

Summary of service provider complaint report

Eastern CYMHS

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:



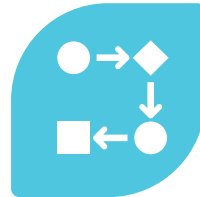
identify key themes and emerging issues across the sector



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

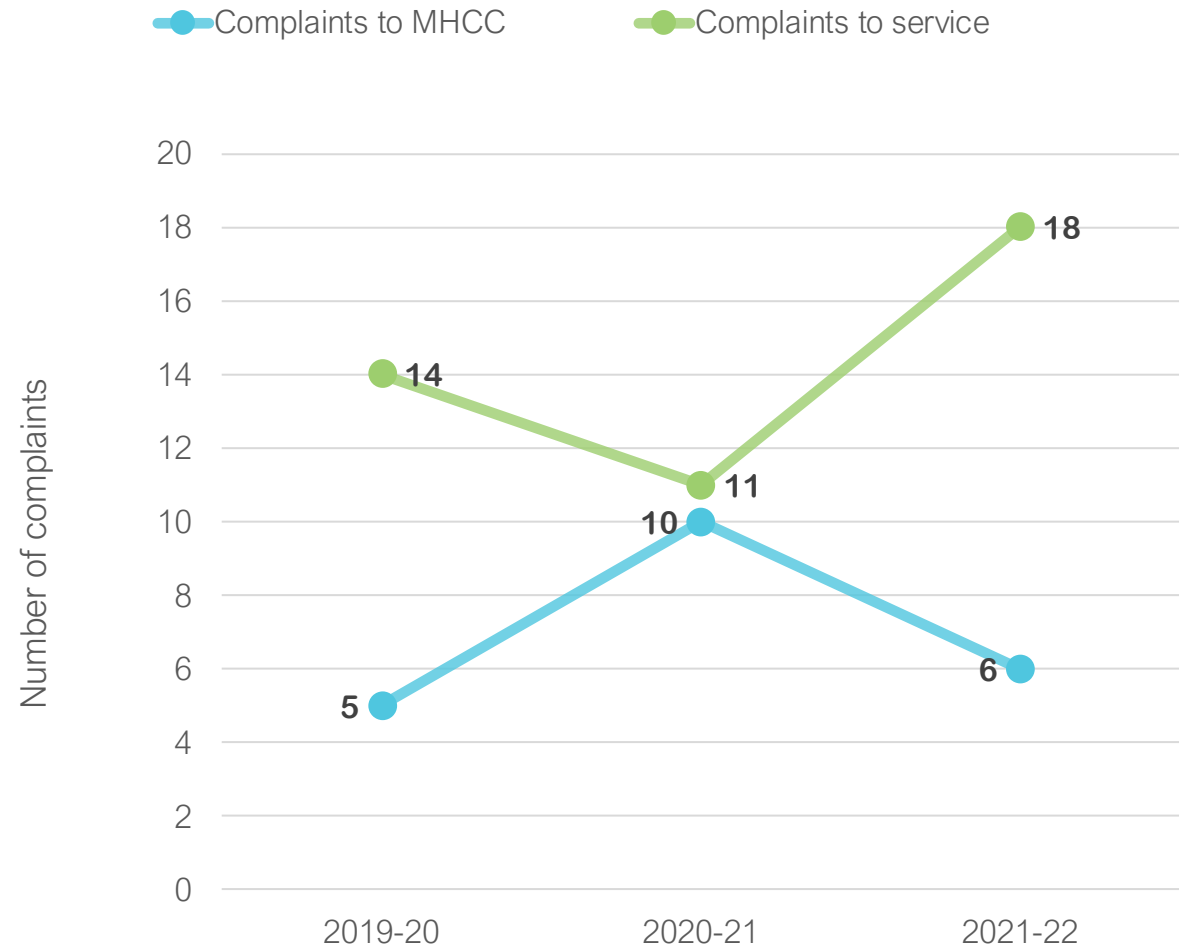
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Complaints to MHCC
about Eastern CYMHS

18

Complaints to
Eastern CYMHS

- In 2021-22, the number of complaints made to MHCC about Eastern CYMHS was a third of the number of complaints made directly to the service.
- The number of complaints made to the MHCC about Eastern CYMHS was lower than the previous year, whereas the number of complaints made directly to the service was notably higher.
- Overall, since 2019-20, the number of complaints made to the MHCC about Eastern CYMHS has risen and fallen over the following 2 years. Conversely, the number of complaints directly to the service decreased in 2020-21, and in the following year increased to a level above that recorded in 2019-20.

