=26) | ● to the MHCC (n=1641) |
| ● to the service (n=57) | ● to the service (n=1679) |
| ● Compliments to Albury Wodonga Health (n=1) | ● Compliments to services sector-wide (n=1109) |

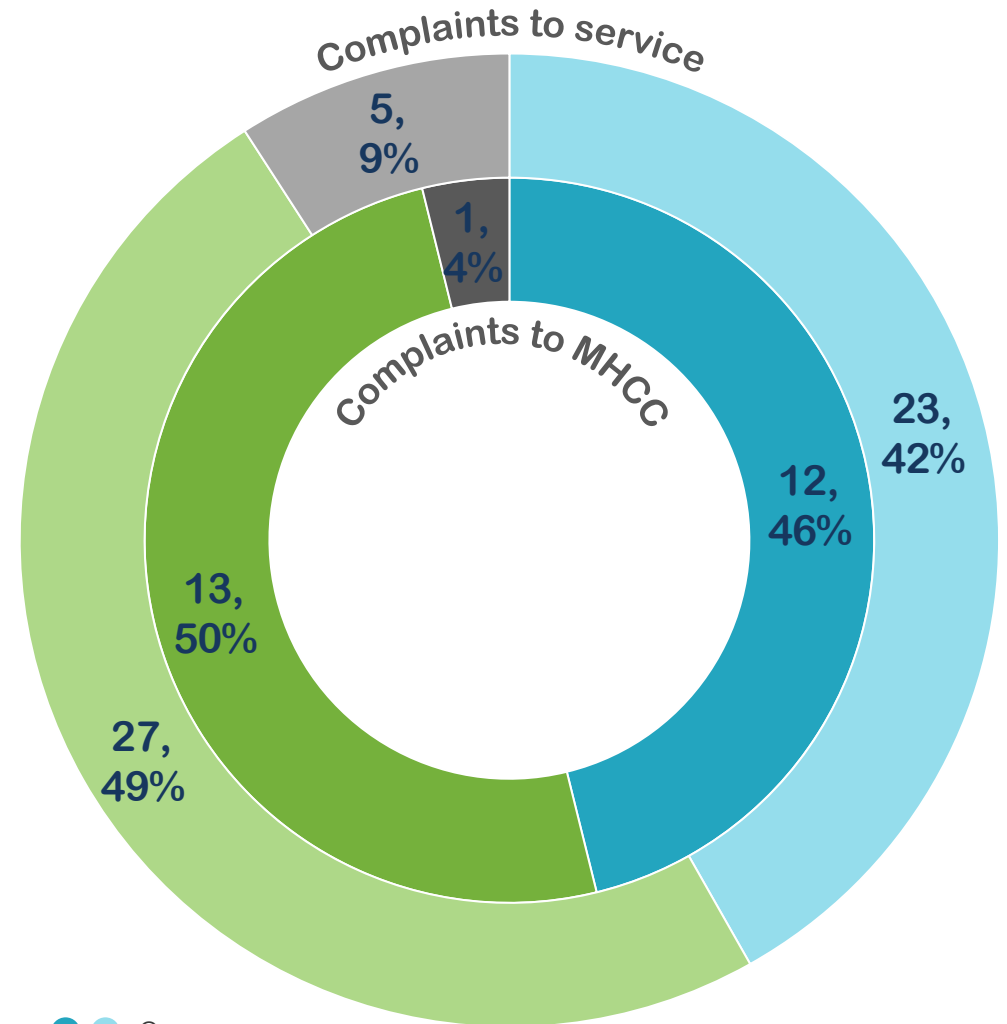


*Note: not all services reported compliments, and services likely used different approaches to capture compliments data

Who is making complaints? 2020-21

Complaints raised about Albury Wodonga Health

- Family members / carers made half of the complaints to the MHCC about Albury Wodonga Health. Meanwhile, consumers made roughly half of the complaints to the MHCC.
- Similarly, consumers and family members / carers made roughly half of all complaints each directly to Albury Wodonga Health.



