

# Summary of service provider complaint report

## Eastern CYMHS

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:



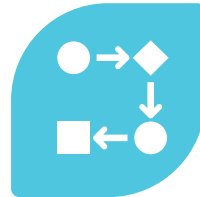
identify key themes and emerging issues across the sector



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

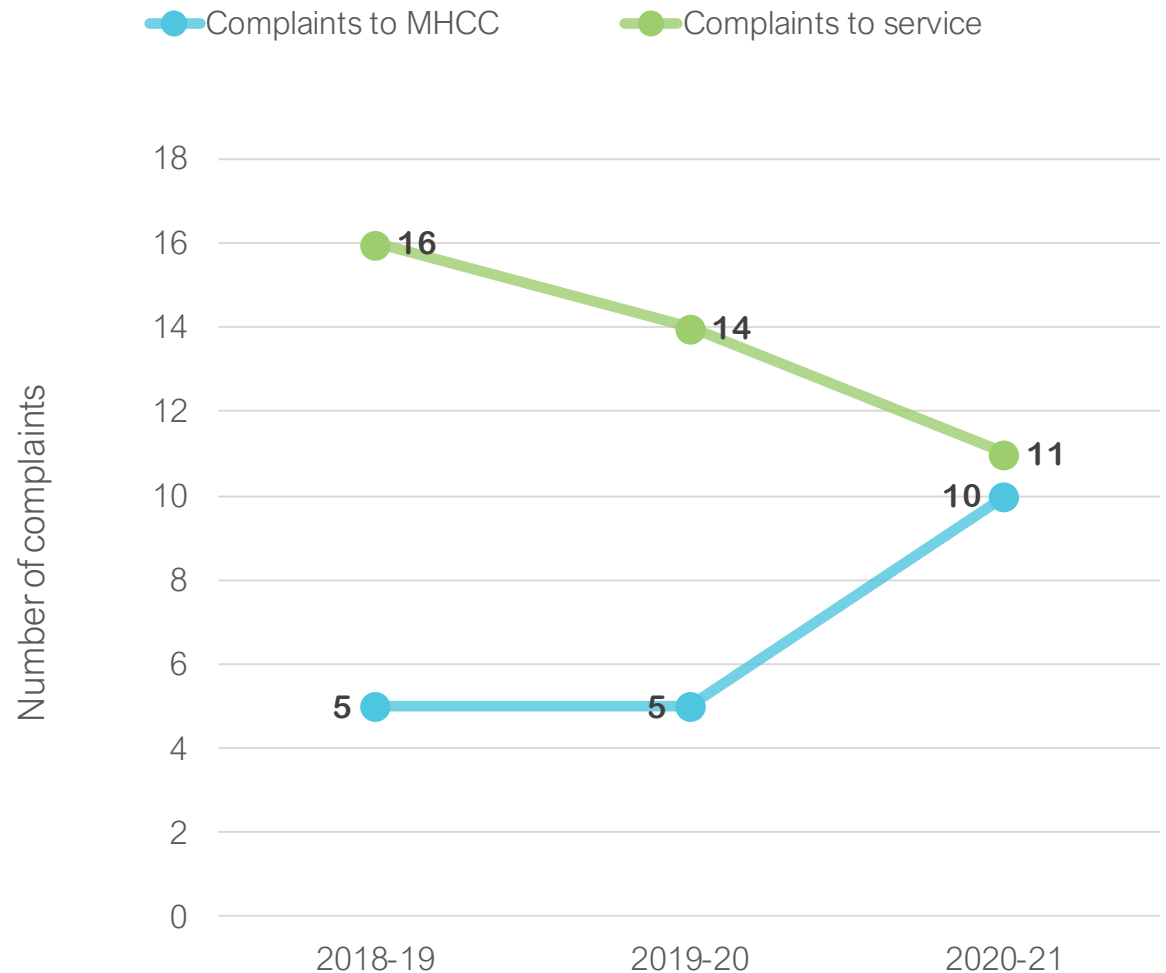
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Complaints to MHCC  
about Eastern CYMHS

11

Complaints to  
Eastern CYMHS

- The number of complaints to the MHCC about Eastern CYMHS increased while the number of complaints to Eastern CYMHS directly decreased in 2020-21.
- Overall, slightly more complaints were made directly to Eastern CYMHS than to the MHCC. The MHCC would be 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 slightly lower rate of complaints was made to the MHCC about Eastern CYMHS, and similarly a lower rate of complaints was made directly to the service.
- A lower rate of compliments was made to Eastern CYMHS compared to the sector.