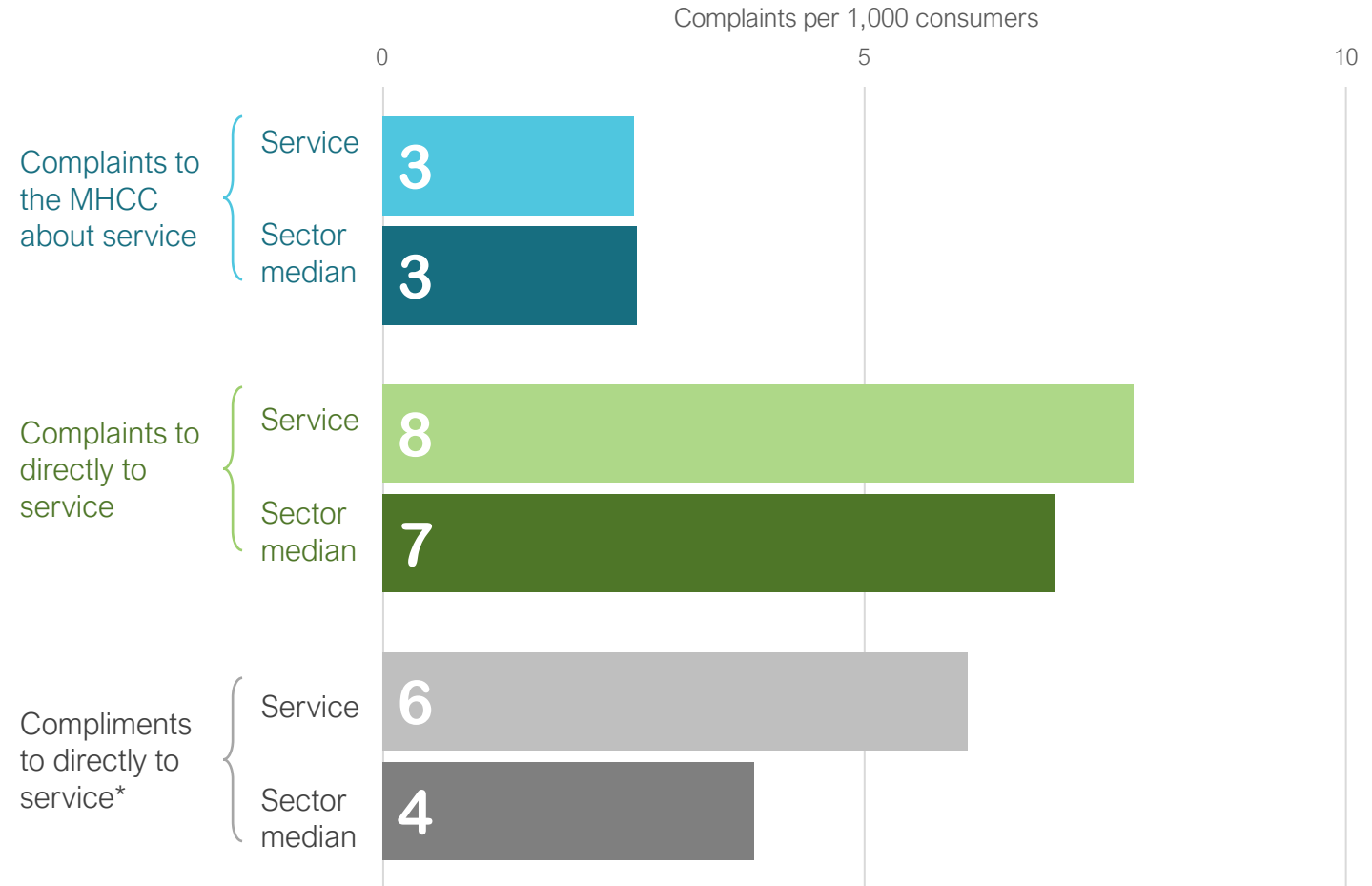


Complaint and compliment rates

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 complaints and compliments rates below the sector median.
- Note that the sector in this report refers to other services that primarily provide services to children, adolescents and youth.
- Compared to the sector median, the rate of complaints made about Eastern CYMHS to the MHCC was the same, and the sector median was similar the rate of complaints made directly to Eastern CYMHS. A higher rate of compliments was made to Eastern CYMHS compared to the sector.

Complaints about Eastern CYMHS	Sector-wide complaints
● to the MHCC (n=6)	● to the MHCC (n=52)
● to the service (n=18)	● to the service (n=195)
● Compliments to Eastern CYMHS (n=14)	● Compliments to services sector-wide (n=123)

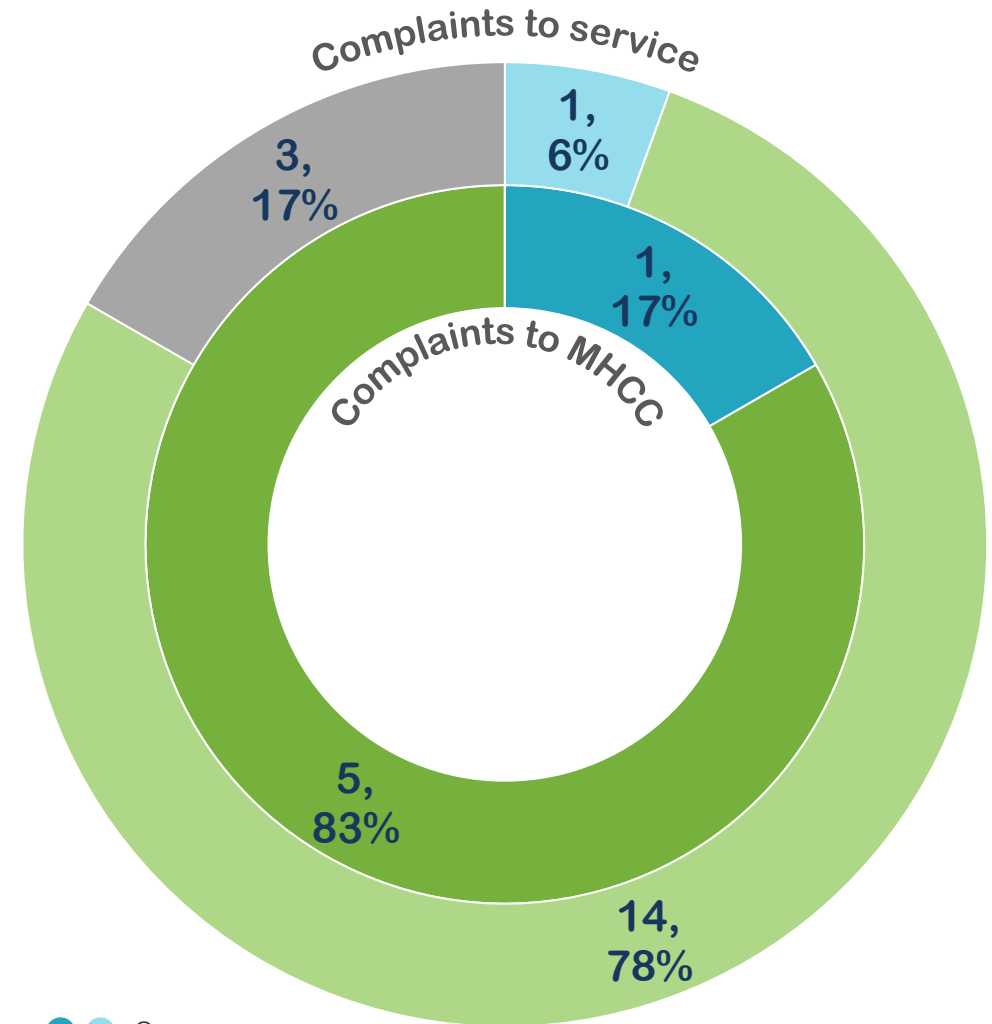


*Note: not all services reported compliments, and services likely used different approaches to capture compliments data

Who is making complaints? 2021-22

Complaints raised about Eastern CYMHS

- Consumers made only a minority of complaints to MHCC about Eastern CYMHS and to the service directly. This is the opposite when compared to the sector.
- Family members / carers made majority of complaints to the MHCC about Eastern CYMHS and to Eastern CYMHS directly.
- Others, including advocates, supporters and/or staff have made less than one fifth of the complaints to Eastern CYMHS directly.