- Consumer
- Family member/carer
- Other

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



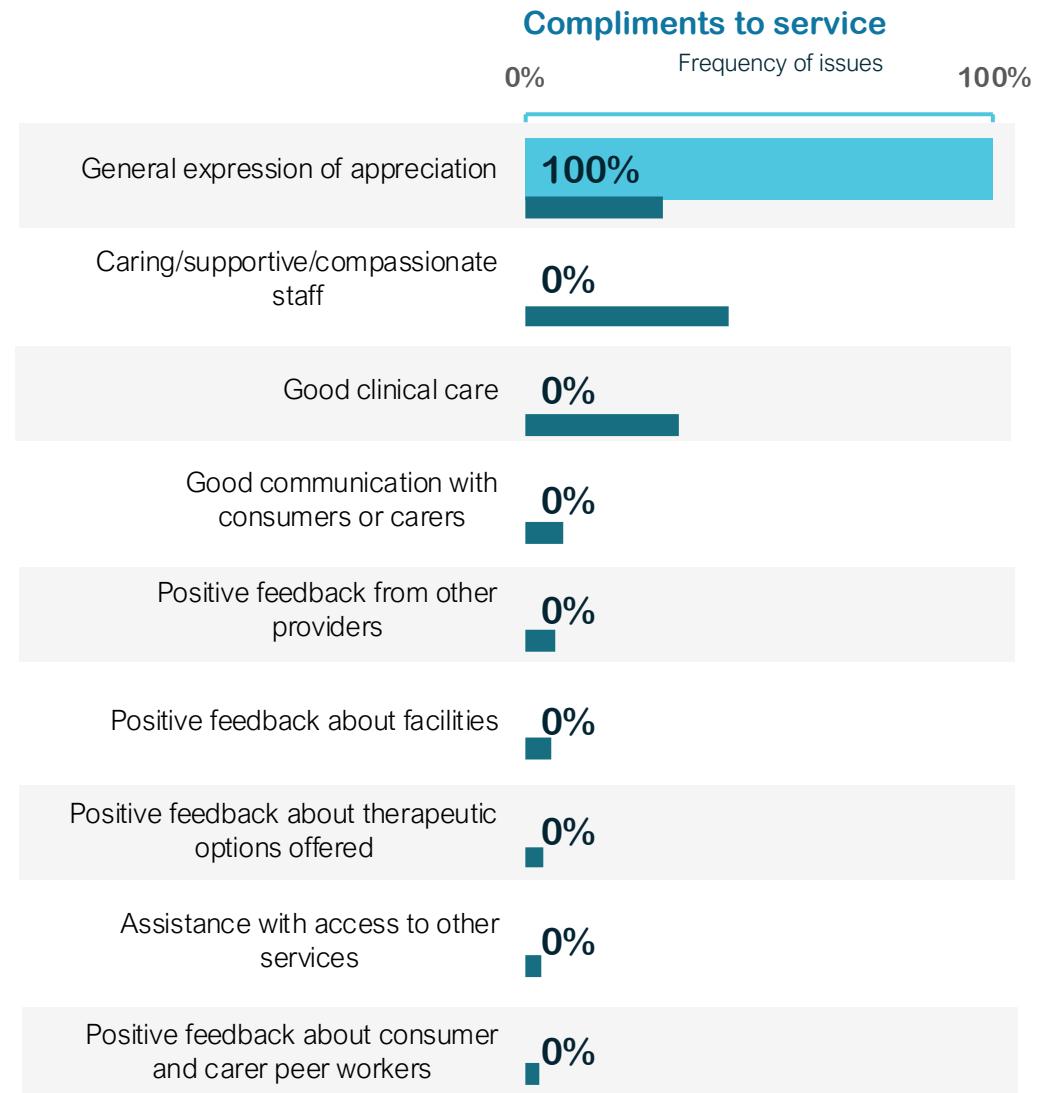
Issues raised in complaints and compliments

