

Summary of service provider complaint report

Outer East AMHS

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:



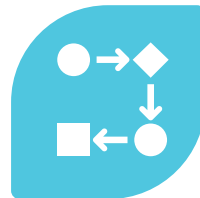
identify key themes and emerging issues across the sector



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

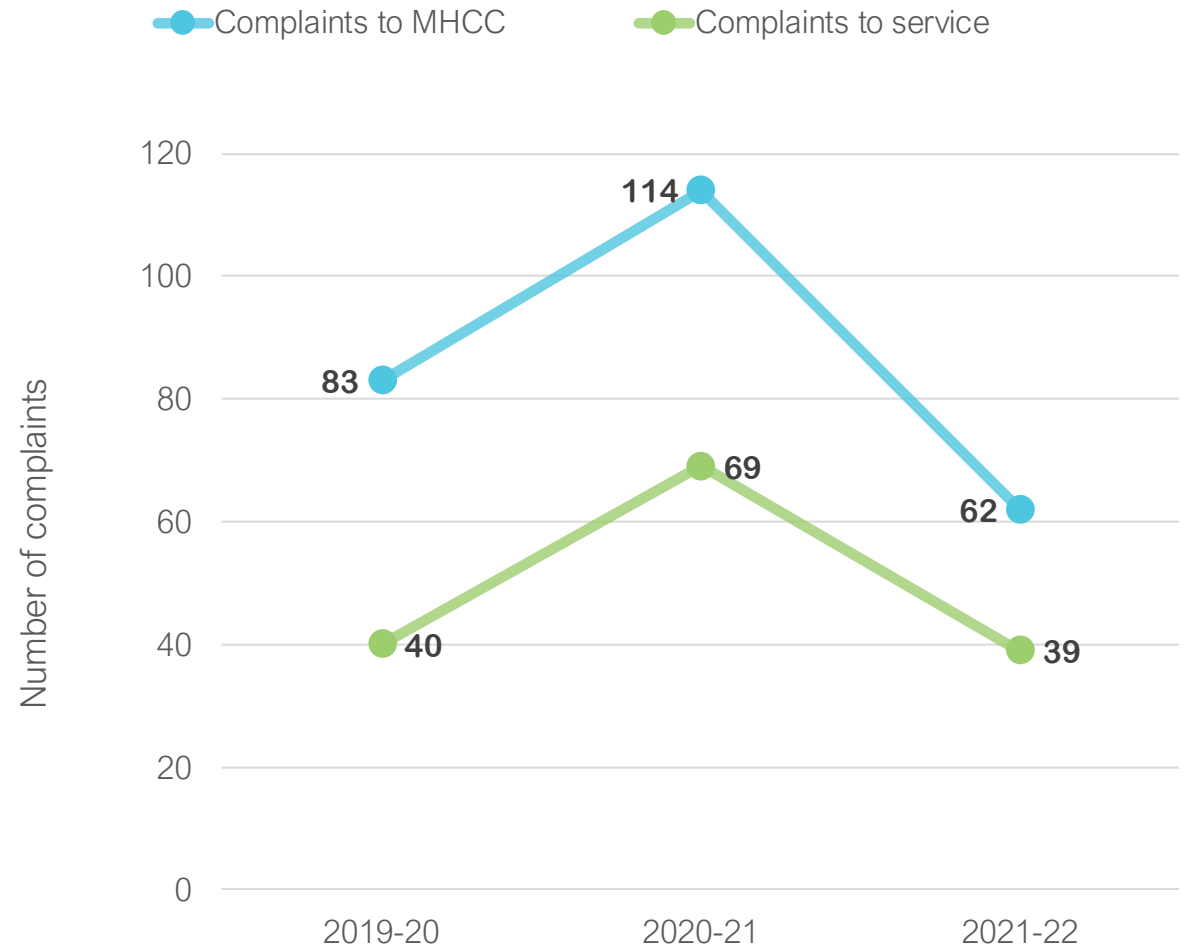
62

Complaints to MHCC
about Outer East AMHS

39

Complaints to Outer
East AMHS

- Both the number of complaints made to the MHCC about Outer East AMHS and the number of complaints made directly to the service decreased significantly in 2021-22 compared with complaints made in 2020-21.
- Overall, the number of complaints made to the MHCC about Outer East AMHS was higher than the number of complaints made directly to the service.
- Outer East AMHS recorded higher complaint numbers both to MHCC and directly to the service in 2020-21, compared to complaints recorded in 2019-20 and 2021-22.