- Consumer
- Family member/carer
- Other

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



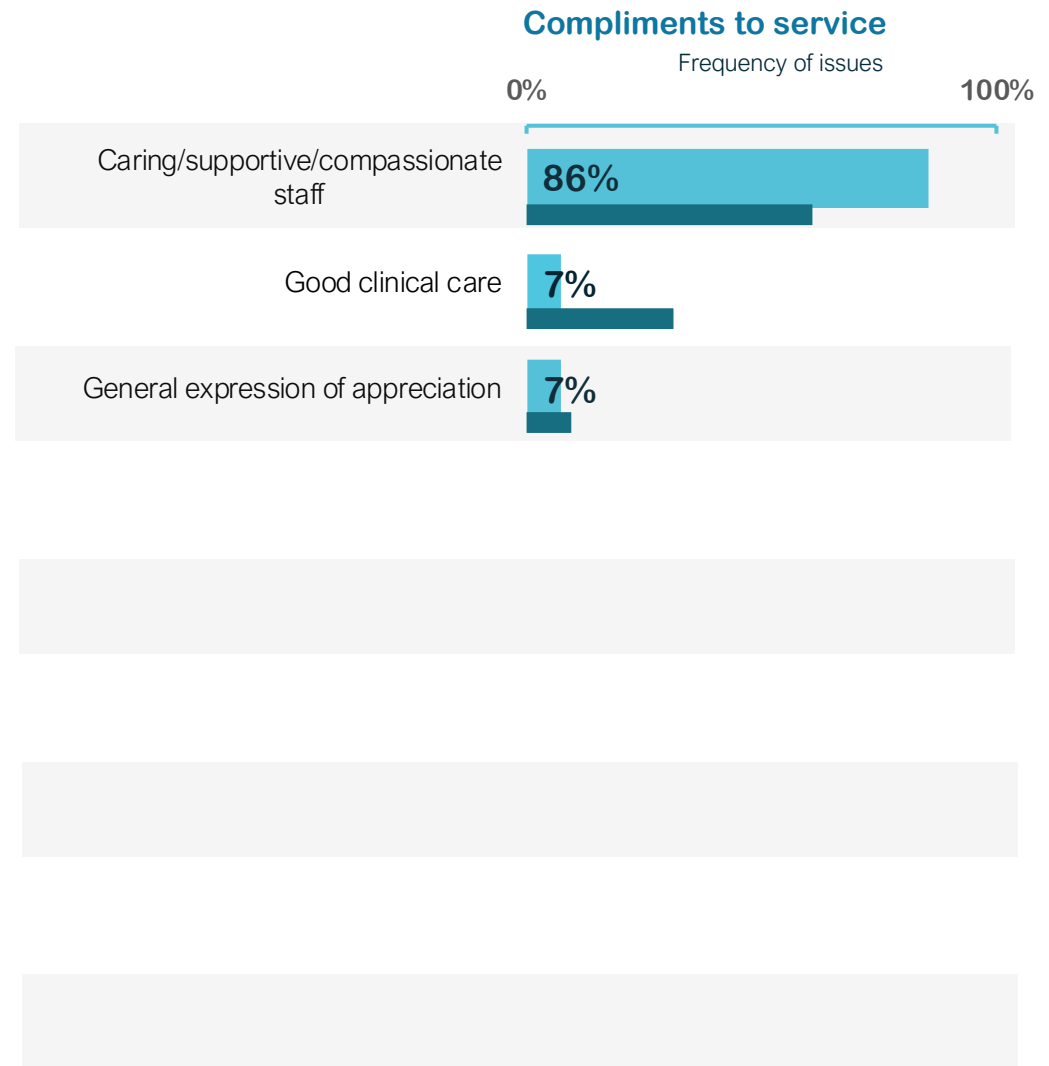
Issues raised in complaints and compliments

What were compliments about? 2021-22

● Compliments to Eastern CYMHS (n=14) ● Compliments to services sector-wide (n=123)

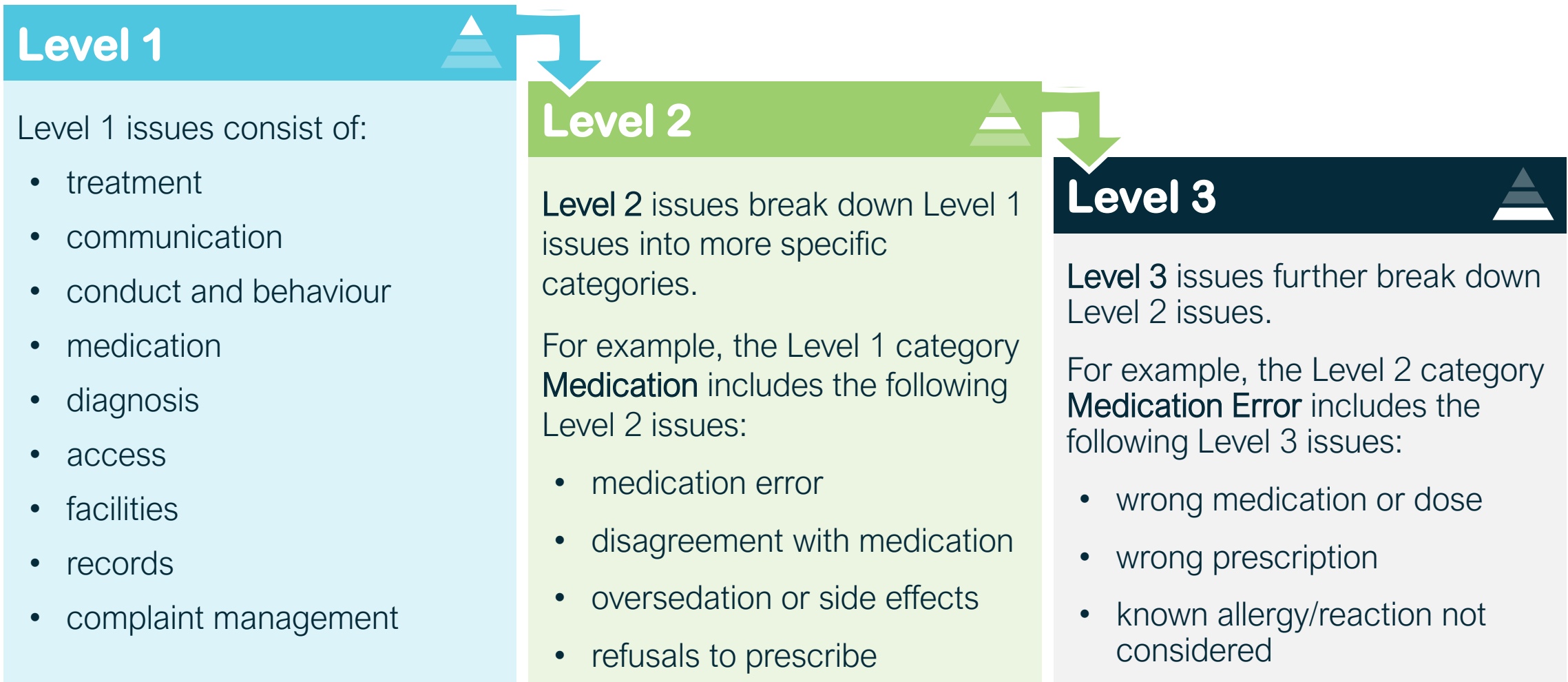
Themes raised in compliments about Eastern CYMHS

