

Summary of service provider complaint report

Albury Wodonga Health

2021-22



Introduction

Purpose

The purpose of this summary presentation is to showcase key data for complaints made to the MHCC and complaints and compliments made directly to your service, largely focusing on the 2021-22 reporting year.

This summary outlines a range of complaints and compliments statistics, including who complainants are, what issues were raised, and how the complaints were 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:



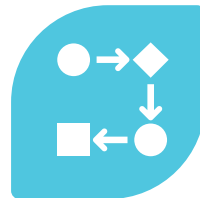
identify key themes and emerging issues across the sector



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? 2021-22

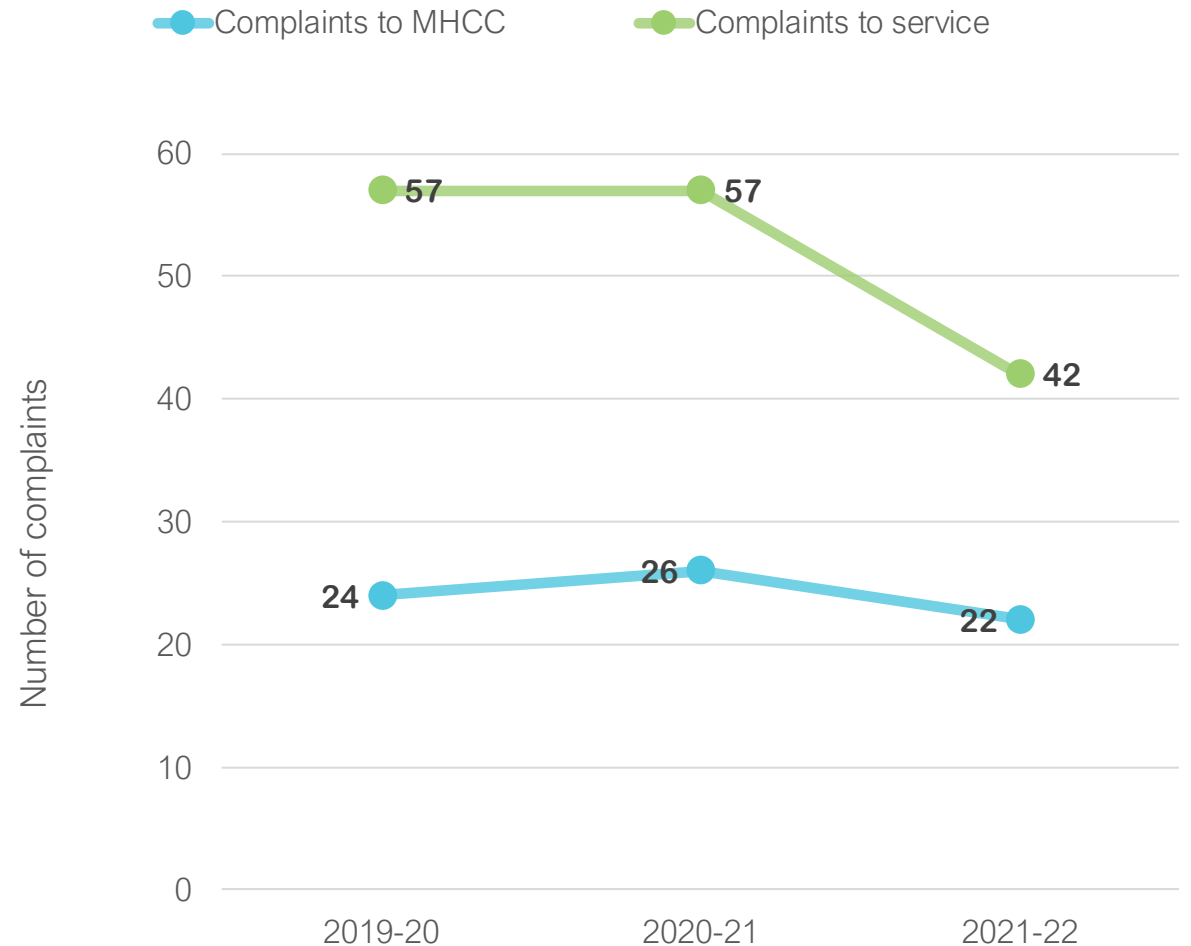
22

Complaints to MHCC
about Albury Wodonga
Health

42

Complaints to Albury
Wodonga Health

- The number of complaints made to the MHCC about Albury Wodonga Health were similar to the previous years (2019-20 and 2020-21), while the number of complaints made directly to Albury Wodonga Health decreased.
- Overall, the number of complaints made to the MHCC about Albury Wodonga Health is lower than the complaints made directly to Albury Wodonga Health.
- The number of complaints being made directly to Albury Wodonga Health was the same between 2019-20 and 2020-21, whereas the number of complaints has fallen in the 2021-22 reporting period.