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.
- Compared to the sector, the rate of complaints made to the MHCC about Outer East AMHS was higher, and the rate of complaints made directly to the service was lower. The rate of compliments for Outer East AMHS was equal to the sector median.

Complaints about Outer East AMHS

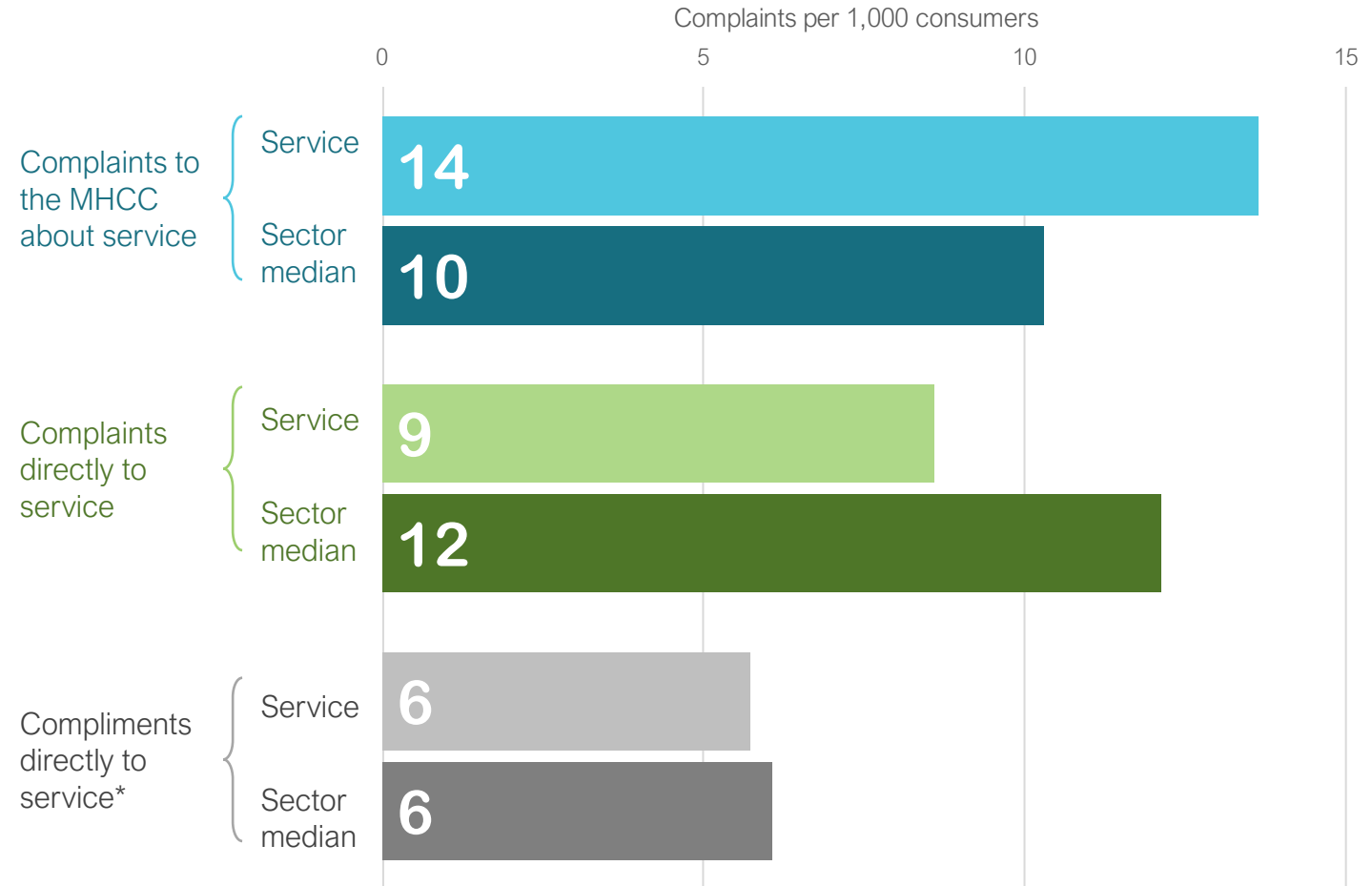
- to the MHCC (n=62)
- to the service (n=39)

