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



inform our projects and recommendations



understand the **status of complaint processes** and reporting across the sector





Number of complaints and compliments



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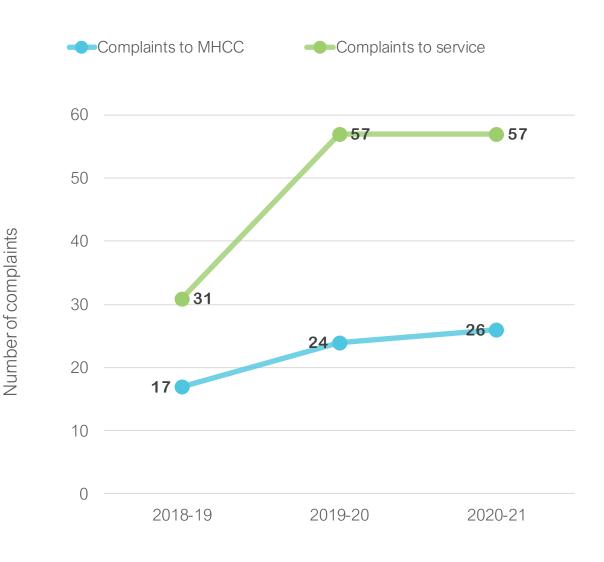
How many complaints were made? 2020-21

Complaints to MHCC about Albury Wodonga Health

26

Complaints to Albury Wodonga Health

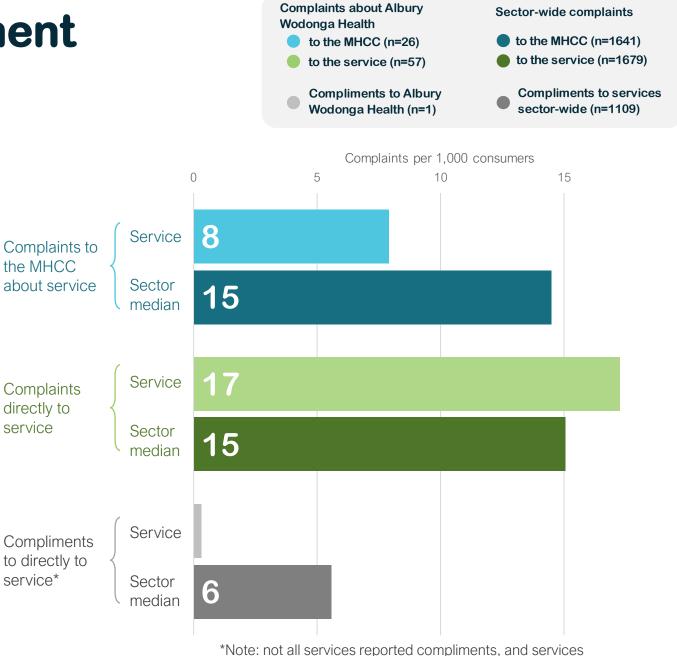
- The number of complaints to the MHCC about Albury Wodonga Health rose in over the last three years. Meanwhile, complaints made to Albury Wodonga Health increased since 2019-20 which was maintained in 2020 -21.
- Overall, more complaints were made directly to Albury Wodonga Health than to the MHCC.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

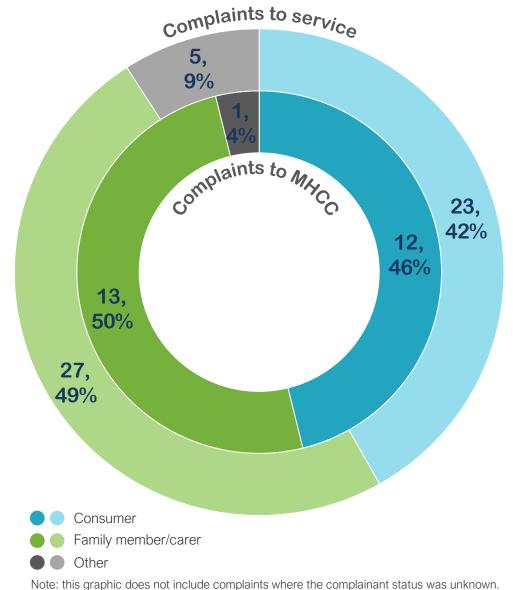


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Who is making complaints? 2020-21

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.