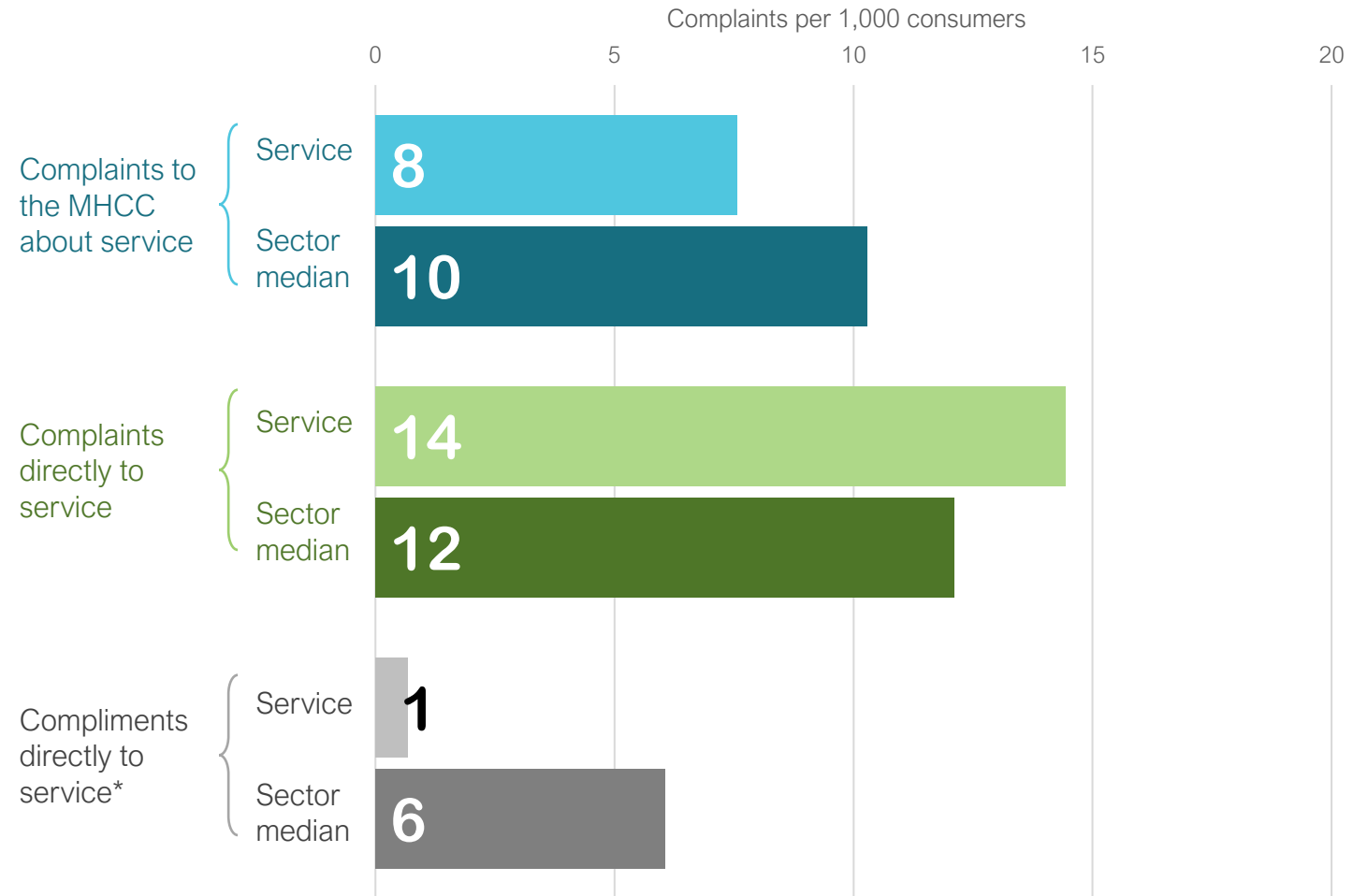


Complaint and compliment rates

2021-22

- 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 about Albury Wodonga Health to the MHCC, and a higher rate was recorded for complaints made directly to Albury Wodonga Health. The rate of compliments made to Albury Wodonga Health was lower when compared to the sector.

Complaints about Albury Wodonga Health	Sector-wide complaints
● to the MHCC (n=22)	● to the MHCC (n=1282)
● to the service (n=42)	● to the service (n=1582)
● Compliments to Albury Wodonga Health (n=2)	● Compliments to services sector-wide (n=891)

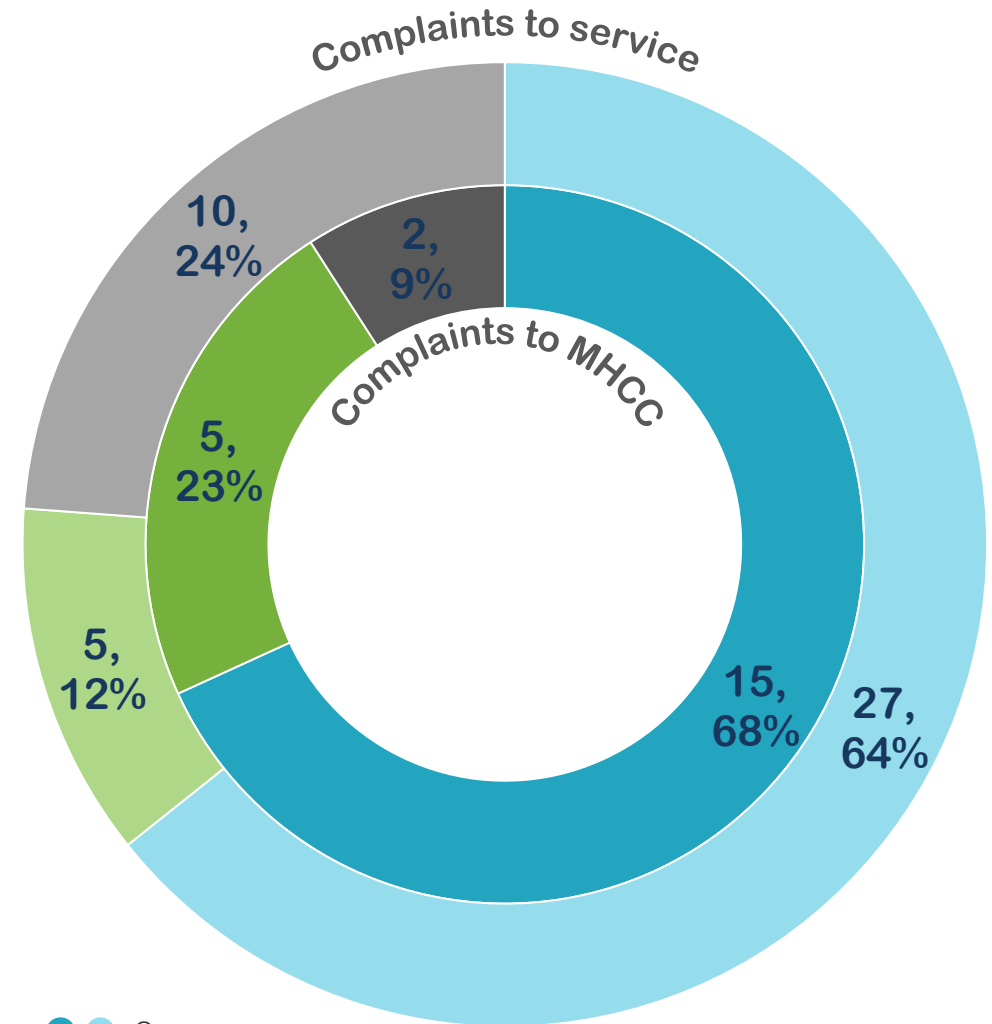


*Note: not all services reported compliments, and services likely used different approaches to capture compliments data

Who is making complaints? 2021-22

Complaints raised about Albury Wodonga Health

- Consumers made the majority of complaints to the MHCC about Albury Wodonga Health and to Albury Wodonga Health directly. This is broadly consistent with the sector as a whole.
- In contrast, family members / carers made slightly less than a quarter of complaints to the MHCC about Albury Wodonga Health and slightly over a tenth of complaints directly to Albury Wodonga Health.
- Others, such as advocates or friends, have made a quarter of the complaints that were made directly to Albury Wodonga Health, higher than the sector.