● Compliments to Outer East AMHS (n=26)

Sector-wide complaints

- to the MHCC (n=1282)
- to the service (n=1582)

● Compliments to services sector-wide (n=891)

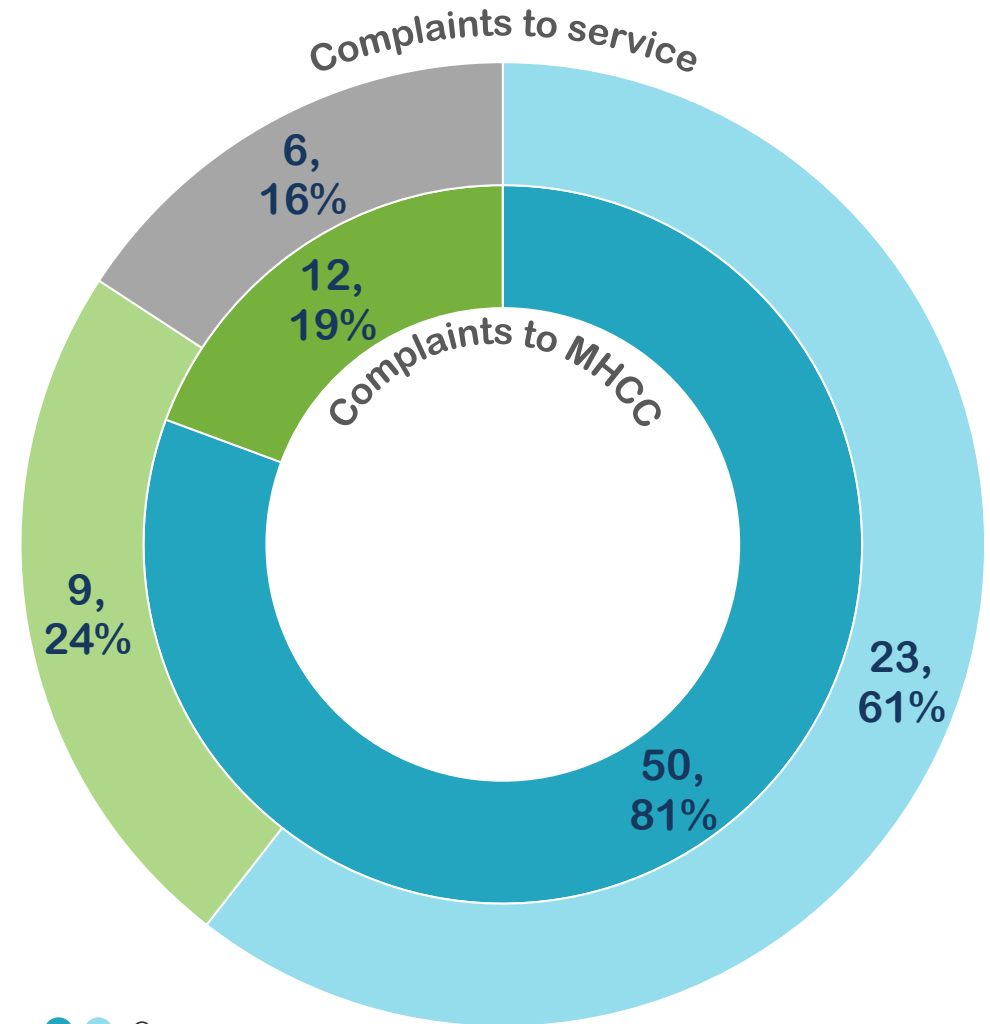


*Note: not all services reported compliments, and services likely used different approaches to capture compliments data