What were compliments about? 2020-21

Themes raised in compliments about Albury Wodonga Health

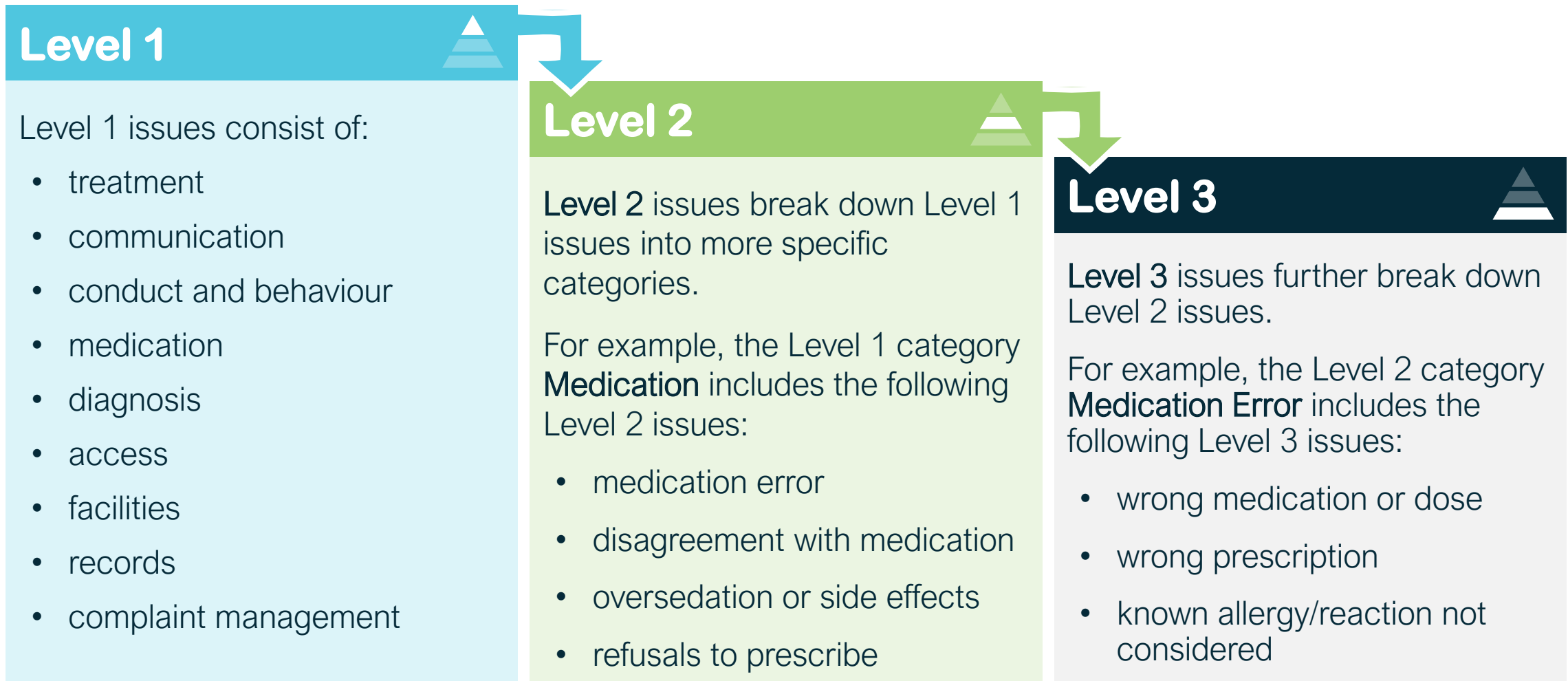
● Compliments to Albury Wodonga Health (n=1)
 ● Compliments to services sector-wide (n=1109)

- This is the first year for which we have reported on themes raised in compliments, following feedback from services that this would be helpful.
- A greater number of compliments classification made to Albury Wodonga Health would allow the MHCC to better identify more specific themes and provide a more accurate comparison to sector-wide compliments.



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 Albury Wodonga Health

Complaints about Albury Wodonga Health

to the MHCC (n=26)