- Consumer
- Family member/carer
- Other

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



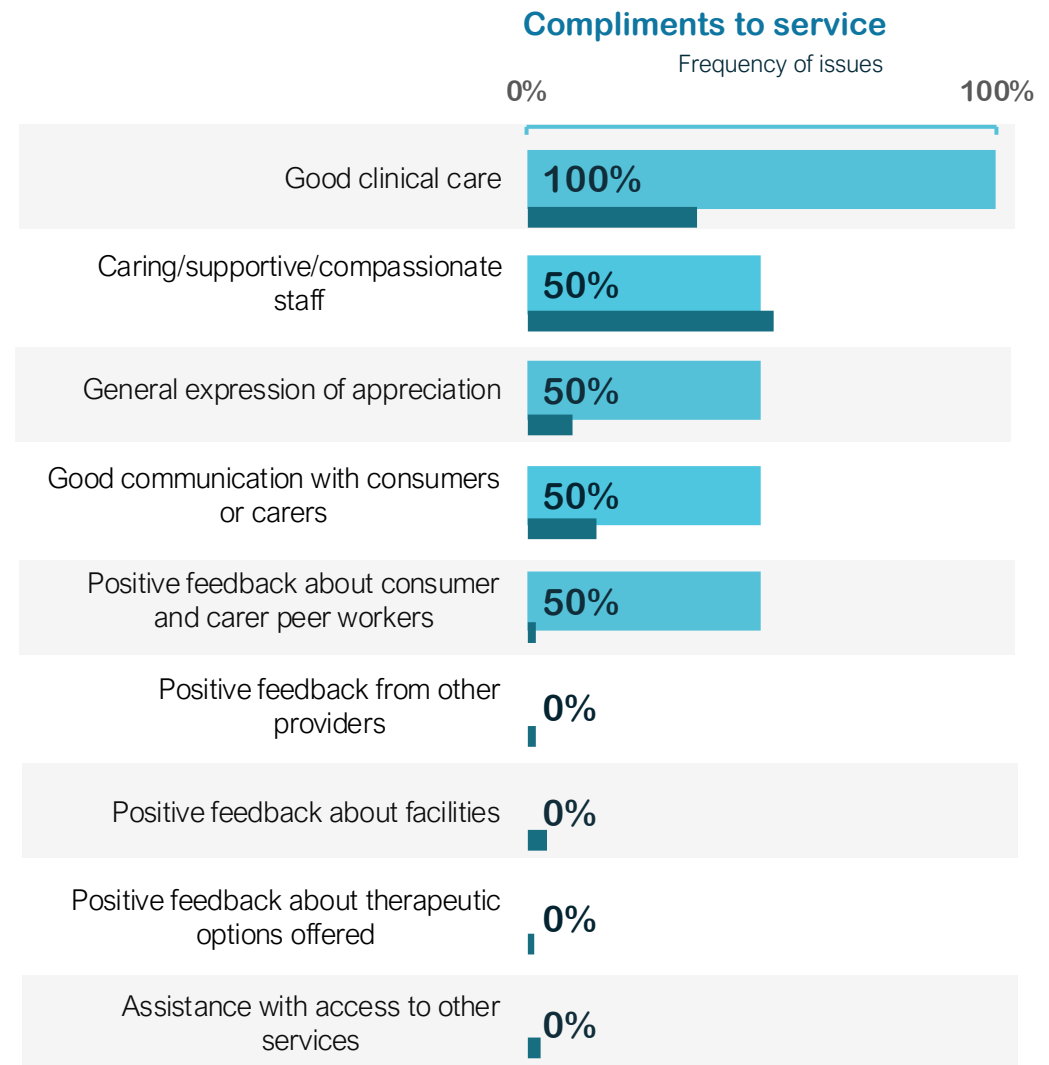
Issues raised in complaints and compliments

What were compliments about? 2021-22

● Compliments to Albury Wodonga Health (n=2)
 ● Compliments to services sector-wide (n=891)