Who is making complaints? 2021-22

Complaints raised about Outer East AMHS

- Consumers made the majority of complaints both directly to Outer East AMHS and to the MHCC about Outer East AMHS. This is broadly consistent with the sector as a whole.
- Family members / cares made a quarter of complaints directly to Outer East AMHS and a fifth of complaints to the MHCC.
- Others, including advocates, supporters and/or staff have also made complaints directly to Outer East AMHS.



- Consumer
- Family member/carer
- Other

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



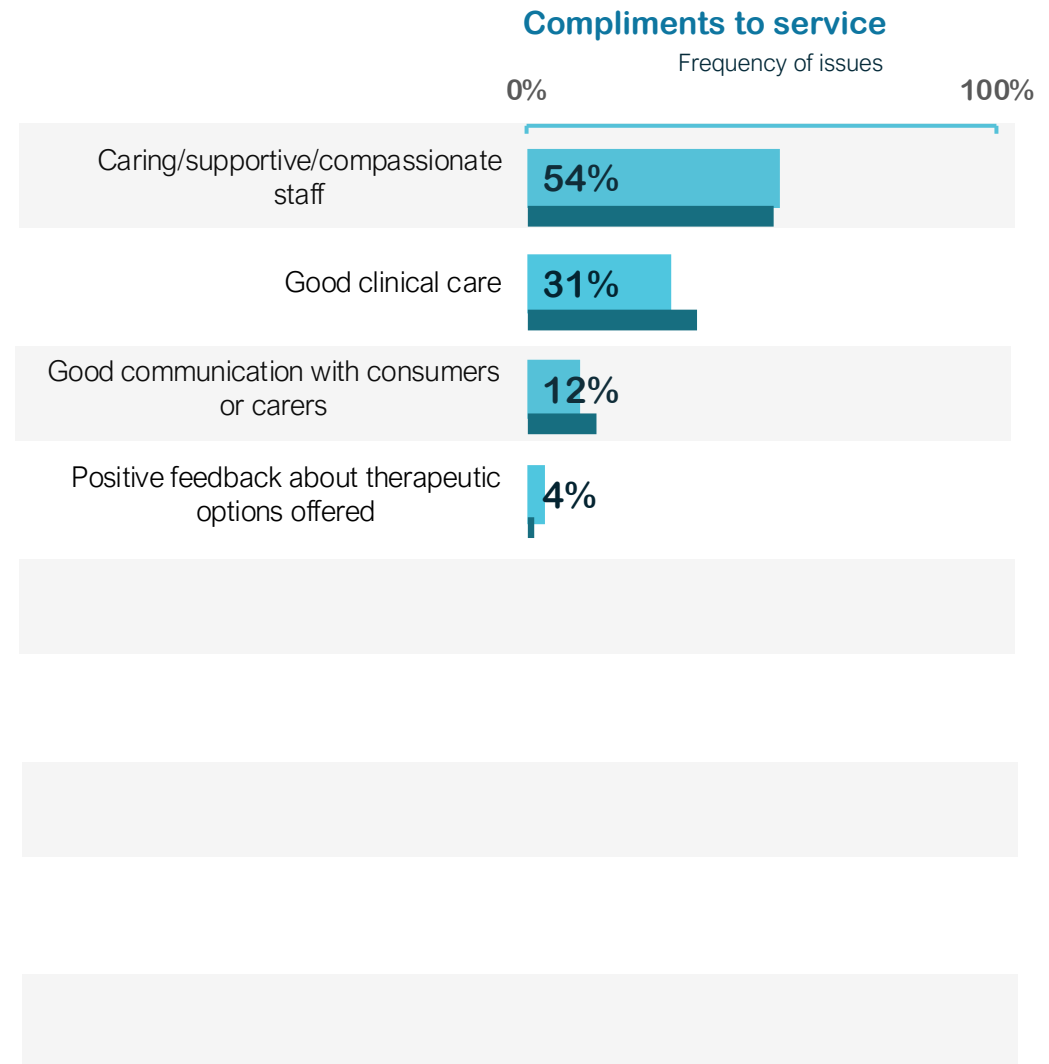
Issues raised in complaints and compliments