- The most frequent theme among compliments made to Eastern CYMHS was positive feedback about caring, supportive, and/or compassionate staff, which was recorded at a higher proportion than compliments sector-wide.
- Other compliments included good clinical care and a general expression of appreciation.



How does the MHCC categorise issues?

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



What were complaints about? 2021-22

Complaints about Eastern CYMHS

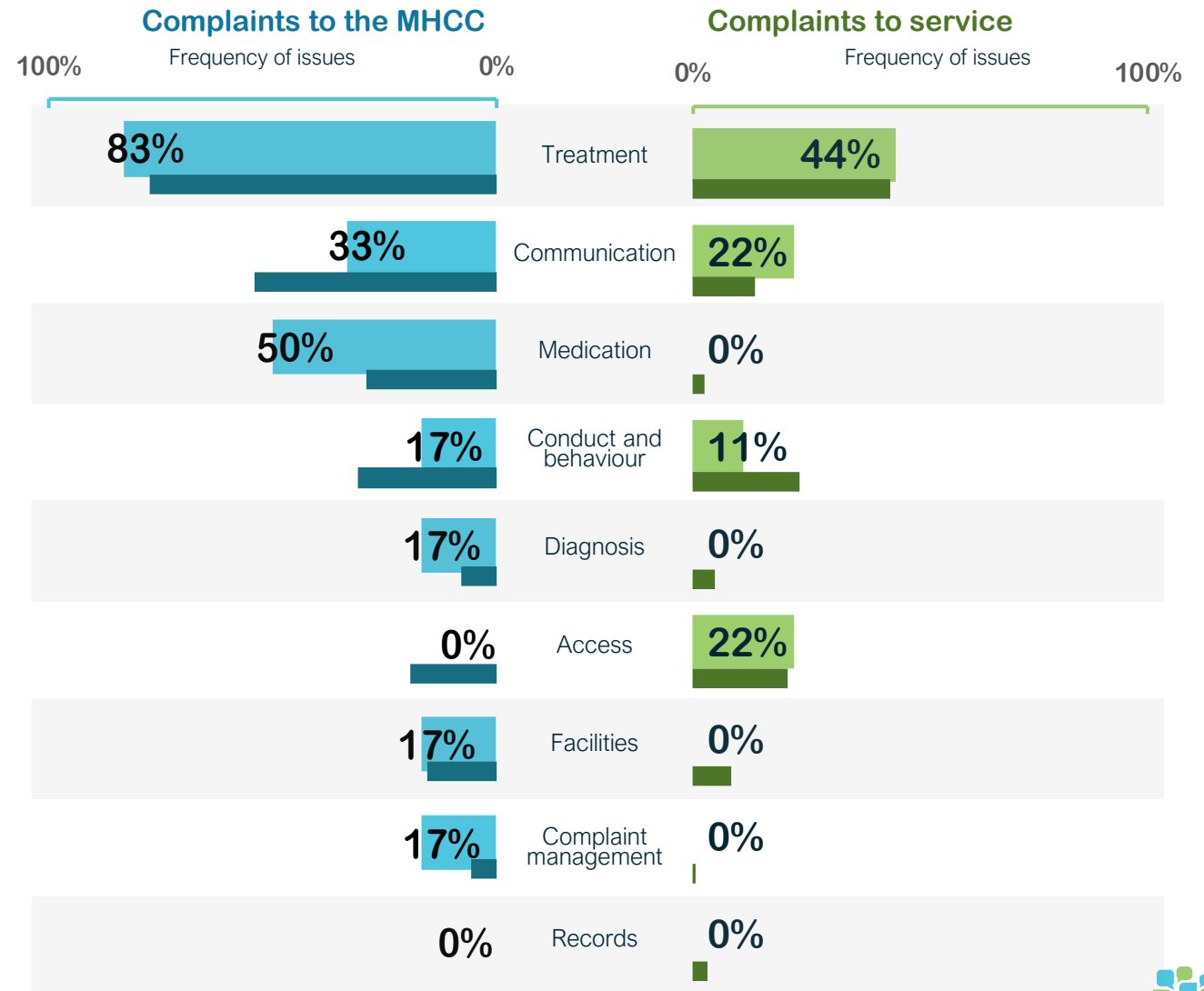
- to the MHCC (n=6)
- to the service (n=18)

Sector-wide complaints

- to the MHCC (n=52)
- to the service (n=195)

Level 1 issues raised about Eastern CYMHS

- Issues raised in complaints made to the MHCC about Eastern CYMHS were broadly consistent with those raised in complaints to the MHCC for the sector, with Treatment, Medication, and Communication being the most commonly raised issues.
- Issues raised in complaints made directly to Eastern CYMHS were also broadly consistent with those raised in complaints made to services across the sector, with Treatment, Communication and Access being the most commonly raised issues.