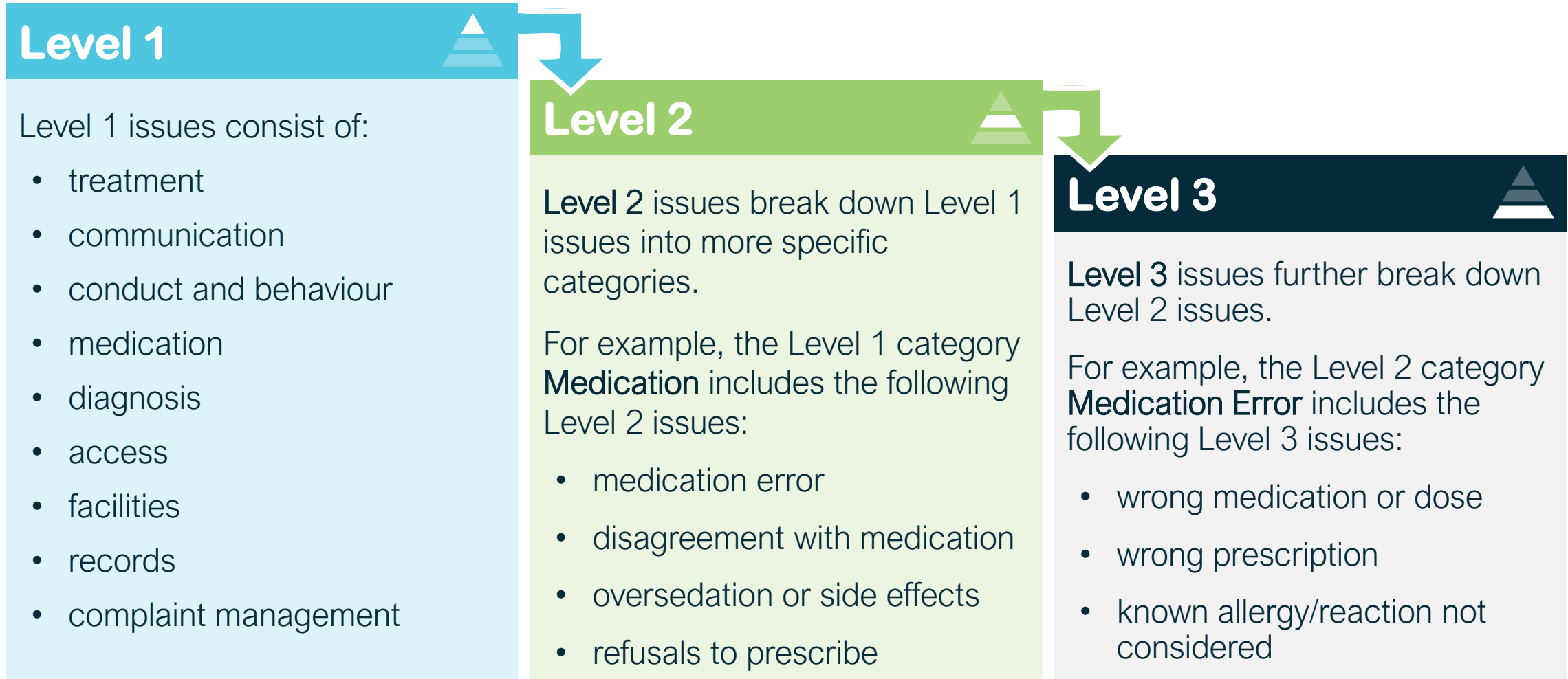
Themes raised in compliments about Albury Wodonga Health

- The two compliments made to Albury Wodonga Health were positive feedback about good clinical care. They also mentioned caring / supportive and compassionate staff, good communication, and positive feedback about consumer and carer peer workers.



How does the MHCC categorise issues?

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



What were complaints about? 2021-22

Level 1 Issues raised about Albury Wodonga Health

- Issues raised in complaints made to the MHCC about Albury Wodonga Health were consistent with those raised in complaints made to the MHCC for the sector, with Treatment, Communication, Conduct and behaviour and Medication being the most commonly raised issues.
- The most common issues raised in complaints made directly to Albury Wodonga Health were Access, Treatment, Conduct and behaviour. Issues about Access were raised at higher rates when compared to the sector.

Complaints about Albury Wodonga Health

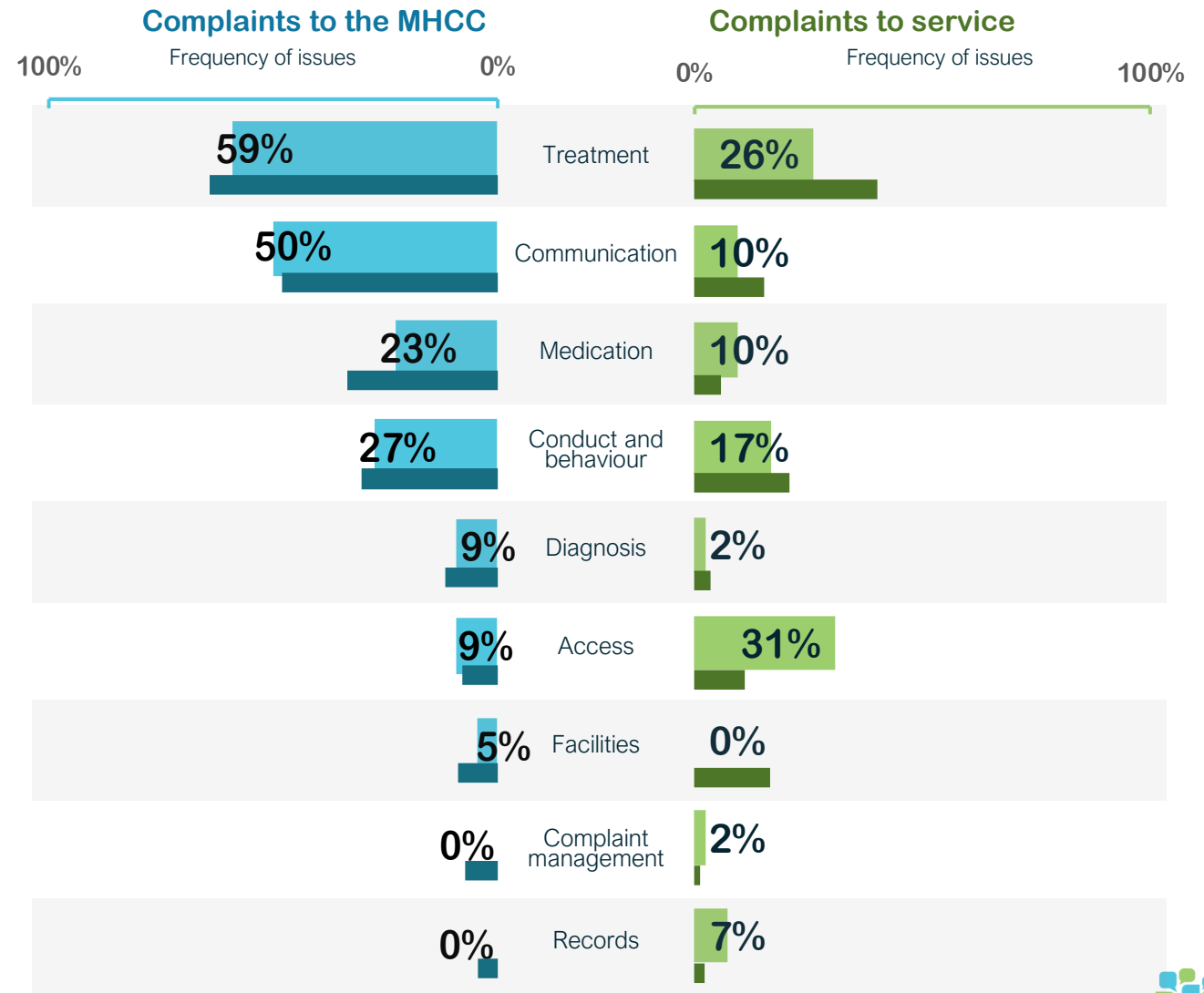
● to the MHCC (n=22)