What were compliments about? 2021-22

● Compliments to Outer East AMHS (n=26) ● Compliments to services sector-wide (n=891)

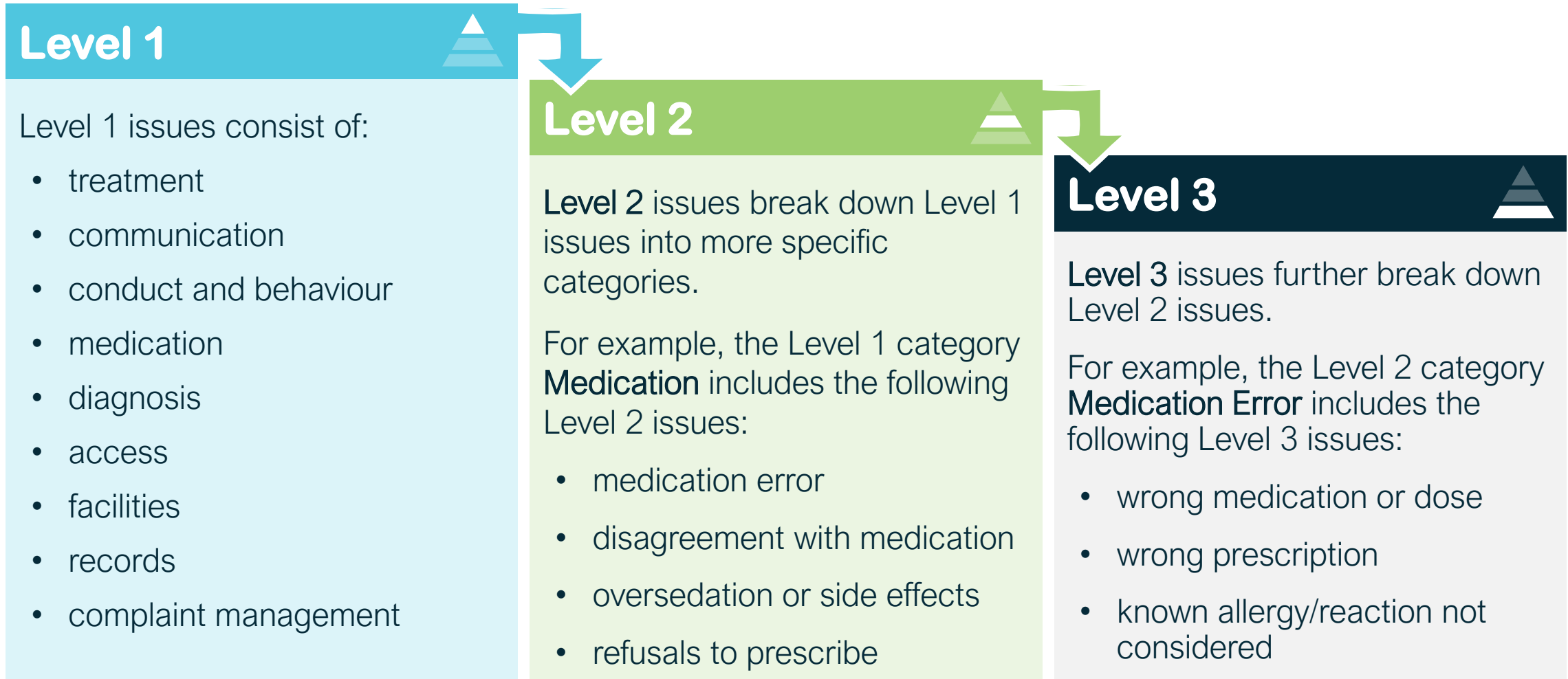
Themes raised in compliments about Outer East AMHS