## Complaints about Eastern CYMHS

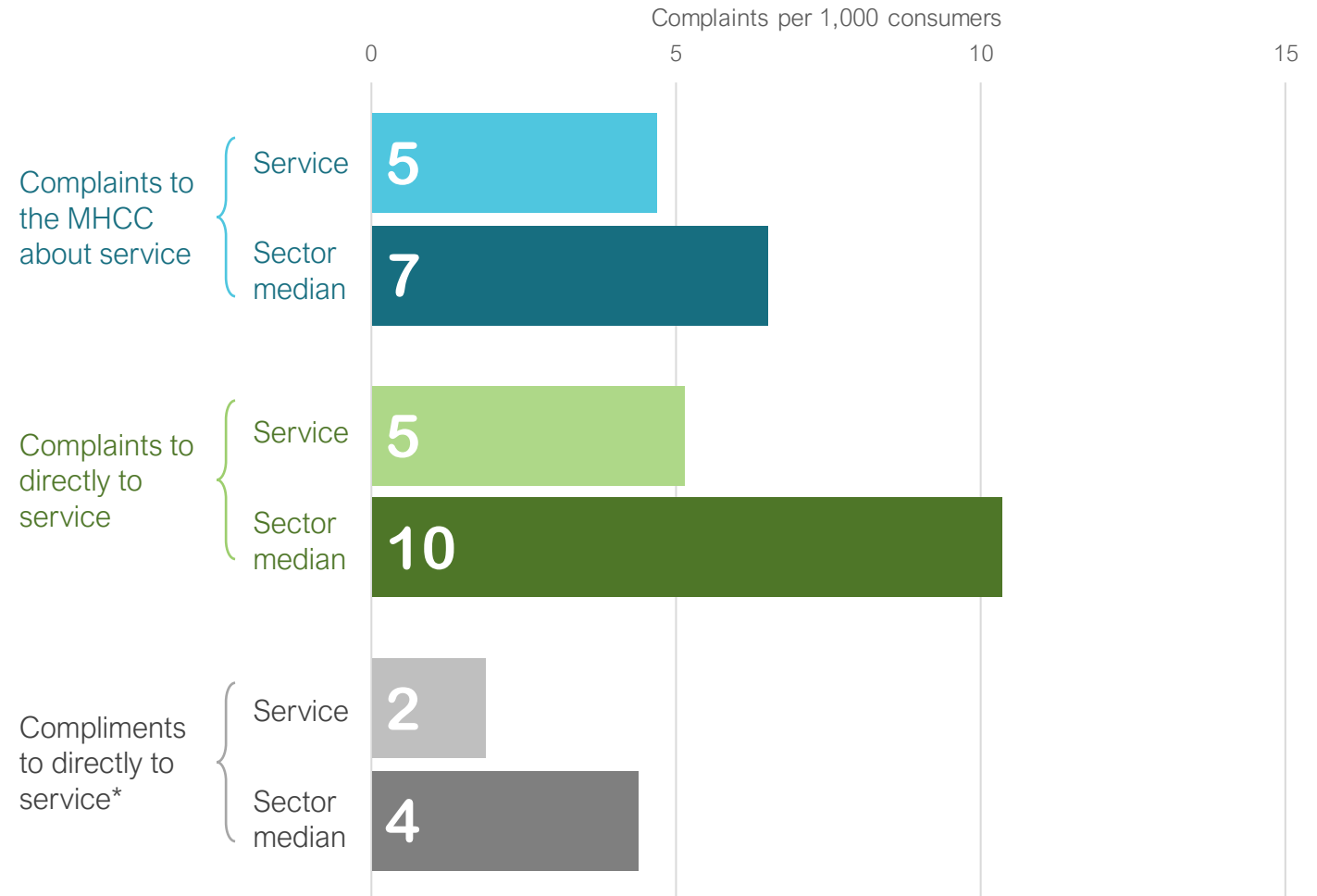
- to the MHCC (n=10)
- to the service (n=11)

● Compliments to Eastern CYMHS (n=4)

## Sector-wide complaints

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

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

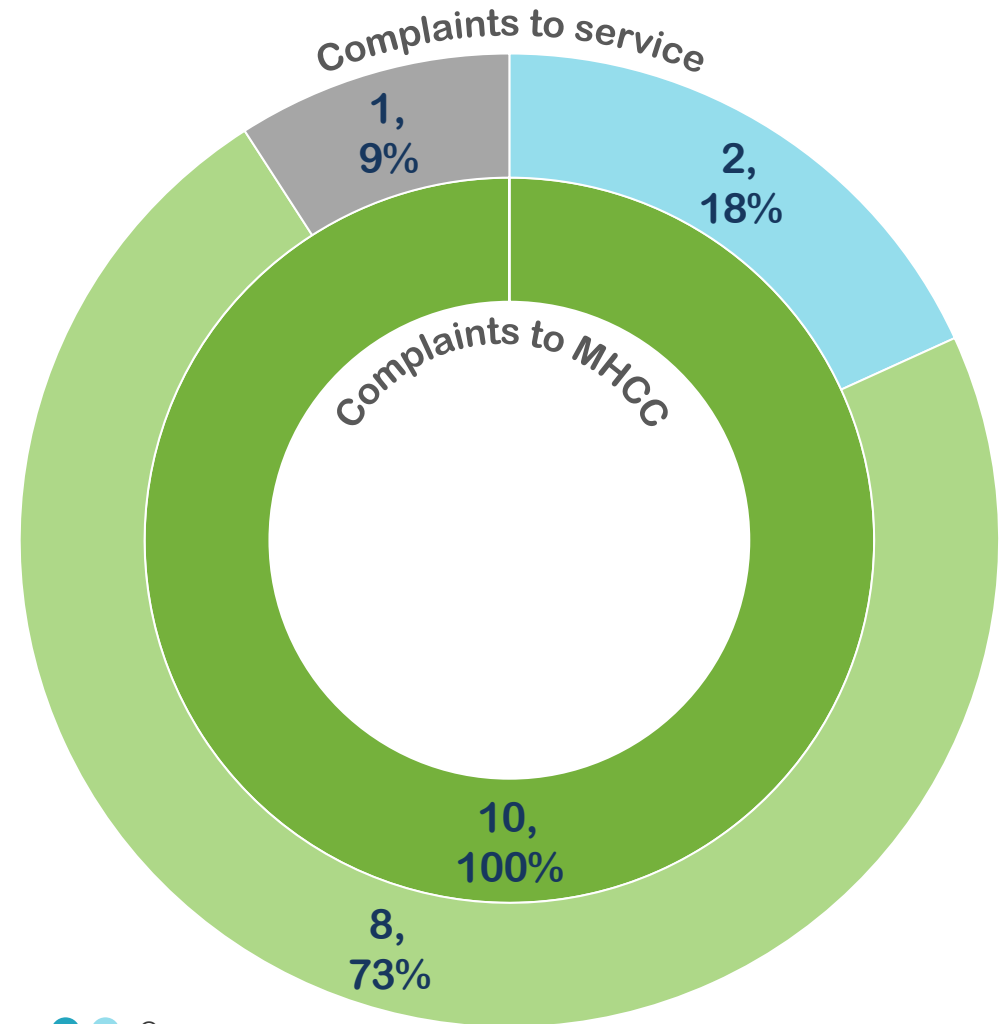


\*Note: not all services reported compliments, and services likely used different approaches to capture compliments data

# Who is making complaints? 2020-21

Complaints raised about Eastern CYMHS

- The proportions of complaints made by different groups to the MHCC about Eastern CYMHS were less consistent with the sector, with family members and carers making most complaints.
- Similarly, for complaints made directly to Eastern CYMHS, a greater proportion of complaints was made by family members/ carers compared to the sector as a whole.