● to the service (n=42)

Sector-wide complaints

● to the MHCC (n=1282)

● to the service (n=1582)



What were complaints about? 2021-22

Most frequent Level 3 issues raised about Albury Wodonga Health

Complaints about Albury Wodonga Health

● to the MHCC (n=22)

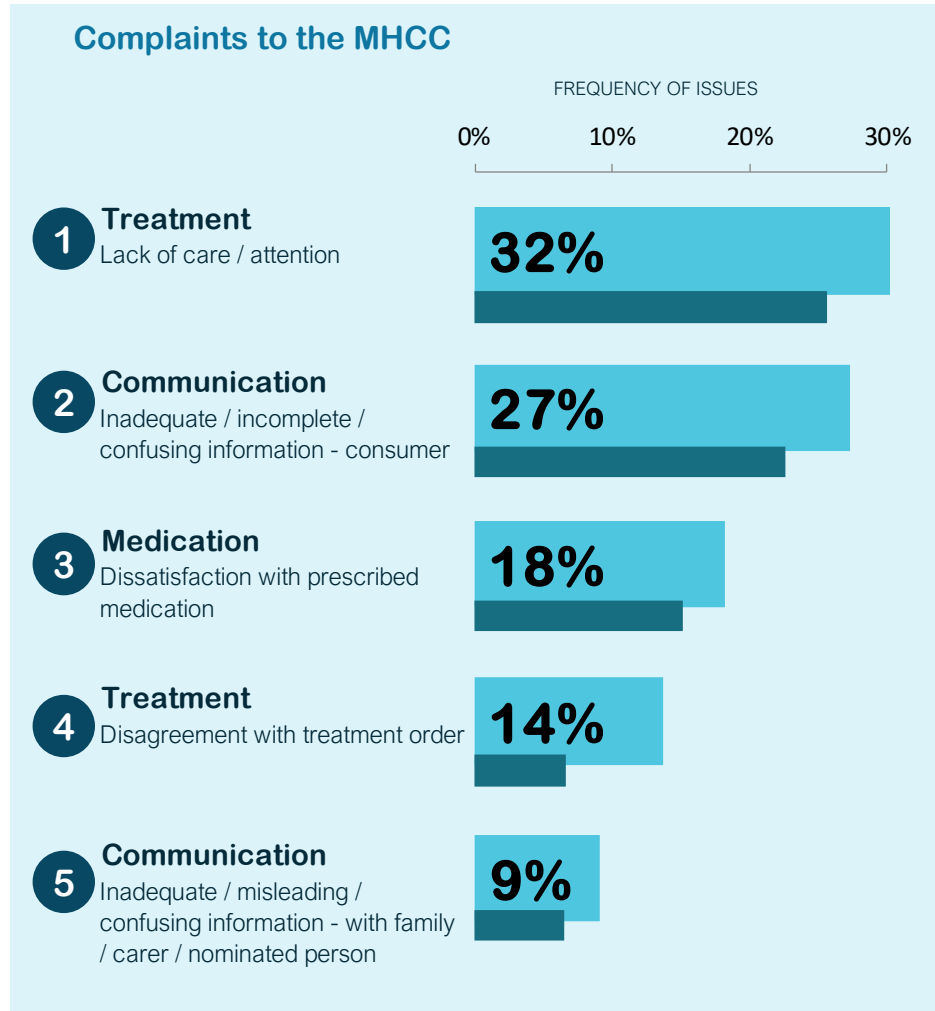
● to the service (n=42)

Sector-wide complaints

● to the MHCC (n=1282)

● to the service (n=1582)

- Lack of care / attention, and inadequate / incomplete / confusing information for consumers were the most frequently raised issue in complaints made to the MHCC about Albury Wodonga Health.
- Complaints made directly to Albury Wodonga Health indicated that lack or insufficient access to services was the most frequently raised issue – this issue was raised in a higher proportion of complaints when compared to the sector.



Issues raised by consumers 2021-22

Most frequent Level 3 issues raised about Albury Wodonga Health

Complaints about Albury Wodonga Health

● to the MHCC (n=15)