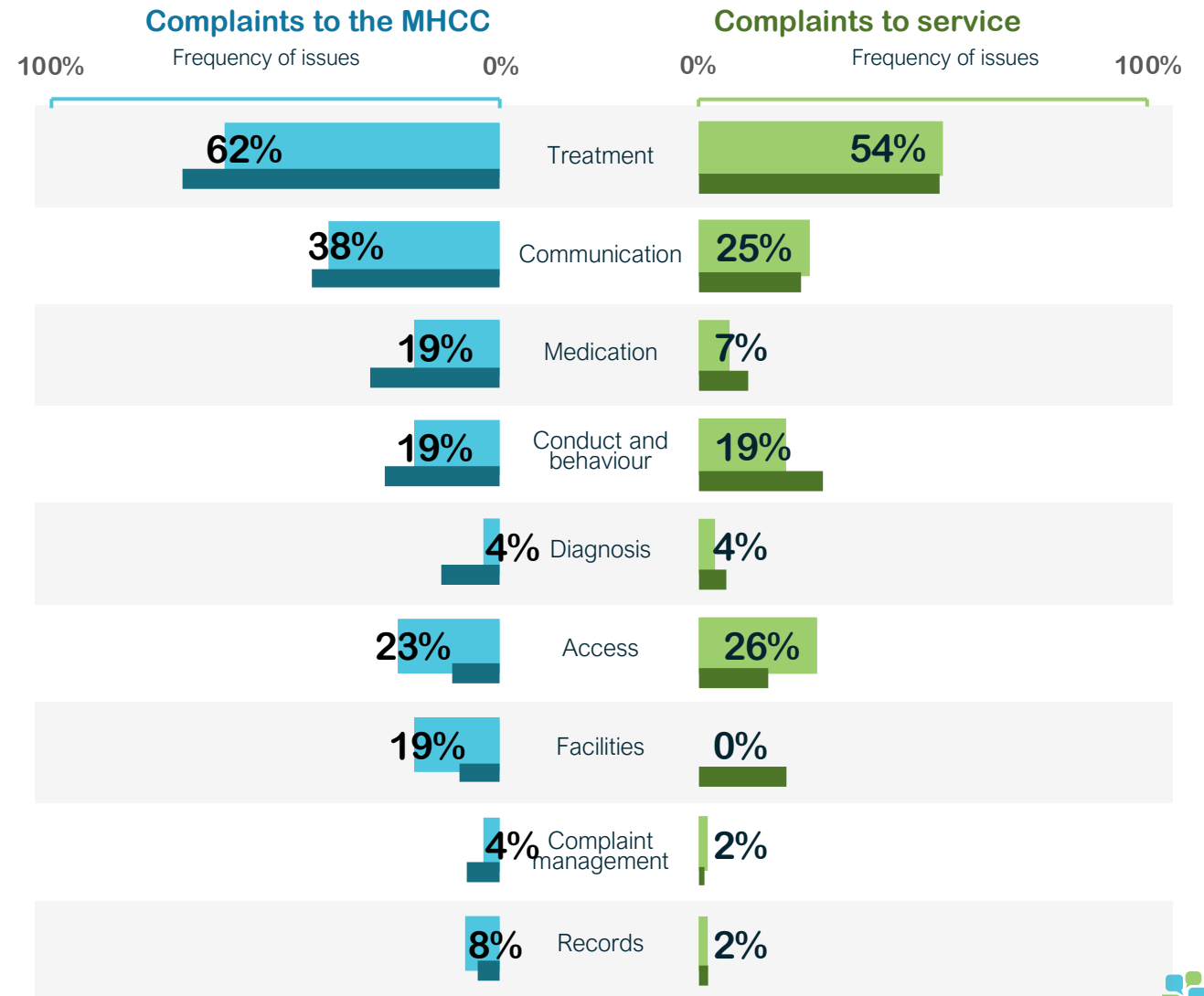
to the service (n=57)

Sector-wide complaints

to the MHCC (n=1641)

to the service (n=1679)

- Issues raised in complaints to the MHCC about Albury Wodonga Health were broadly consistent with those raised in complaints to the MHCC for the sector, with Treatment and Communication, among the most commonly raised issues. Complaints about Access and facilities were raised in a higher percentage when compared to the sector.
- Issues raised in complaints made directly to Albury Wodonga Health were broadly consistent with those raised in complaints to services for the sector, with the exception of complaints about access, that were made in a higher percentage to both the MHCC and the service.



What were complaints about? 2020-21

Most frequent Level 3 issues raised about Albury Wodonga Health

Complaints about Albury Wodonga Health

● to the MHCC (n=26)

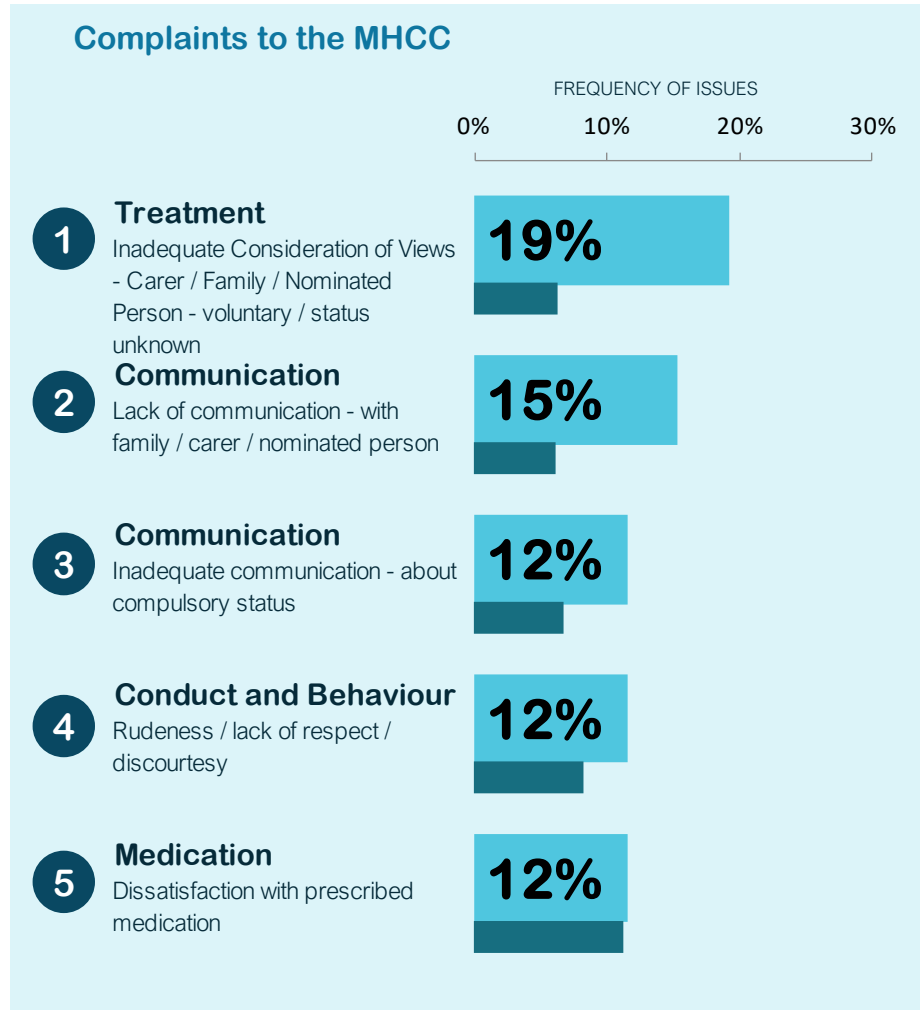
● to the service (n=57)