Issues raised in complaints and compliments

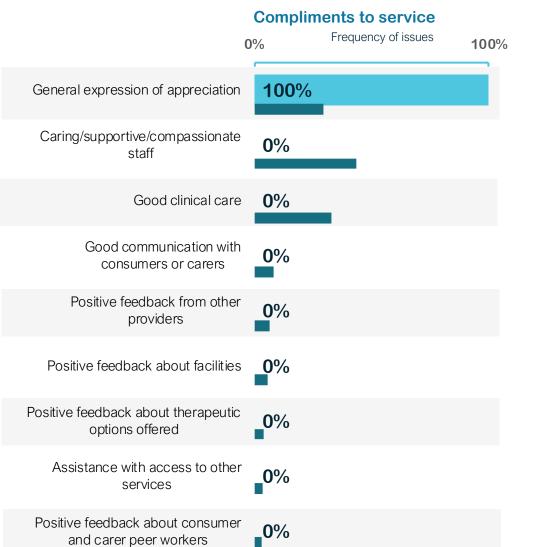


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What were compliments about? 2020-21

Themes raised in compliments about Albury Wodonga 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.
- 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.



Compliments to Albury

Wodonga Health (n=1)

Compliments to services

sector-wide (n=1109)

How does the MHCC categorise issues?

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

Level 1

Level 1 issues consist of:

- treatment
- communication
- conduct and behaviour
- medication
- diagnosis
- access
- facilities
- records
- complaint management

Level 2

Level 2 issues break down Level 1 issues into more specific categories.

For example, the Level 1 category **Medication** includes the following Level 2 issues:

- medication error
- disagreement with medication
- oversedation or side effects
- refusals to prescribe

Level 3

Level 3 issues further break down Level 2 issues.

For example, the Level 2 category Medication Error includes the following Level 3 issues:

- wrong medication or dose
- wrong prescription
- known allergy/reaction not considered

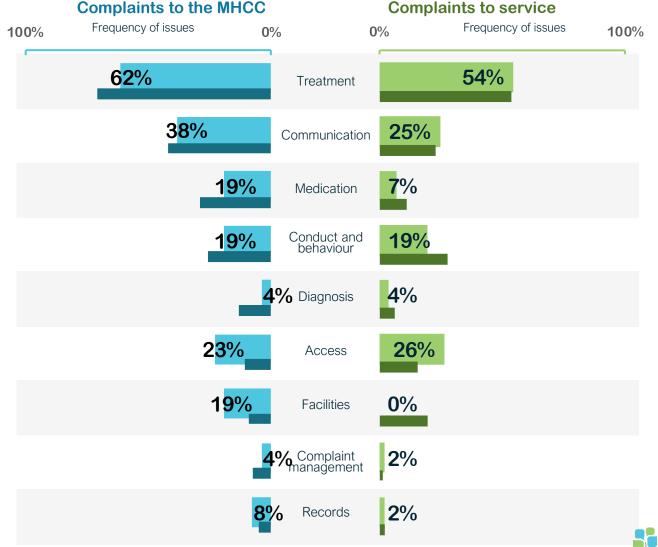


What were complaints about? 2020-21

Level 1 issues raised about Albury Wodonga Health

- 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.

Complaints about Albury Wodonga Health • to the MHCC (n=26) • to the service (n=57) • to the service (n=57) • to the service (n=1679) • to the service (n=1679) • to the service (n=1679) • Treatment • Treatment



What were complaints about? 2020-21

Most frequent Level 3 issues raised about Albury Wodonga Health

- 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.

Complaints to the MHCC
FREQUENCY OF ISSUES
0% 10% 20% 30%
 Treatment Inadequate Consideration of Views - Carer / Family / Nominated Person - voluntary / status unknown Communication Lack of communication - with family / carer / nominated person
3 Communication Inadequate communication - about compulsory status
4 Conduct and Behaviour Rudeness / lack of respect / discourtesy
5 Medication Dissatisfaction with prescribed medication 12%

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)				



Issues raised by consumers 2020-21

Most frequent Level 3 issues raised about Albury Wodonga Health

- 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. 13

Complaints to the MHCC						Complaints to			
	0%	FREQUEN	CY OF ISSU 20%	30%	40%				
Disagreement with assessment order	25	5%				1	Treatment Inadequate Consider and Preferences - Co voluntary / status unk		
2 Access Refusal to admit or treat	17	7%				2	Treatment Lack of care / attentic		
3 Communication Inadequate communication - about compulsory status	17	7%				3	Conduct and E Rudeness / lack of re discourtesy		
4 Conduct and Behaviour Rudeness / lack of respect / discourtesy	17	7%				4	Access Lack or insufficient ac service		
Medication Dissatisfaction with prescribed medication	17	7%				5	Access Delay in treatment		

Complaints about Albury Sector-wide complaints Wodonga Health to the MHCC (n=12) to the MHCC (n=1149) to the service (n=23) to the service (n=1033)



Issues raised by carers 2020-21

Most frequent Level 3 issues raised about Albury Wodonga Health

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.