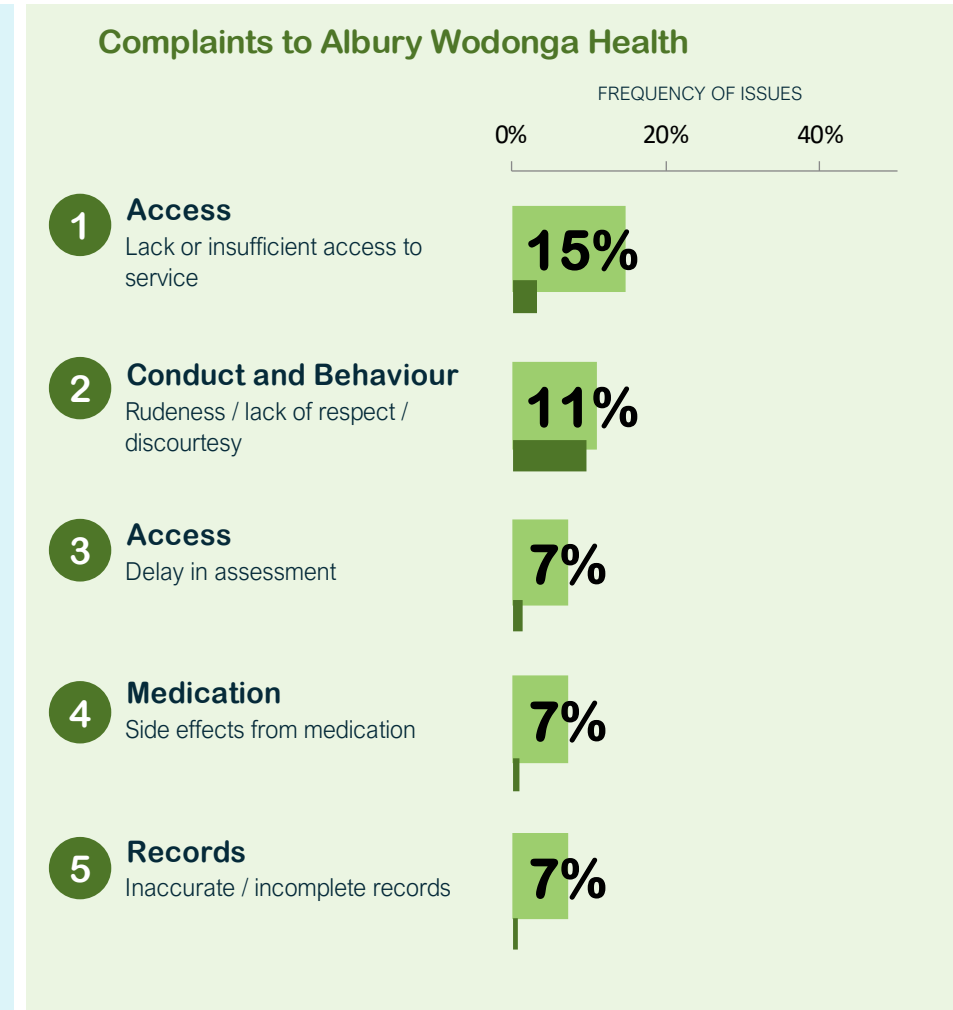
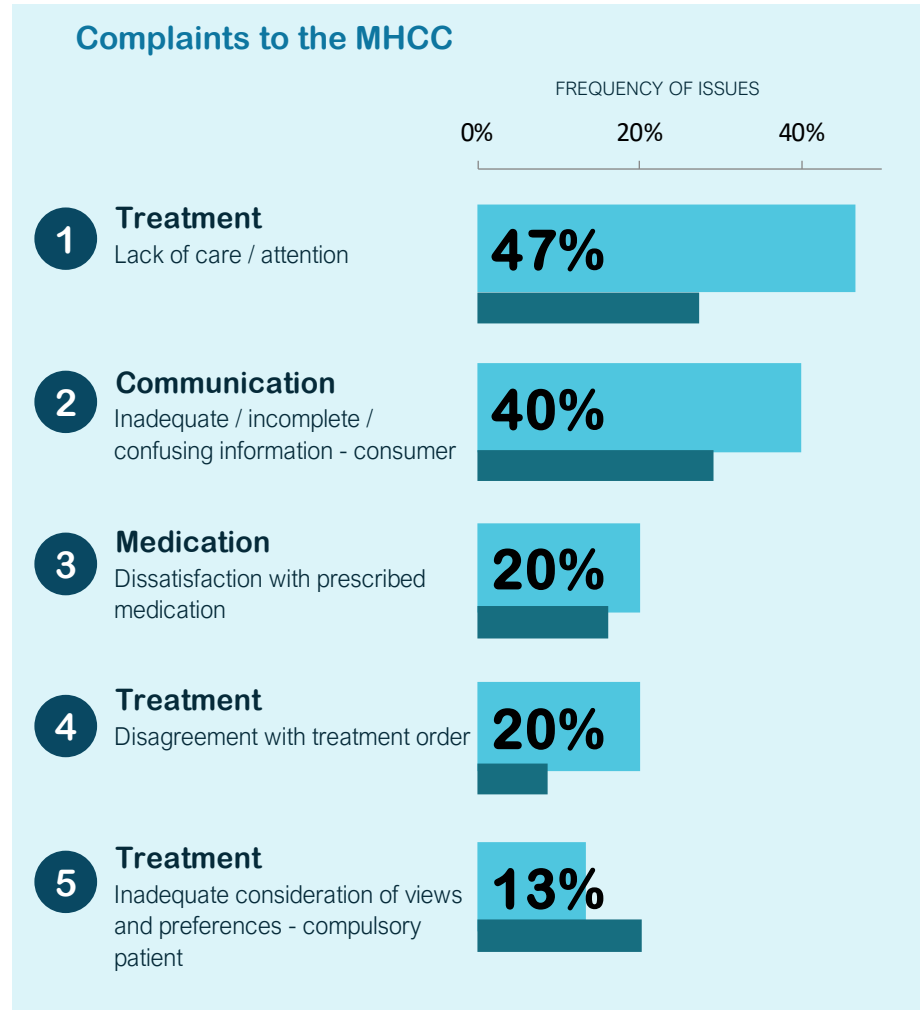
● to the service (n=27)

Sector-wide complaints

● to the MHCC (n=918)

● to the service (n=832)

- Lack of care / attention, inadequate / incomplete or confusing information provided to consumers, and dissatisfaction with prescribed medication were commonly raised issues among complaints made to the MHCC about Albury Wodonga Health by consumers.
- The most frequently raised issues by consumers in complaints directly to Albury Wodonga Health was lack or insufficient access to service, which recorded a higher proportion than sector wide complaints. Rudeness / lack of respect / discourtesy was also frequently raised by consumers in complaints made directly to the service.



Issues raised by carers 2021-22

Most frequent Level 3 issues raised about Albury Wodonga Health

Complaints about Albury Wodonga Health

● to the MHCC (n=5)