- Consumer
- Family member/carer
- Other

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



# Issues raised in complaints and compliments

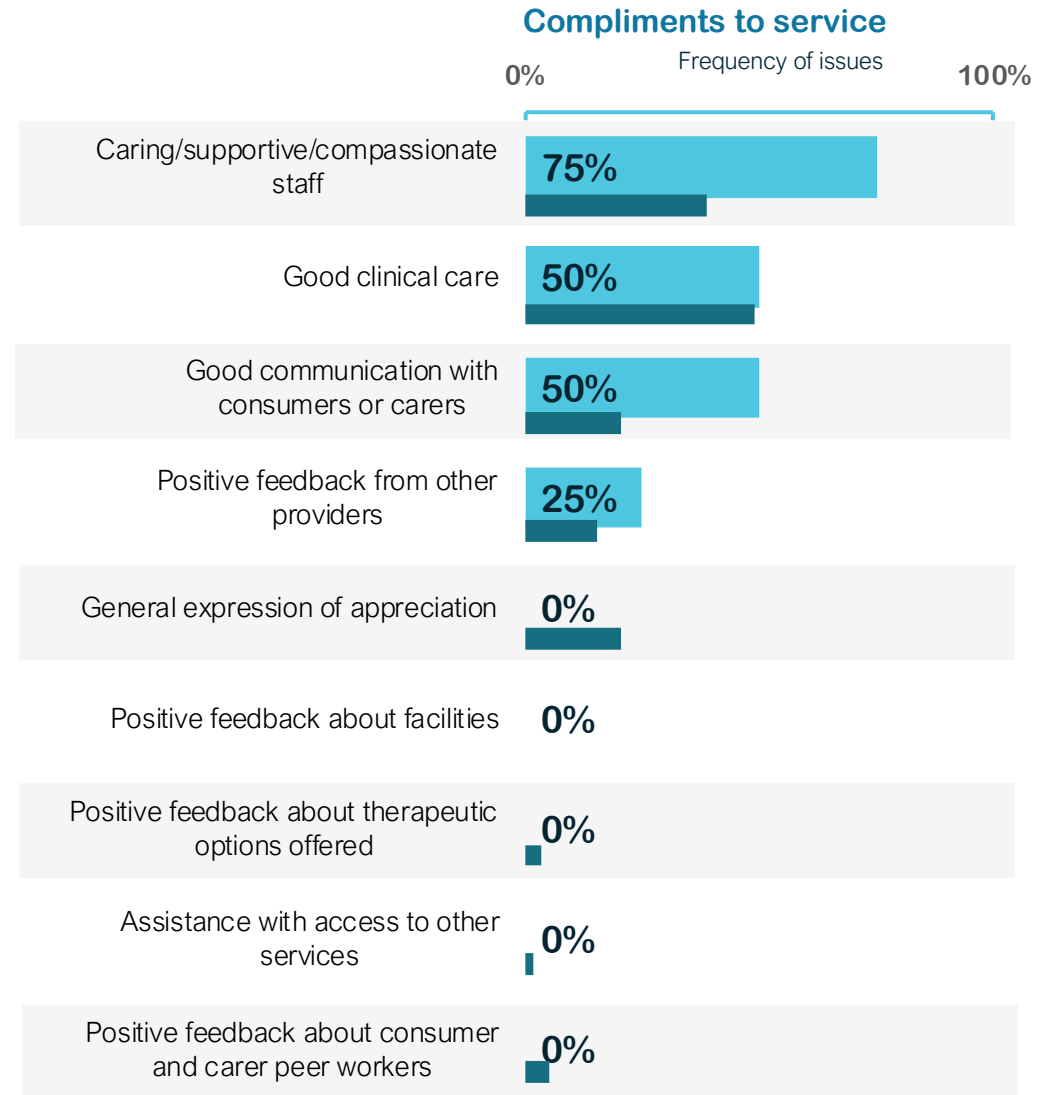


# What were compliments about? 2020-21

Issues raised in compliments about Eastern CYMHS

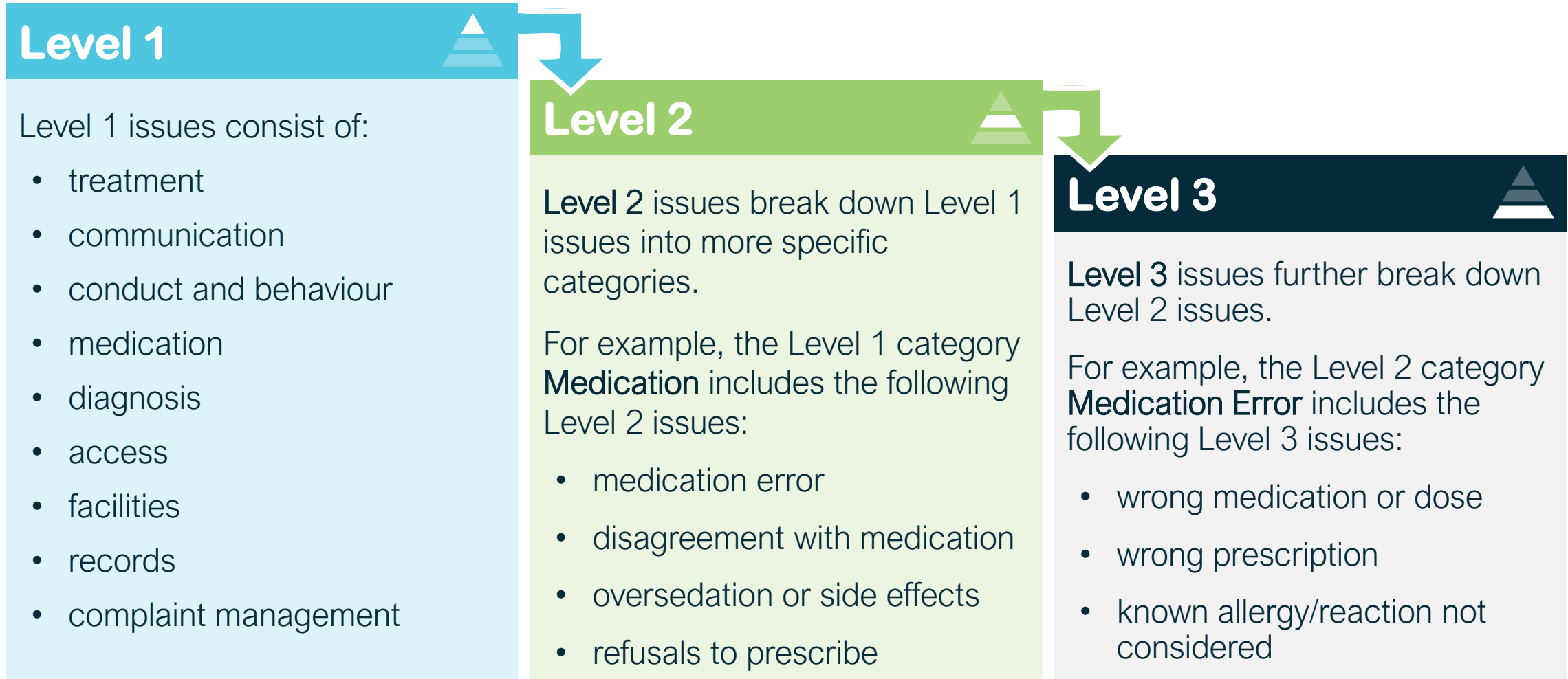
● Compliments to Eastern CYMHS (n=4)
 ● Compliments to services sector-wide (n=62)