- Just over half of the compliments made to Outer East AMHS were positive feedback about caring, supportive and compassionate staff, consistent with the proportion of compliments made to services sector-wide.
- Good clinical care and good communication with consumers or carers were other themes raised in compliments to Outer East AMHS.
- A considerable level of detail was provided by Outer East AMHS 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? 2021-22

Level 1 issues raised about Outer East AMHS

- Commonly raised issues in complaints made to the MHCC about Outer East AMHS were broadly consistent with the sector, with issues about Treatment, Medication, Communication, and Conduct and behaviour being the most frequent.
- Issues raised in complaints made directly to Outer East AMHS were frequently about Treatment, Conduct and behaviour, Communication, and Facilities.

Complaints about Outer East AMHS

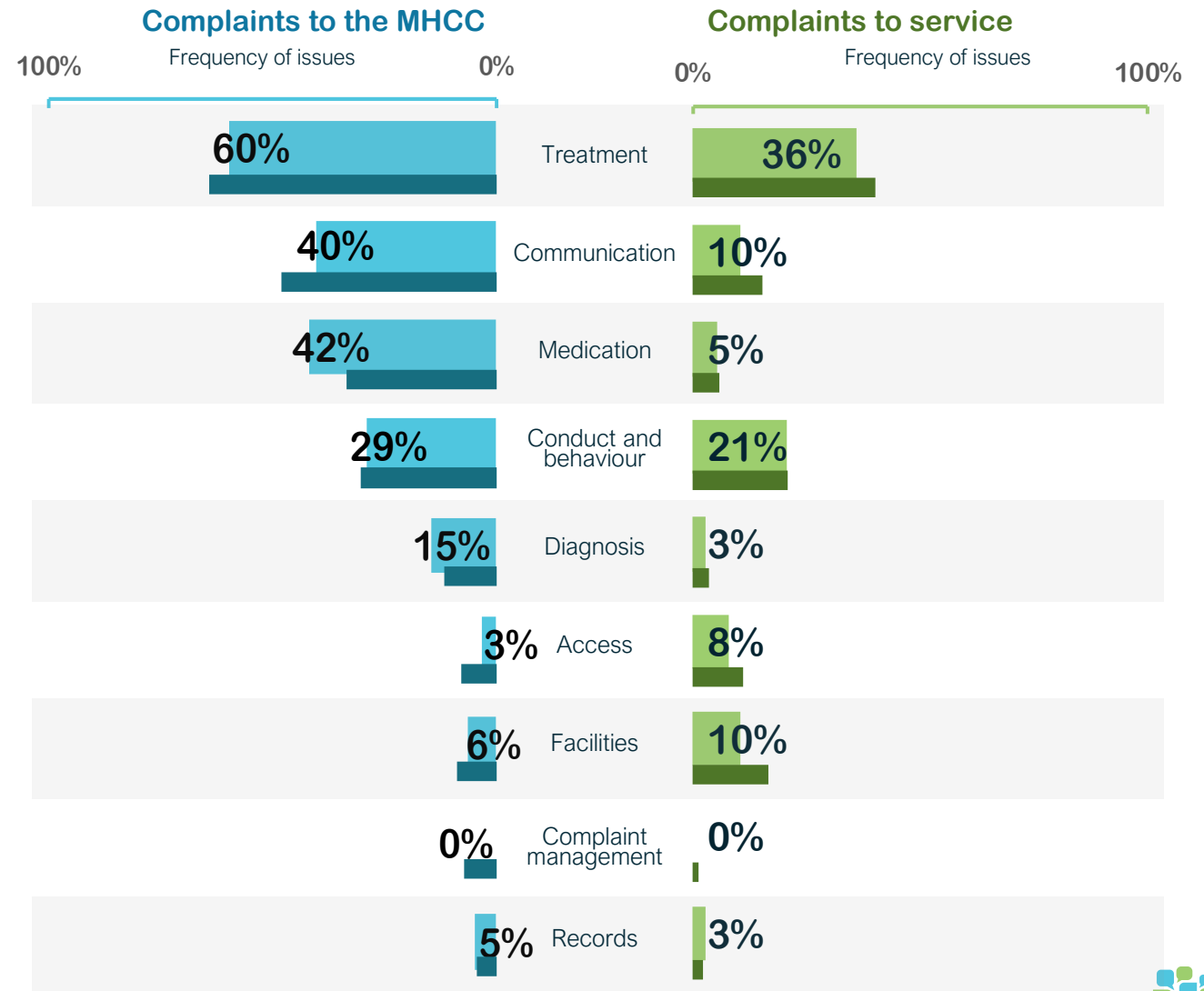
to the MHCC (n=62)