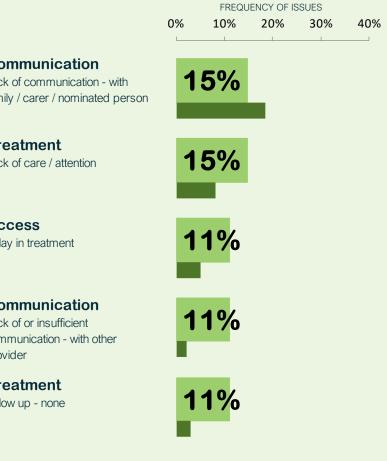
Complaints to the MHCC						Complaints to Albury Wodonga Health					
	C	FREQUE	NCY OF ISSUE	30%	40%			0%	FREQU 10%	JENCY (209	
Inade - Cal	equate Consideration of Views err / Family / Nominated on - voluntary / status	38%				1	Communication Lack of communication - with family / carer / nominated person	1	5%		
2 Lack	own mmunication of communication - with y / carer / nominated person	31%				2	Treatment Lack of care / attention	1	5%		
3 Inade confi	mmunication equate / misleading / using information - with family / · / nominated person	15%				3	Access Delay in treatment	1	1%		
	cilities ding / furniture	15%				4	Communication Lack of or insufficient communication - with other provider	1	<mark>1%</mark>		
	of care / attention	15%				5	Treatment Follow up - none	1	<mark>1%</mark>		

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Complaints about Albury Sector-wide complaints Wodonga Health to the MHCC (n=13) • to the MHCC (n=426)

to the service (n=27)

to the service (n=529)





Outcomes of complaints



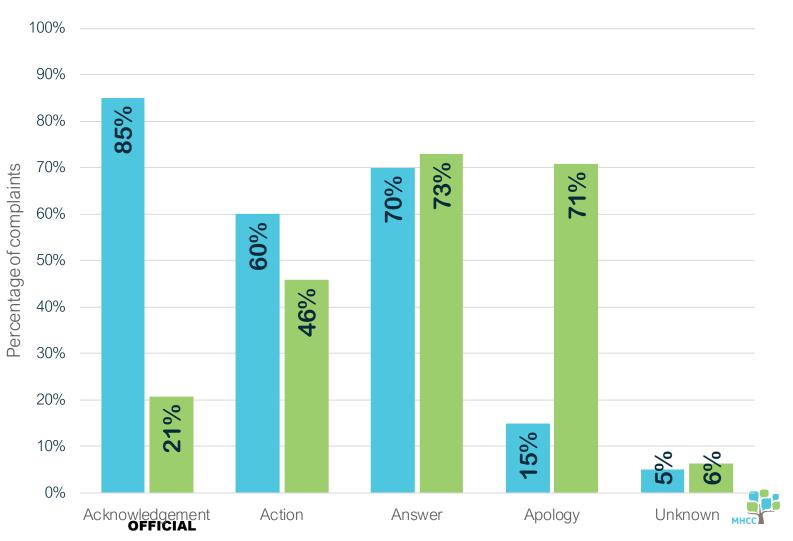
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What were the outcomes of complaints? 2020-21

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.

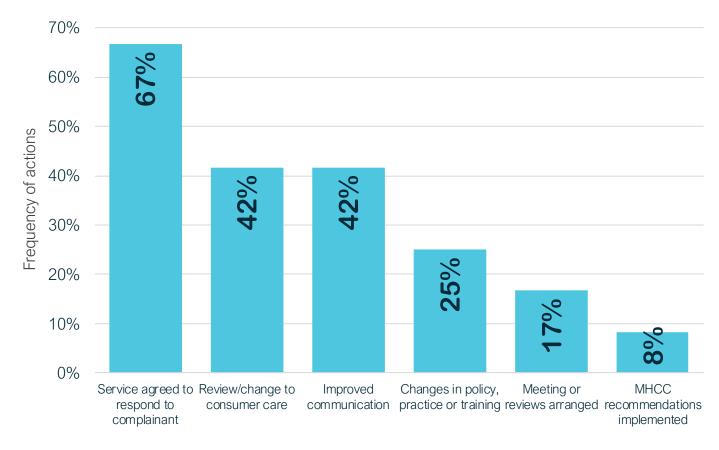
- Complaints to MHCC about service with outcomes by service (n=20)
- Complaints to service with outcomes by service (n=48)



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



Complaints to MHCC with action outcomes by service (n=12)

Key points to consider

H 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.



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