- 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 Eastern CYMHS were most commonly about caring/supportive/compassionate staff and good clinical care, consistent with the sector as a whole.
- A lower percentage of compliments made to Eastern CYMHS were classified as general expression of appreciation compared to the sector as a whole. This can be viewed as positive and reflects the level of detail provided by Eastern CYMHS 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 Eastern CYMHS

Complaints about Eastern CYMHS

to the MHCC (n=10)

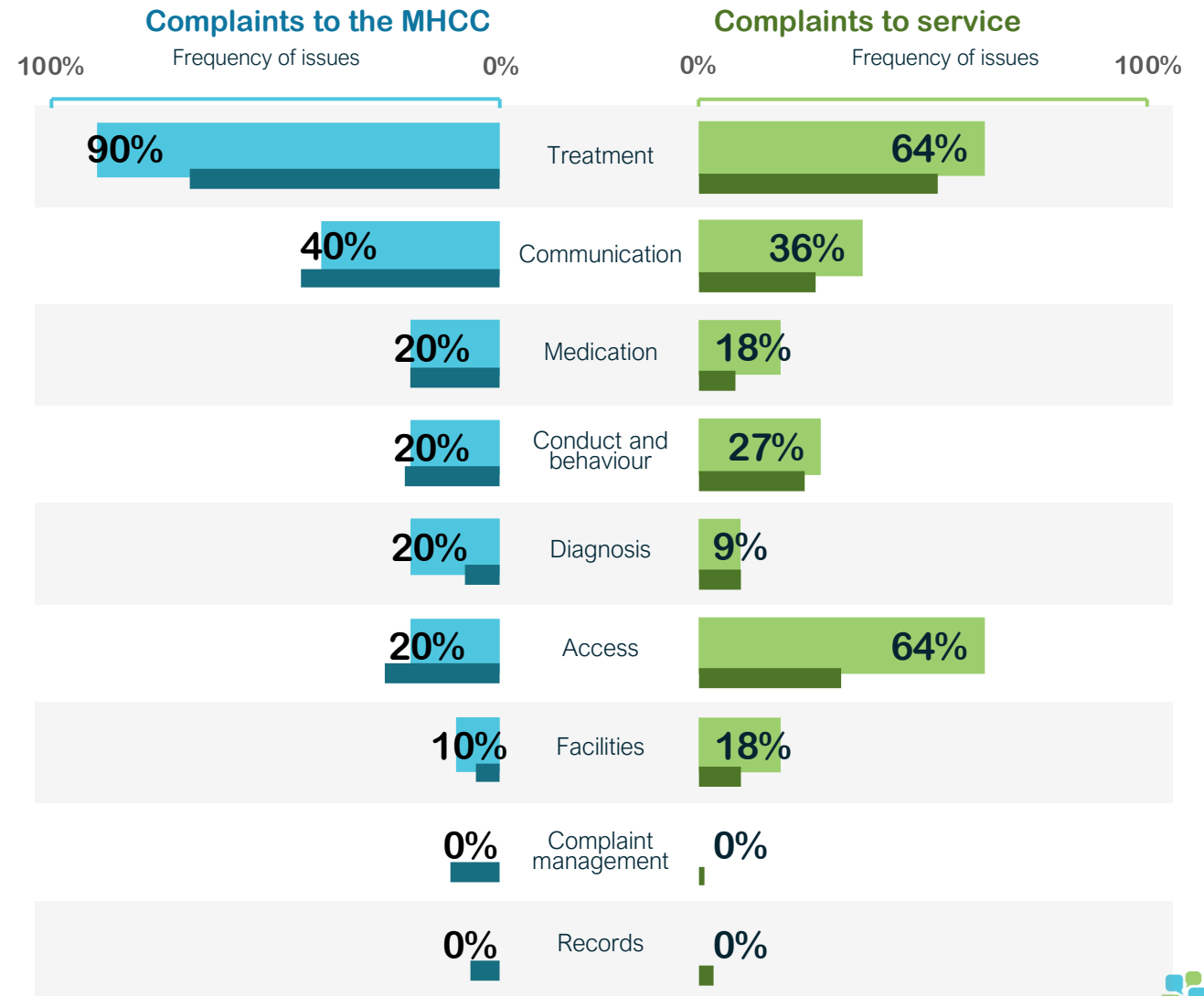
to the service (n=11)

Sector-wide complaints

to the MHCC (n=90)

to the service (n=207)

- Issues raised in complaints to the MHCC about Eastern CYMHS 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 Eastern CYMHS were also broadly consistent with those raised in complaints to services for the sector, with Treatment, Conduct and Behaviour and Communication being the most commonly raised issues. Issues about access were raised in higher proportions with the service when compared to the sector as a whole.