Sector-wide complaints

● to the MHCC (n=1641)

● to the service (n=1679)

- Inadequate consideration of the views and preferences of carers / family was the most frequently occurring issue in complaints to the MHCC about Albury Wodonga Health, raised in a higher proportion of complaints than the sector.
- In complaints made directly to Albury Wodonga Health, lack of care / attention was the most frequently occurring issue, in a higher proportion than complaints to services within the sector. Rudeness / lack of respect / discourtesy was the second most frequently occurring issue, consistent with the sector.



Issues raised by consumers 2020-21

Most frequent Level 3 issues raised about Albury Wodonga Health

Complaints about Albury Wodonga Health

● to the MHCC (n=12)

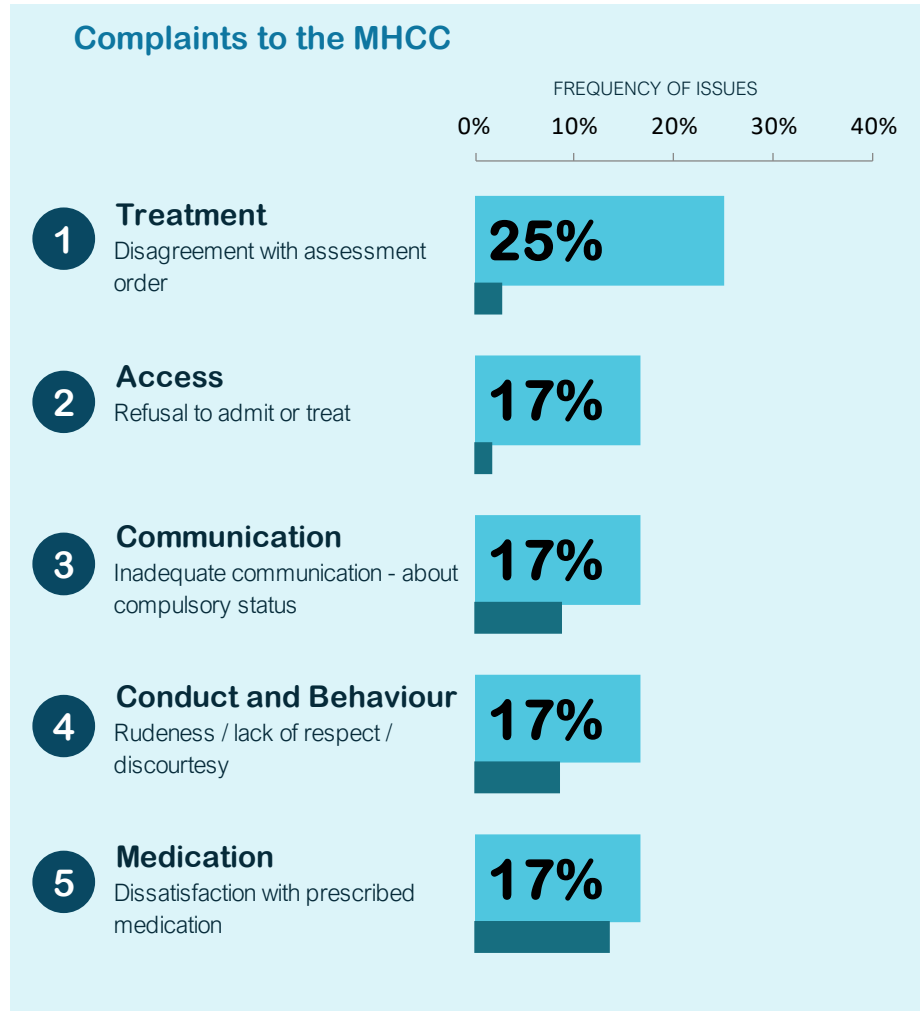
● to the service (n=23)