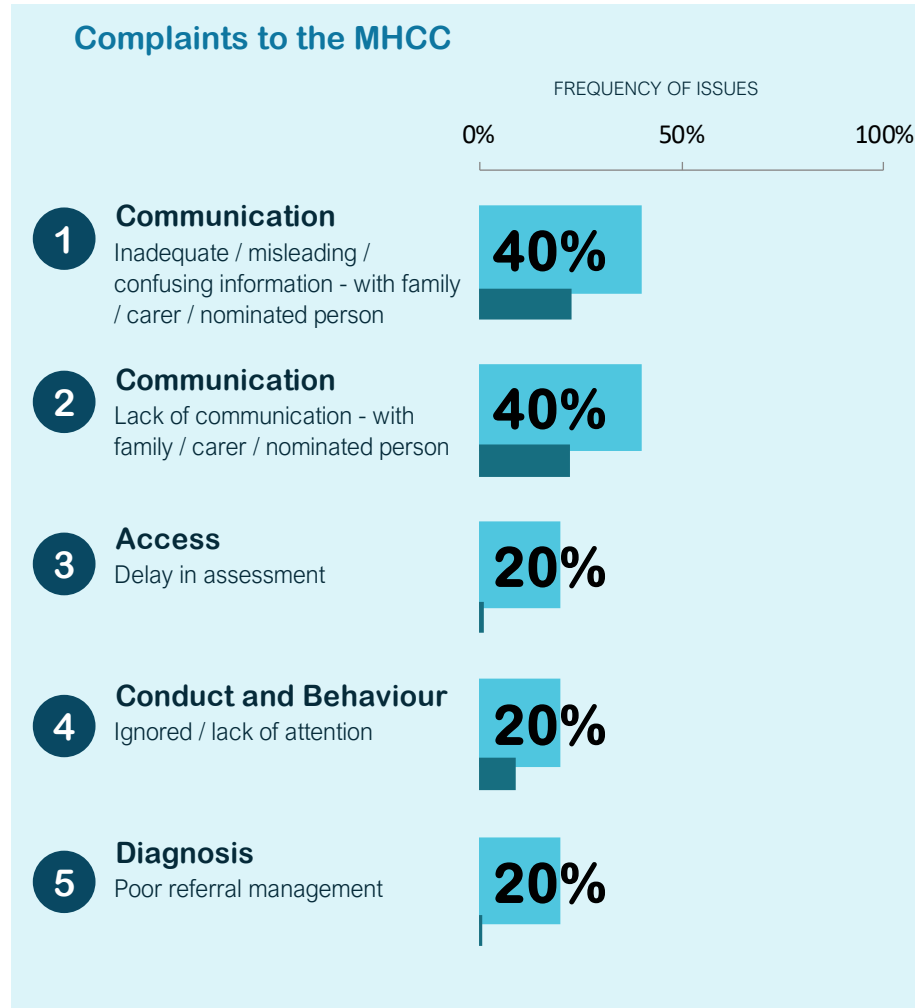
● to the service (n=5)

Sector-wide complaints

● to the MHCC (n=341)

● to the service (n=427)

- Complaints made to the MHCC about Albury Wodonga Health by carers / family members were frequently related to inadequate / misleading / confusing information provided to families / carers, and lack of communication with families /carers. These issues were raised in higher proportion than the sector.
- Complaints raised by carers / family directly to Albury Wodonga Health mentioned issues such as delay in assessment, lack or insufficient access to service, lack of empathy, rudeness / lack of respect, and death / suicide following treatment.



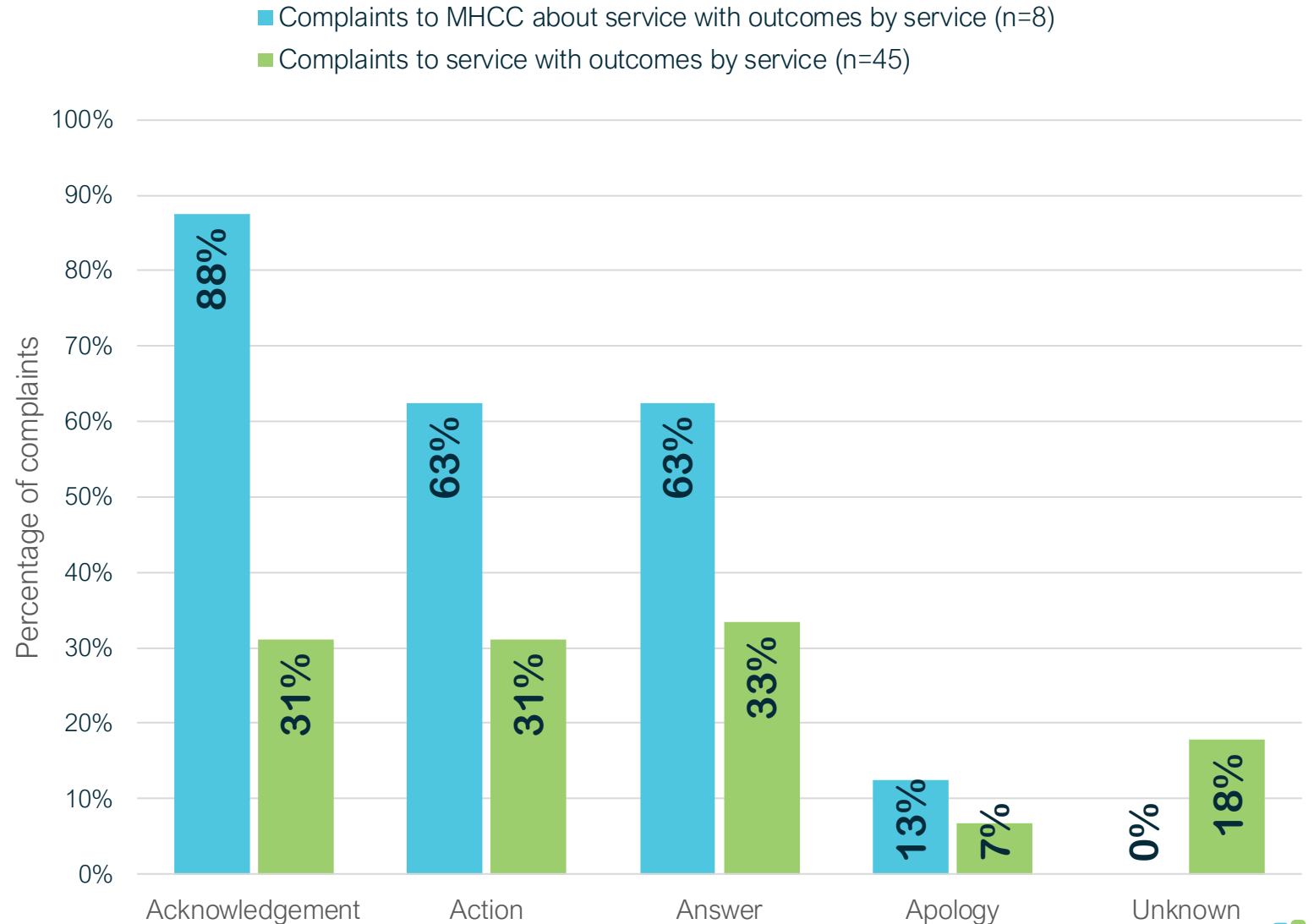


Outcomes of complaints

What were the outcomes of complaints? 2021-22

Closed complaints about Albury Wodonga Health

- Outcomes of complaints are framed in terms of the '4 A's' model of complaint resolution - acknowledgement, action, answers and apology.
- This chart only includes complaints made to the MHCC about Albury Wodonga Health that were assessed as being in scope for resolution and/or having a known service outcome. The most common outcome by Albury Wodonga Health for these complaints were acknowledgement of the concerns raised, followed by actions taken by the service and an answer in response to concerns raised.
- The most common outcome of complaints made directly to Albury Wodonga Health was to provide an answer in response to the complaints.