# What were complaints about? 2020-21

Most frequent Level 3 issues raised about Eastern CYMHS

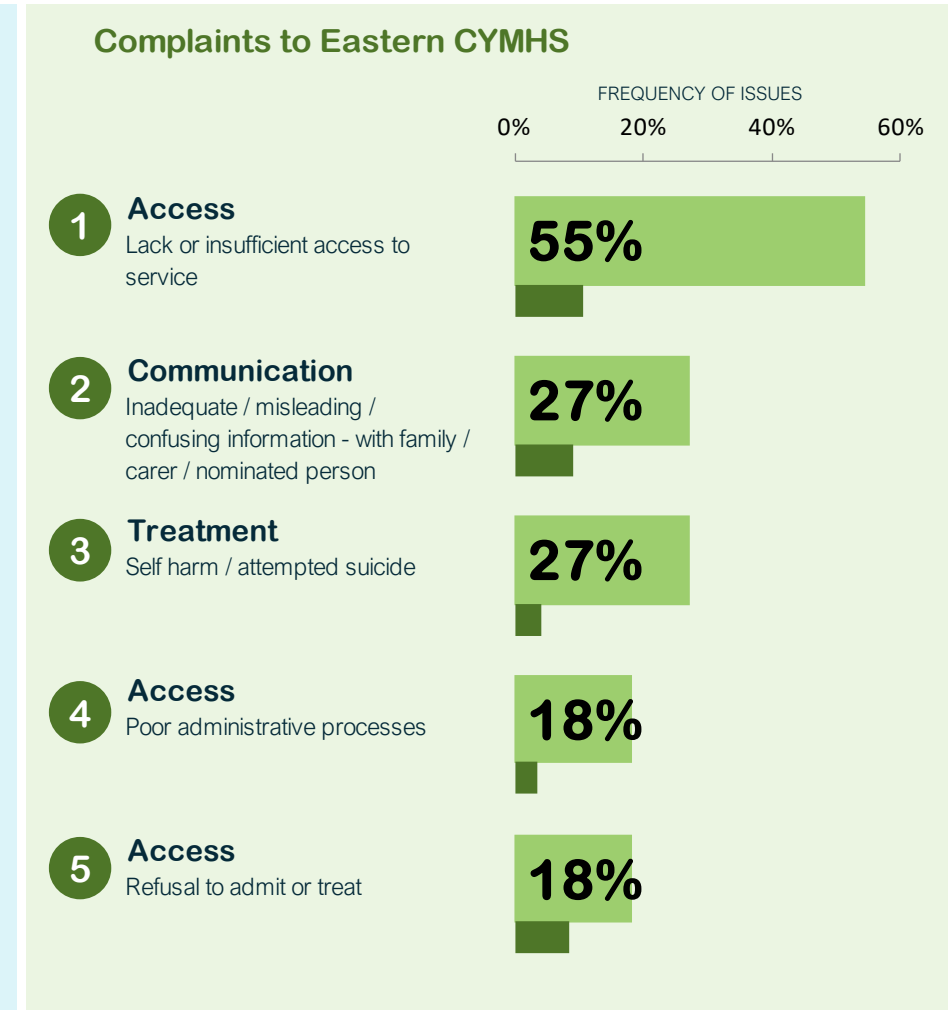
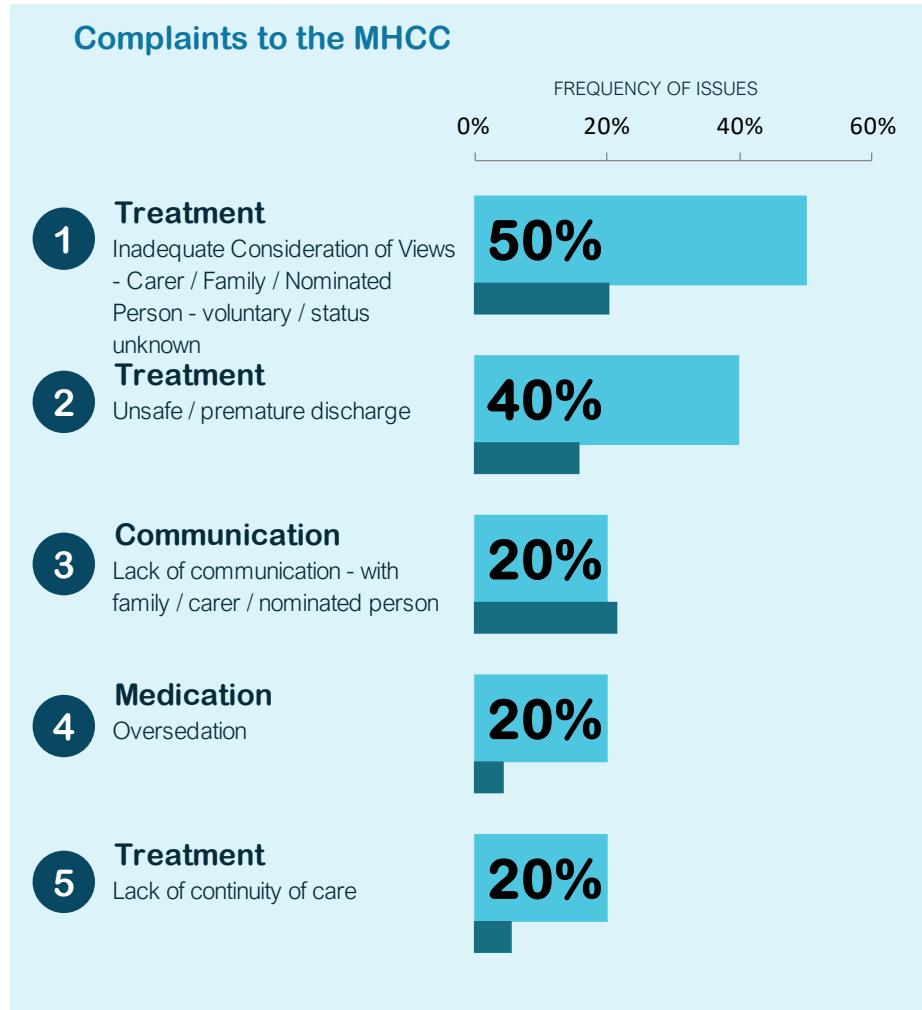
Complaints about Eastern CYMHS

- to the MHCC (n=10)
- to the service (n=11)

Sector-wide complaints

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

- Inadequate consideration of the views of families and carers about consumers with voluntary status was the most frequently occurring issue in complaints to the MHCC about Eastern CYMHS, raised in a higher proportion of complaints than the sector.
- In complaints made directly to Eastern CYMHS, lack or insufficient access to the service was the most frequently occurring issue, consistent with the sector. Issues of inadequate/ misleading/ confusing information provided to families and/or carers was also frequently raised, in a higher proportion of complaints than the sector.