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 Albury Wodonga Health were disagreement with assessment order, refusal to admit or treat, inadequate communication, rudeness/ lack of respect/ discourtesy and dissatisfaction with prescribed medication.



- The most frequently raised issues raised by consumers in complaints directly to Albury Wodonga Health were inadequate consideration of views and preferences of voluntary consumers, lack of care/ attention and lack or insufficient access to the service, in a higher proportion than the sector.

Issues raised by carers 2020-21

Most frequent Level 3 issues raised about Albury Wodonga Health

Complaints about Albury Wodonga Health

● to the MHCC (n=13)

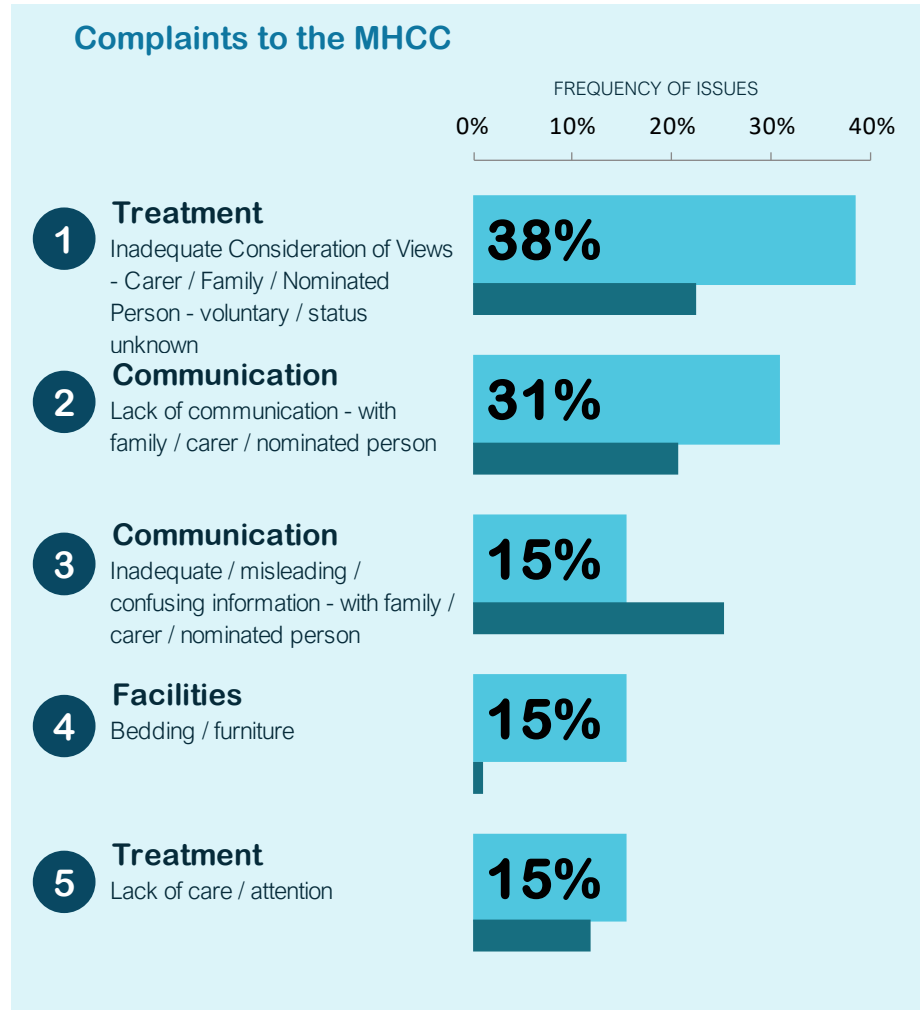
● to the service (n=27)

Sector-wide complaints

● to the MHCC (n=426)

● to the service (n=529)

- Treatment and communication issues relating to lack of communication with family members / carers and inadequate consideration of their views and preferences were the most frequently raised by family members / carers in complaints to the MHCC about Albury Wodonga Health.
- Similar issues regarding communication were also raised by family members / carers in complaints directly to Albury Wodonga Health, as well as lack of care / attention.