What were complaints about? 2021-22

Most frequent Level 3 issues raised about Eastern CYMHS

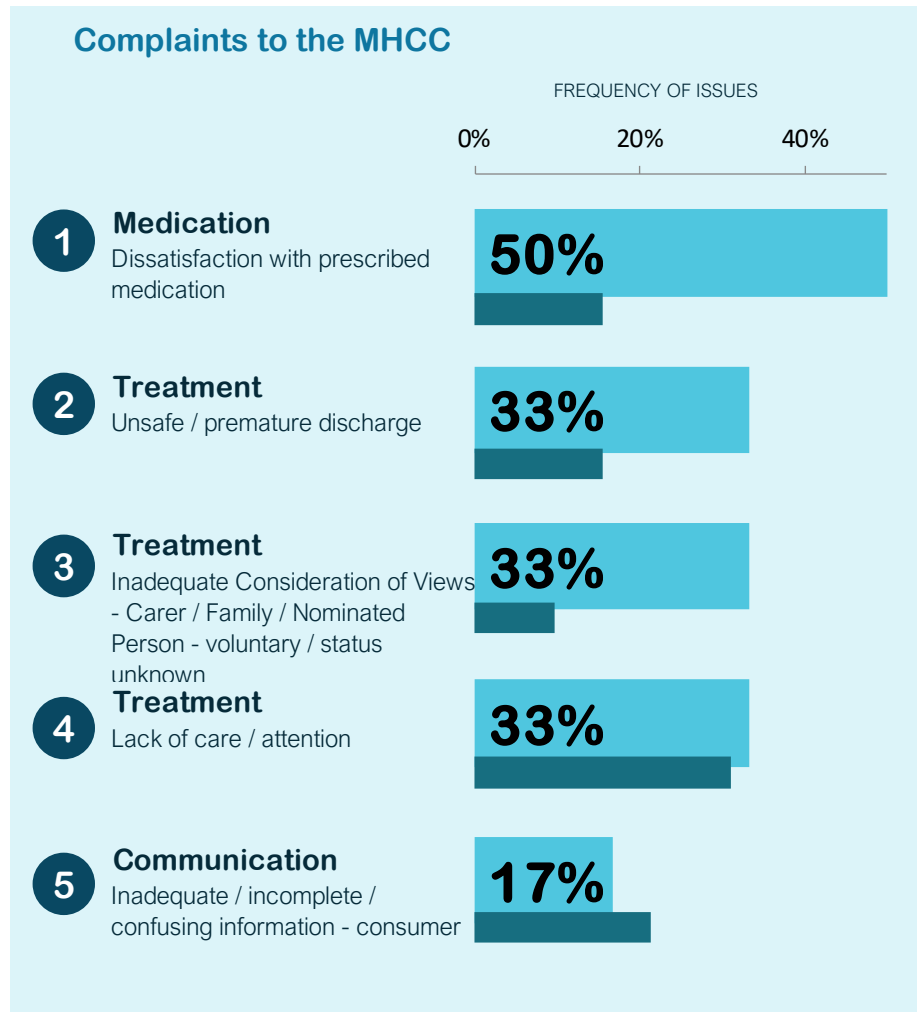
Complaints about Eastern CYMHS

- to the MHCC (n=6)
- to the service (n=18)

Sector-wide complaints

- to the MHCC (n=52)
- to the service (n=195)

- Dissatisfaction with prescribed medication was the most frequently raised issue among complaints made to the MHCC about Eastern CYMHS. This issue was raised in a significantly higher proportion when compared to complaints made sector-wide.
- Lack or insufficient access to service, rudeness, lack of respect, and/or discourtesy, and inadequate treatment planning were the most frequently occurring issues among complaints made directly to Eastern CYMHS.



Issues raised by consumers 2021-22

Most frequent Level 3 issues raised about Eastern CYMHS

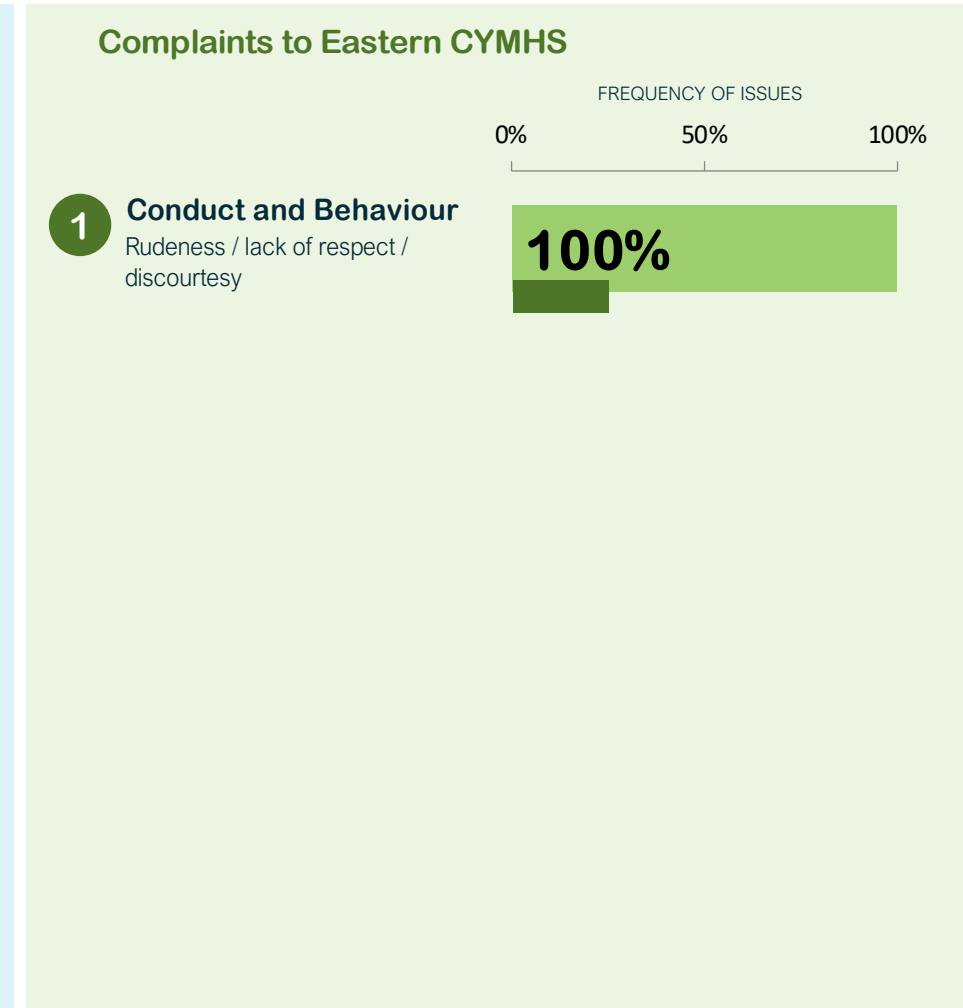
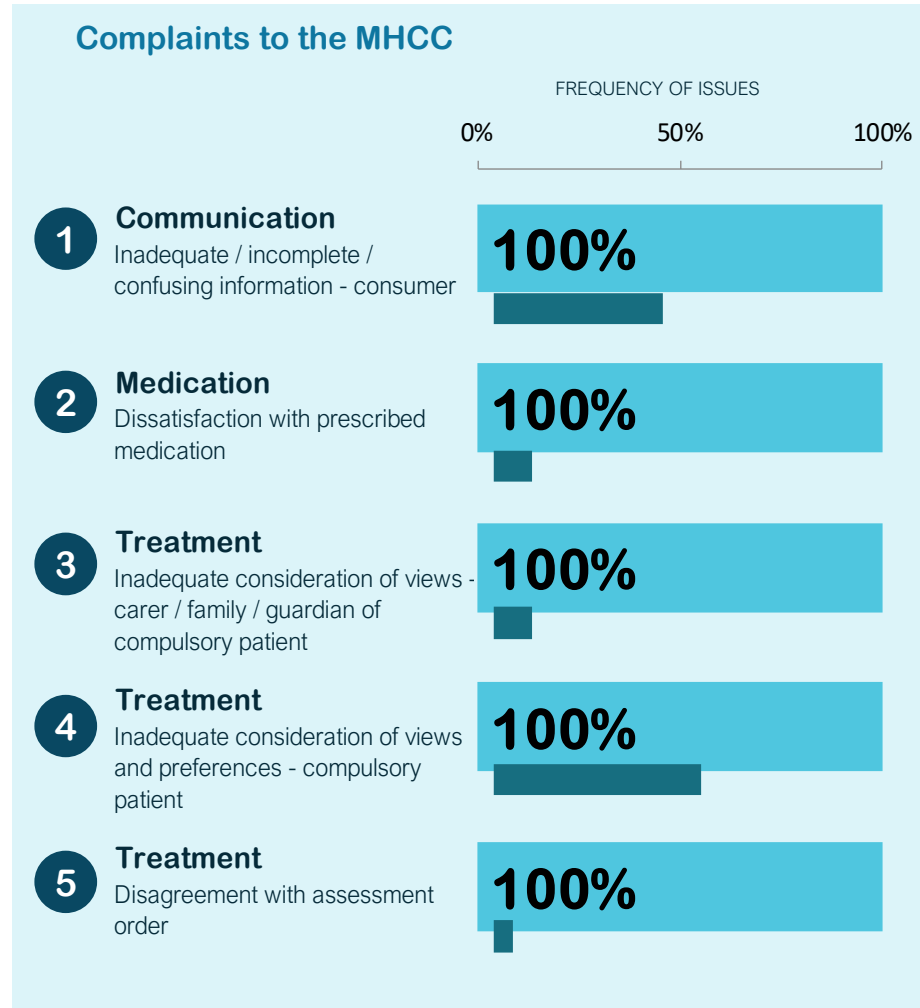
Complaints about Eastern CYMHS