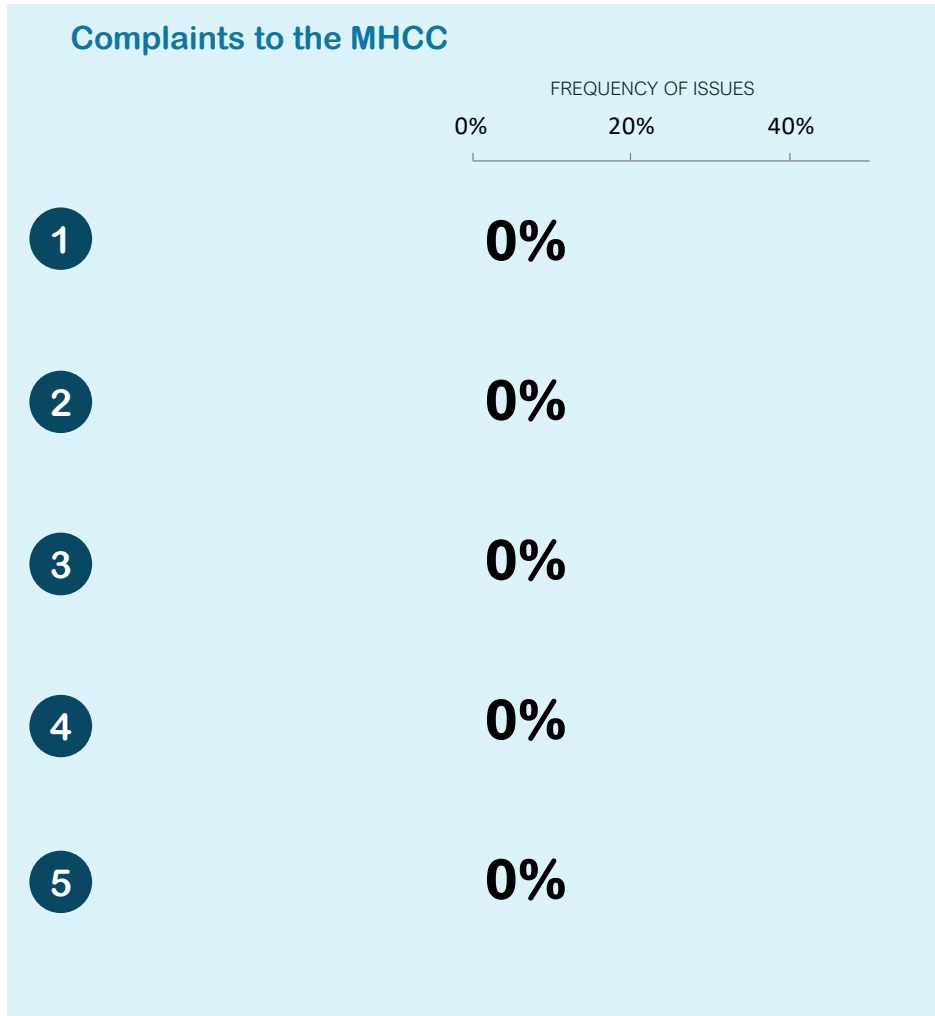
# Issues raised by consumers 2020-21

Most frequent Level 3 issues raised about Eastern CYMHS

The number of complaints made to the MHCC about Eastern CYMHS by consumers was too low to allow for a meaningful classification of issues.

Issues raised by consumers directly to Eastern CYMHS were equally about lack or insufficient access to the service, consumers feeling ignored or lacked attention, concerns about wrong prescription, consumers dissatisfied with the discharge plan, all raised in higher proportion than the sector.

<b>Complaints about Eastern CYMHS</b> ● to the MHCC (n=0) ● to the service (n=2)	<b>Sector-wide complaints</b> ● to the MHCC (n=18) ● to the service (n=71)
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# Issues raised by carers 2020-21

Most frequent Level 3 issues raised about Eastern CYMHS

The most frequently issues raised by carers in complaints made to the MHCC about Eastern CYMHS were inadequate consideration of their views for voluntary consumers and concerns about unsafe/ premature discharge of consumers, both raised in a higher proportion than the sector.