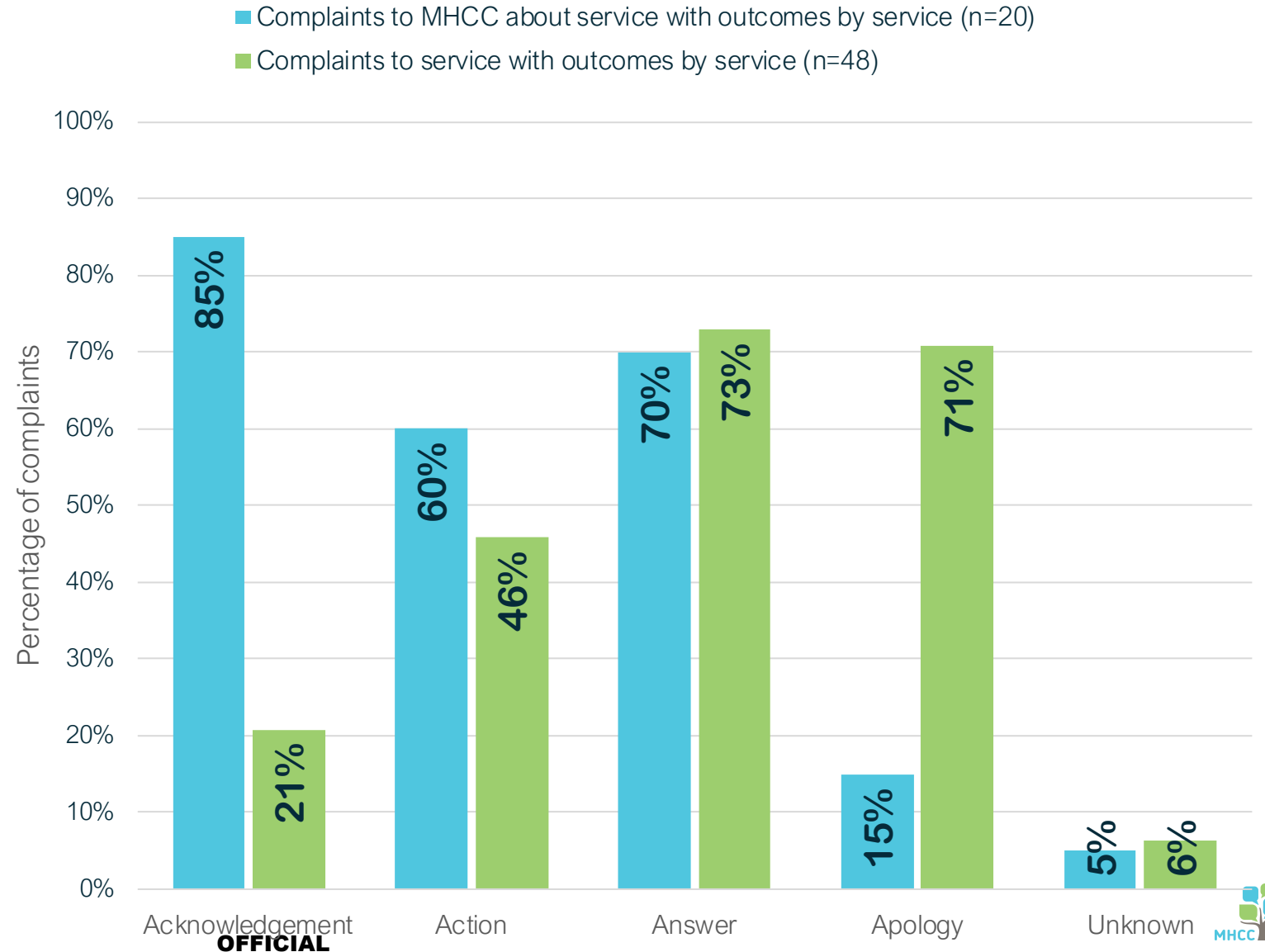


Outcomes of complaints

What were the outcomes of complaints? 2020-21

Closed complaints about Albury Wodonga Health

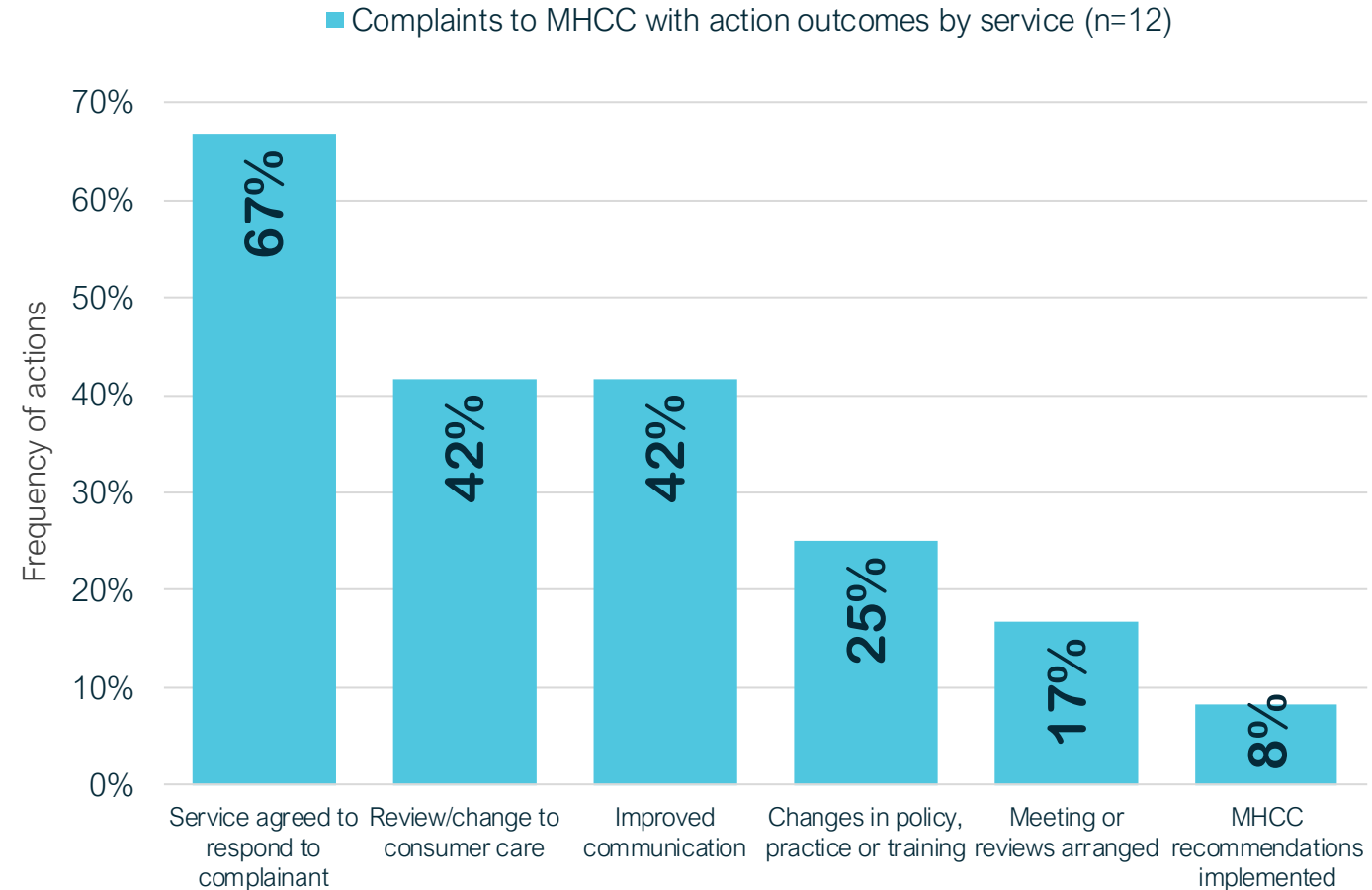
- Outcomes of complaints are framed in terms of the '4 A's' of complaint resolution - acknowledgement, action, answers and apology.
- This chart only includes complaints to the MHCC about Albury Wodonga Health that were assessed as being in scope for resolution or having a known service outcome. The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



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 Albury Wodonga 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 directly to Albury Wodonga Health 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.
- Compared to the sector, a lower rate of complaints was made to the MHCC about Albury Wodonga Health, and a slightly higher rate of complaints was made directly to the service.



Issues raised

- Inadequate consideration of the views and preferences of carers / family was the most frequently occurring issue in complaints to the MHCC about Albury Wodonga Health, raised in a higher proportion of complaints than the sector.
- In complaints made directly to Albury Wodonga Health, lack of care / attention was the most frequently occurring issue, in a higher proportion than complaints to services within the sector. Rudeness / lack of respect / discourtesy was the second most frequently occurring issue, consistent with the sector.



Outcomes

- The most common outcome of these complaints was acknowledgement by Albury Wodonga Health of the issues raised by the complainant.
- The most common outcomes of complaints made directly to Albury Wodonga Health were Answer and Apology.