- to the MHCC (n=1)
- to the service (n=1)

Sector-wide complaints

- to the MHCC (n=22)
- to the service (n=45)

- The complaint made to the MHCC about Eastern CYMHS by a consumer, raised several issues including inadequate, incomplete, and/or confusing information provided to them, dissatisfaction with prescribed medication, inadequate consideration of their views and preferences, and disagreement with an assessment order.
- The complaint made directly to Eastern CYMHS by a consumer was regarding rudeness, lack of respect, and/or discourtesy.



Issues raised by carers 2021-22

Most frequent Level 3 issues raised about Eastern CYMHS

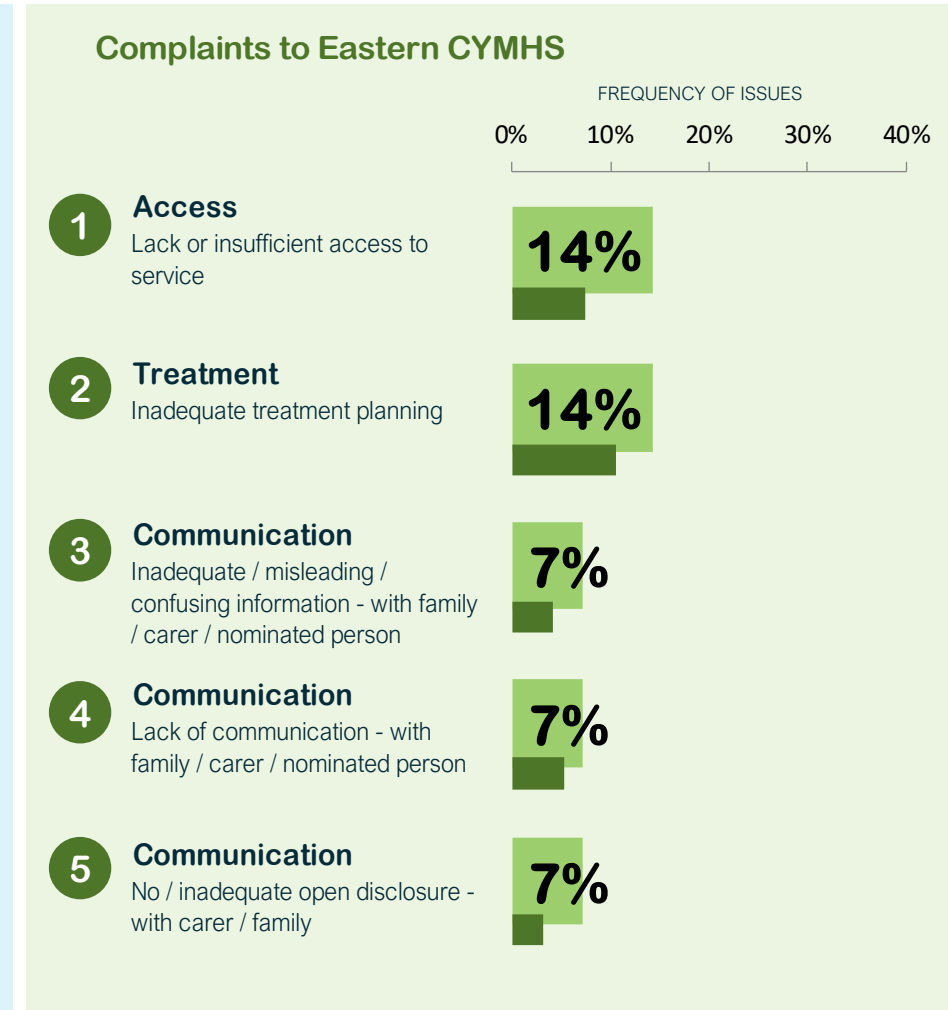
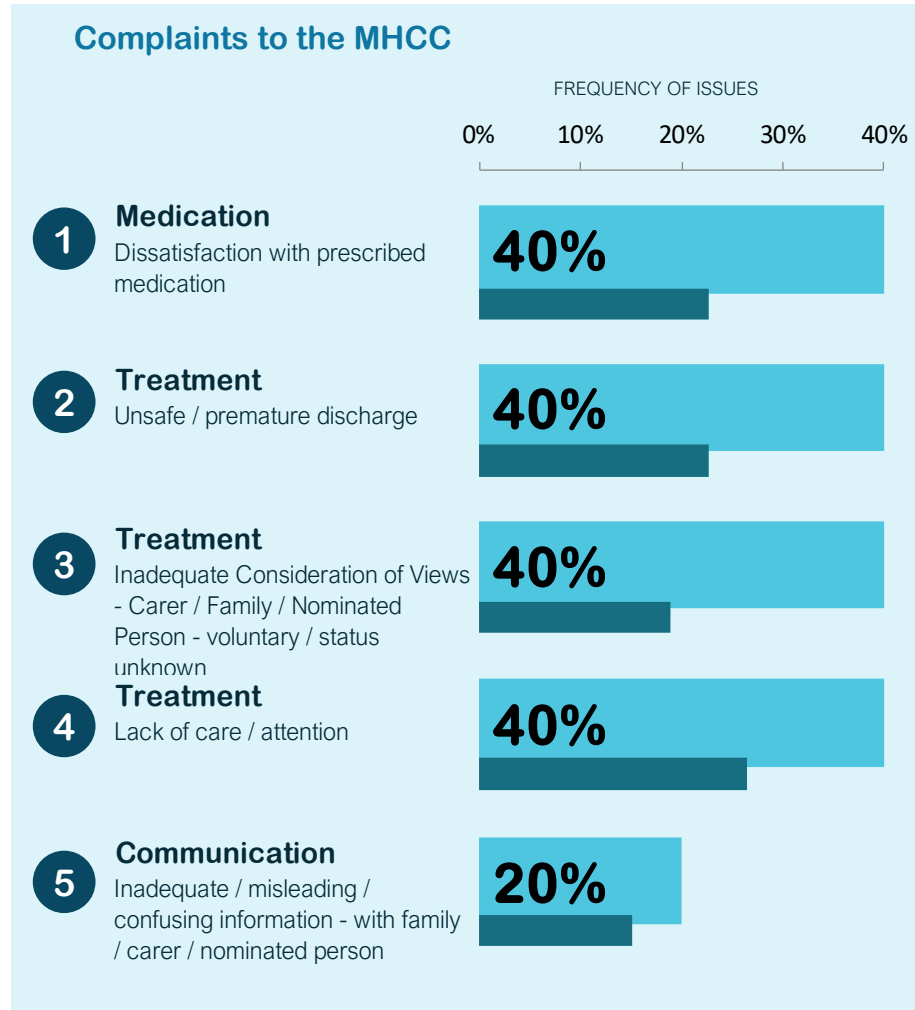
Complaints about Eastern CYMHS