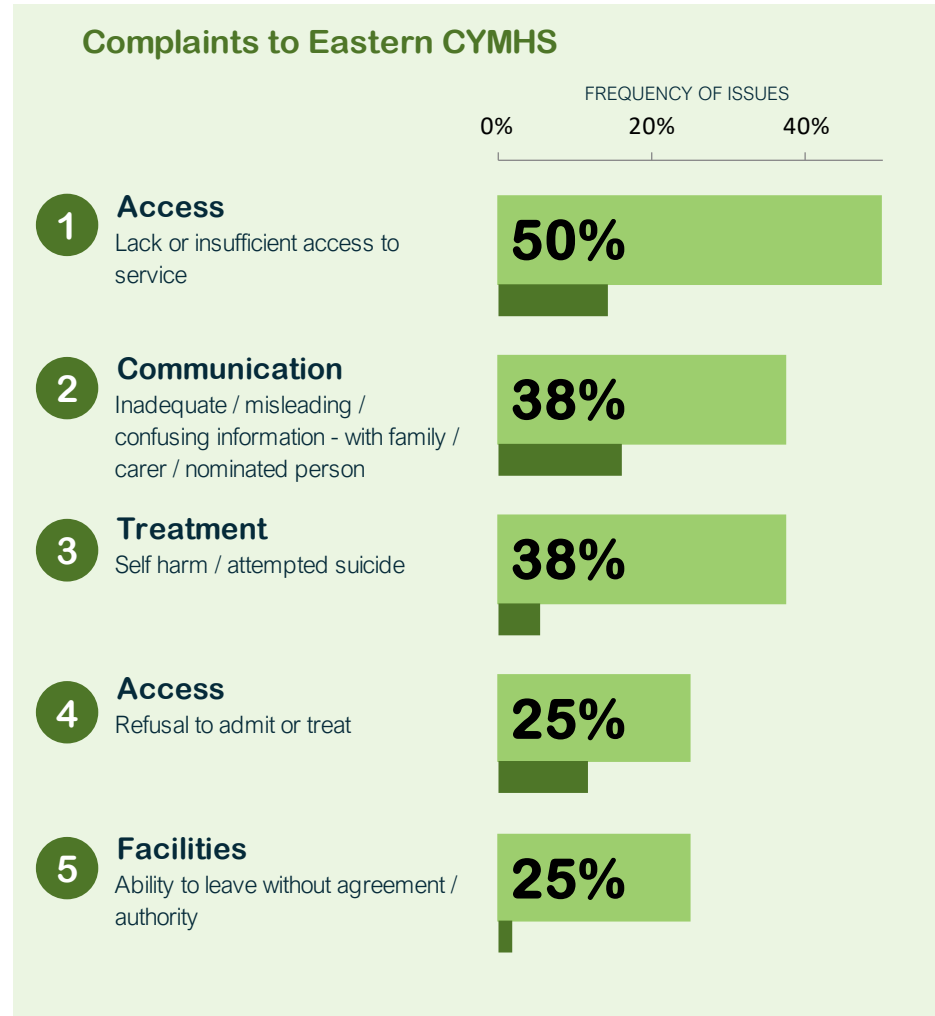
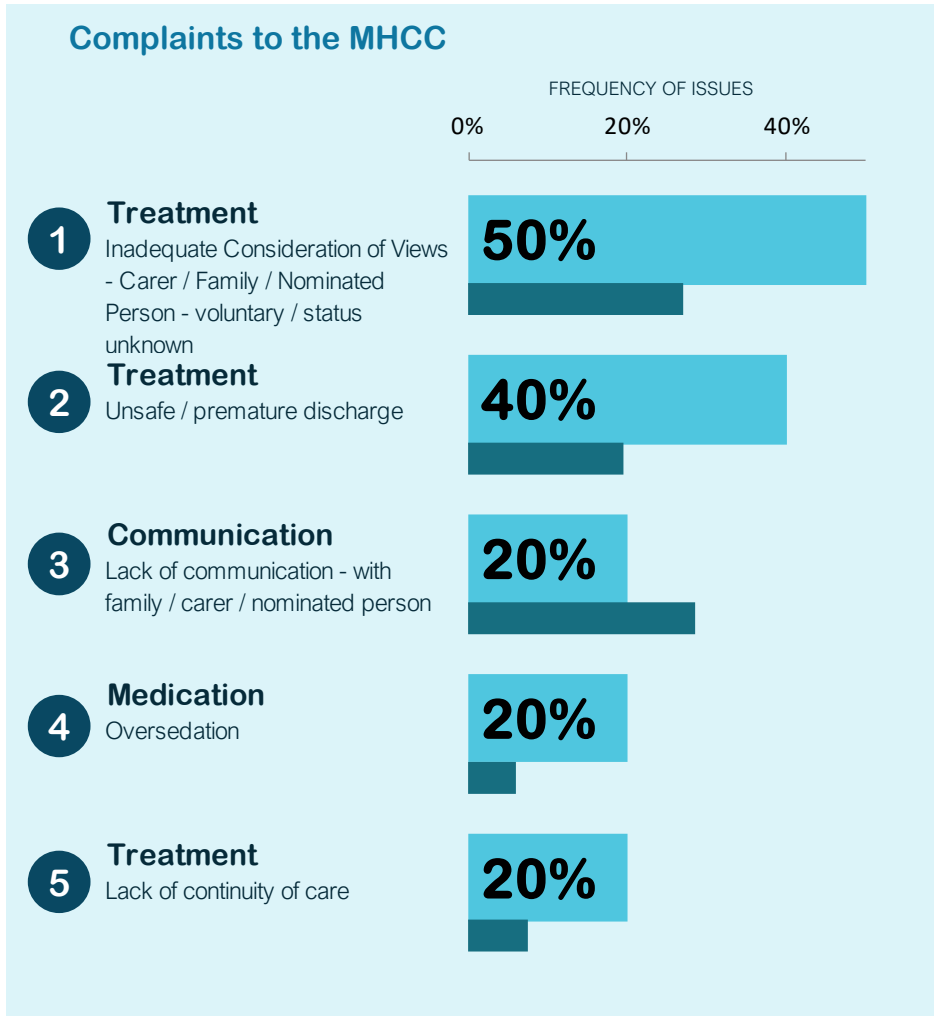
Issues frequently raised by carers directly to Eastern CYMHS were about lack or insufficient access to the service and inadequate/ confusing or misleading information provided to family members/ carers, raised in higher proportion than the sector.

## Complaints about Eastern CYMHS

- to the MHCC (n=10)
- to the service (n=8)