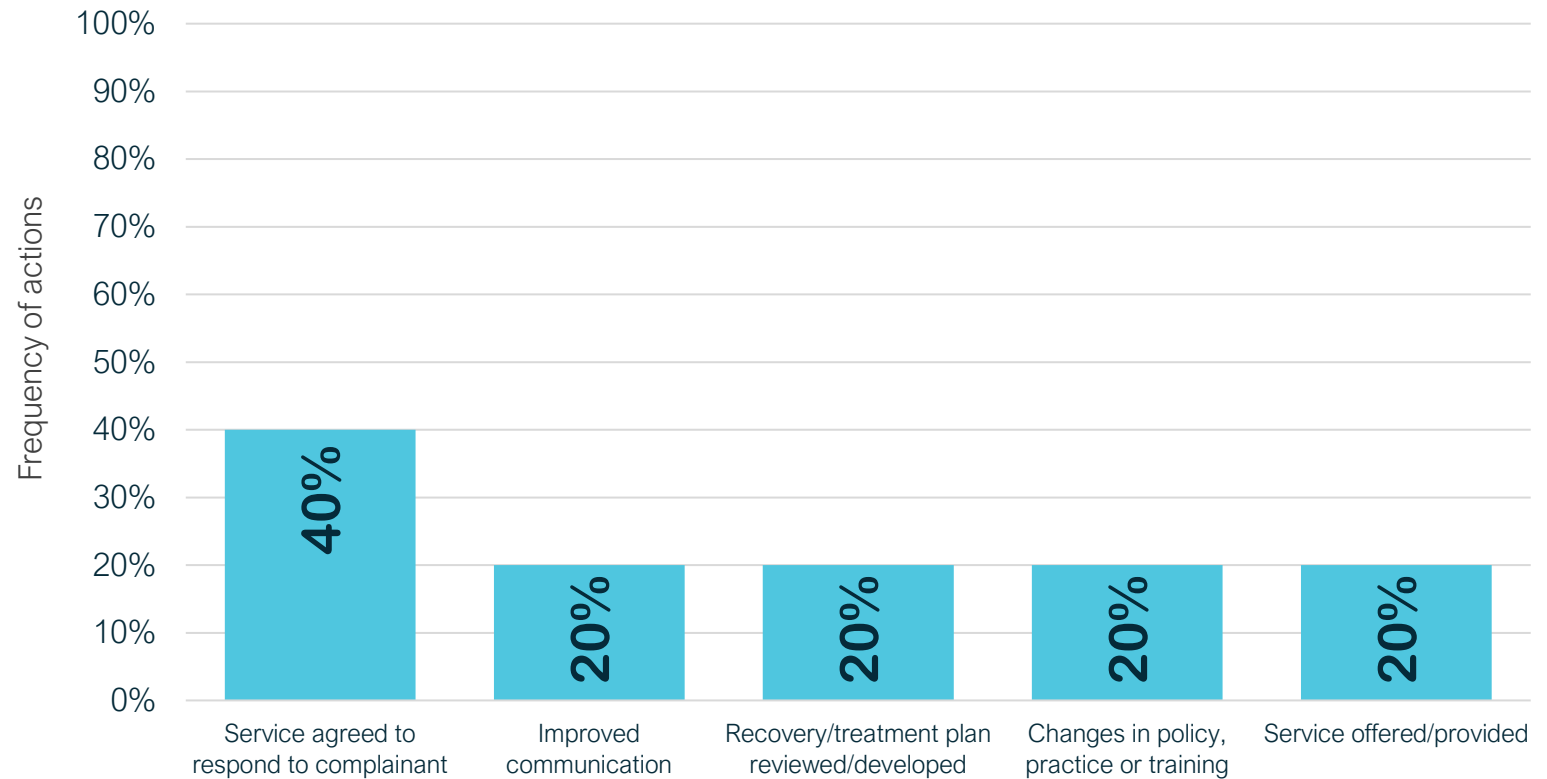


What actions were taken by the service? 2021-22

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

- Actions undertaken by Albury Wodonga Health in response to complaints made to the MHCC included:
 - service agreeing to respond to the complainant
 - improved communication/ resolution of misunderstandings
 - Review or development of a recovery/ treatment plan

■ Complaints to MHCC with action outcomes by service (n=5)



Key points to consider



Complaint numbers

- Overall, the number of complaints made to the MHCC about Albury Wodonga Health is lower than the complaints made directly to Albury Wodonga Health.
- The number of complaints being made to the MHCC about Albury Wodonga Health was similar between 2019-20 and 2021-22, whereas the number of complaints made directly to Albury Wodonga Health has fallen.



Issues raised

- Lack of care / attention, and inadequate / incomplete / confusing information for consumers were the most frequently raised issue in complaints made to the MHCC about Albury Wodonga Health.
- Complaints made directly to Albury Wodonga Health indicated that lack or insufficient access to services was the most frequent issue – the proportion of complaints that raised this issue is higher compared to the sector.



Outcomes

- The most common outcome of the complaints made to the MHCC was acknowledgement by Albury Wodonga Health of the issues raised. The most common outcomes of complaints made directly to Albury Wodonga Health were the provision of an Answer and Apology.
- The most common action undertaken by Albury Wodonga Health in response to complaints to the MHCC was to respond to the consumer or complainant directly.