- to the MHCC (n=5)
- to the service (n=14)

Sector-wide complaints

- to the MHCC (n=27)
- to the service (n=97)

- Complaints made to the MHCC about Eastern CYMHS by family members / carers frequently related to dissatisfaction with prescribed medication, unsafe or premature discharge, inadequate consideration of views of carer and family, and lack of care or attention regarding treatment. All issues were raised in a higher proportion when compared to the sector.
- Complaints made by carers to Eastern CYMHS directly were most commonly related to lack or insufficient access to service and inadequate treatment planning, which were raised in a higher proportion than in sector-wide complaints.



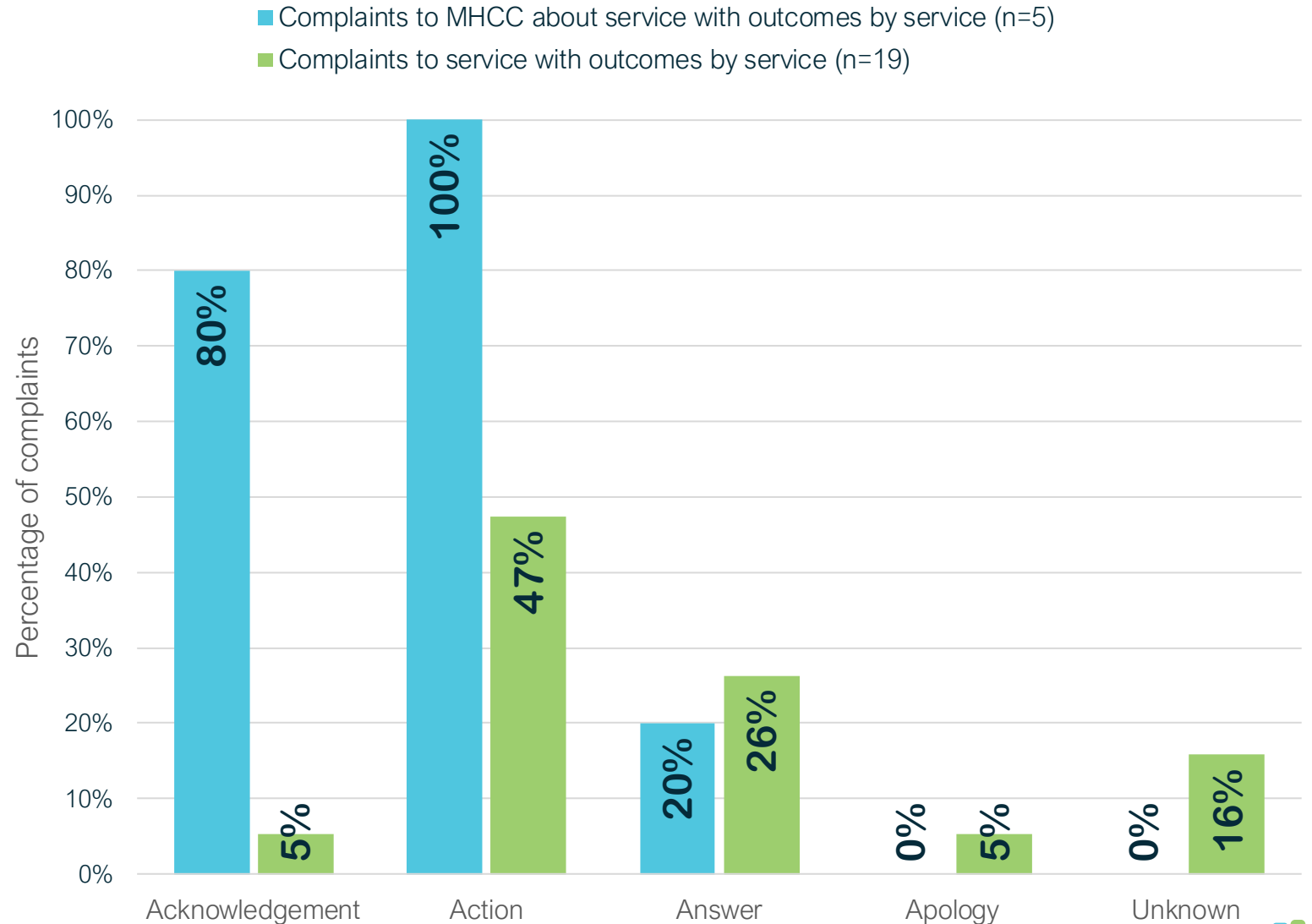


Outcomes of complaints

What were the outcomes of complaints? 2021-22

Closed complaints about Eastern CYMHS

- 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 to the MHCC about Eastern CYMHS that were assessed as being in scope for resolution and / or having a known service outcome. The most common outcome by Eastern CYMHS for these complaints was action taken by the service directly.
- The most frequent outcome for complaints made directly to Eastern CYMHS was action taken by the service directly in response to issues raised, followed by answers provided by the service to complainants.

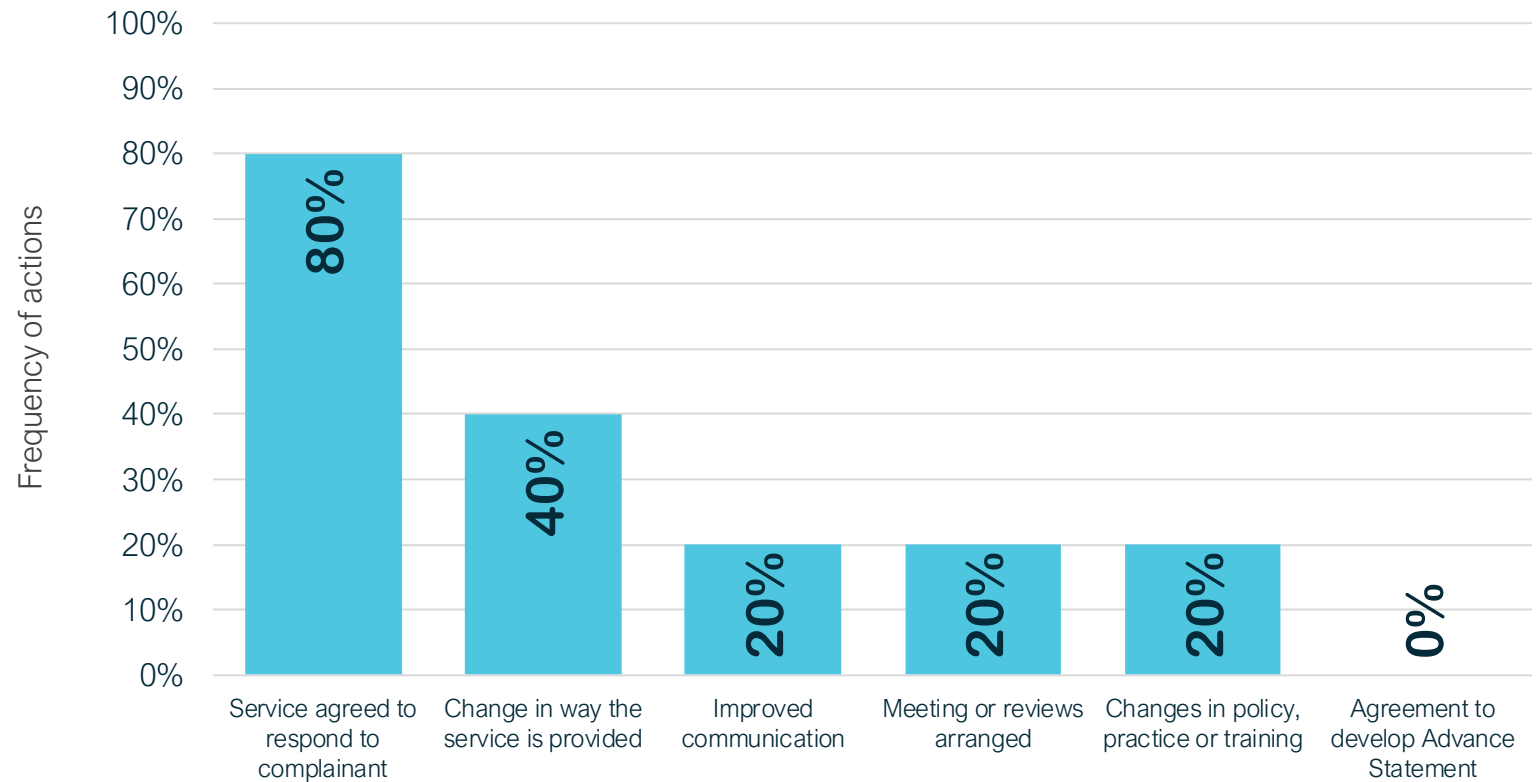


What actions were taken by the service? 2021-22

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:
 - responding to the complainant or consumer directly
 - changing how the service is provided

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



Key points to consider



Complaint numbers

- In 2021-22, the number of complaints made to the MHCC about Eastern CYMHS was a third of the number of complaints made directly to the service.
- The number of complaints made to the MHCC about Eastern CYMHS was lower than the previous year, while the number of complaints made directly to Eastern CYMHS was higher.
- Family members / carers made majority of complaints to the MHCC about Eastern CYMHS and to Eastern CYMHS directly.



Issues raised

- Dissatisfaction with prescribed medication was the most frequently raised issue among complaints to the MHCC about Eastern CYMHS. These issues were significantly higher in proportion compared to complaints made sector-wide.
- Lack or insufficient access to service, rudeness, lack of respect, and/or discourtesy, and inadequate treatment planning were the most frequently occurring issues among complaints made directly to Eastern CYMHS.



Outcomes

- The most common outcome by Eastern CYMHS for complaints made to the MHCC about Eastern CYMHS, was action taken by the service in response to the complaint.
- The most frequent outcome for complaints made directly to Eastern CYMHS was action taken by the service.
- Responding to the complainant directly was the action most frequently undertaken by Eastern CYMHS in response to complaints to the MHCC.