## Sector-wide complaints

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



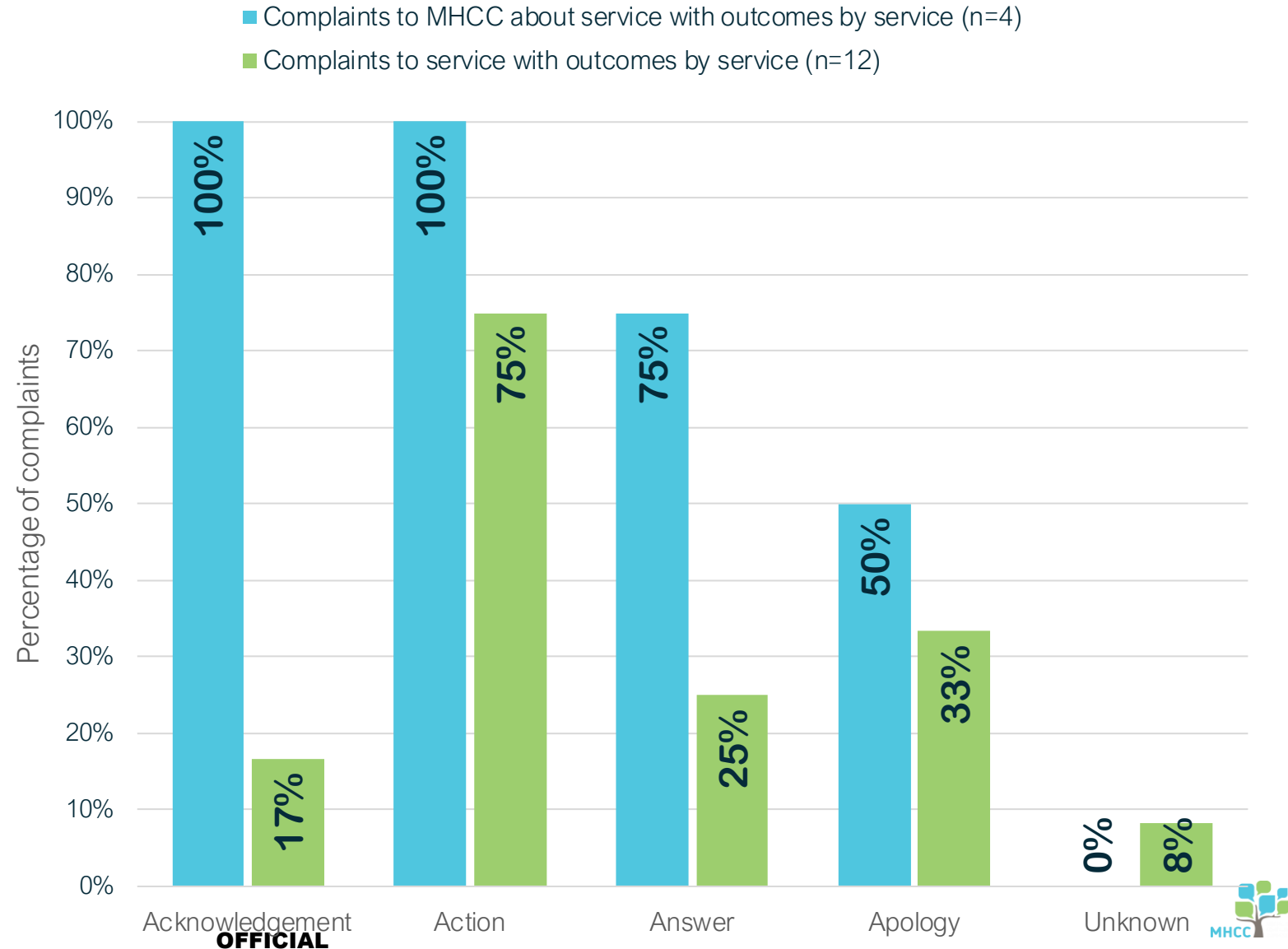


# Outcomes of complaints

# What were the outcomes of complaints? 2020-21

## Closed complaints about Eastern CYMHS

- 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 Eastern CYMHS 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 Eastern CYMHS of the issues raised by the complainant.
- The most common outcomes of complaints made directly to Eastern CYMHS were acknowledgement and action taken in response to those complaints.

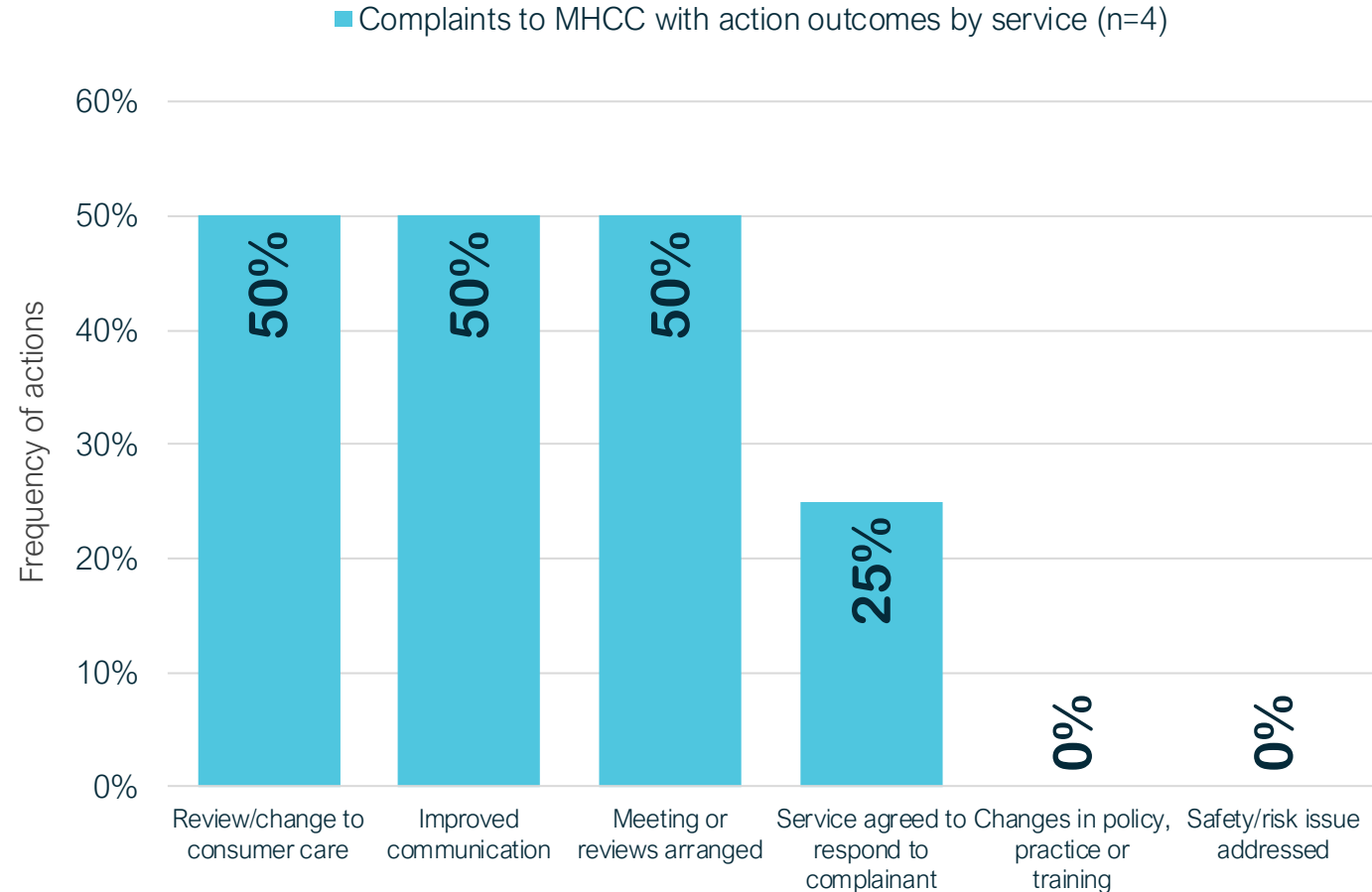




# What actions were taken by the service? 2020-21

Top specific actions taken by service in response to complaints to the MHCC

- Actions most frequently undertaken by Eastern CYMHS in response to complaints to the MHCC included:
  - change/review of treatment/care for individual consumers
  - Improved communication with both consumers and family members/ carers
  - Meetings or reviews arranged by services



# Key points to consider



## Complaint numbers

- The number of complaints to the MHCC about Eastern CYMHS increased while the number of complaints to Eastern CYMHS directly decreased in 2020-21.
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## Issues raised

- Inadequate consideration of the views of families and carers about consumers with voluntary status was the most frequently occurring issue in complaints to the MHCC about Eastern CYMHS, raised in a higher proportion of complaints than the sector.
- In complaints made directly to Eastern CYMHS, lack or insufficient access to the service was the most frequently occurring issue, consistent with the sector. Issues of inadequate/ misleading/ confusing information provided to families and/or carers was also frequently raised, in a higher proportion of complaints than the sector.



## Outcomes

- The most common outcome of complaints made to the MHCC about Eastern CYMHS was acknowledgement by Eastern CYMHS of the issues raised by the complainant.
- The most common outcomes of complaints made directly to Eastern CYMHS were acknowledgement and action taken in response to those complaints.