to the service (n=39)

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 Outer East AMHS

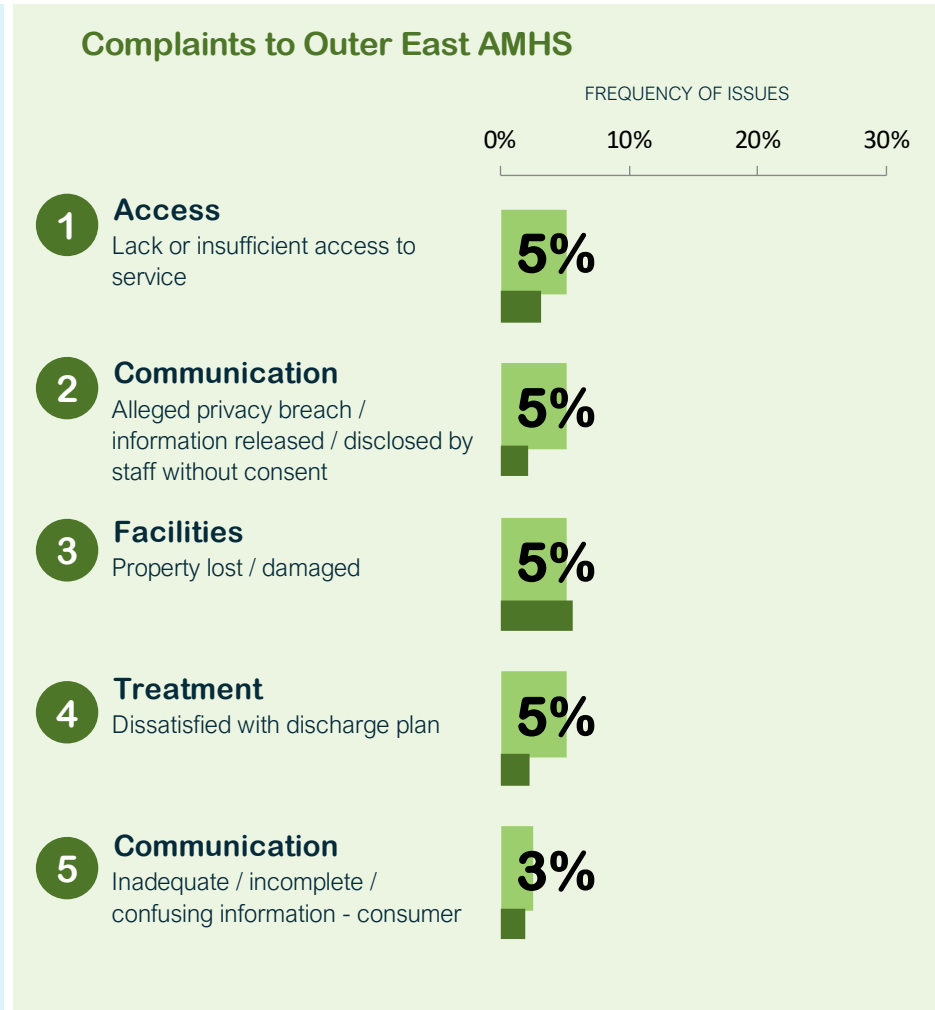
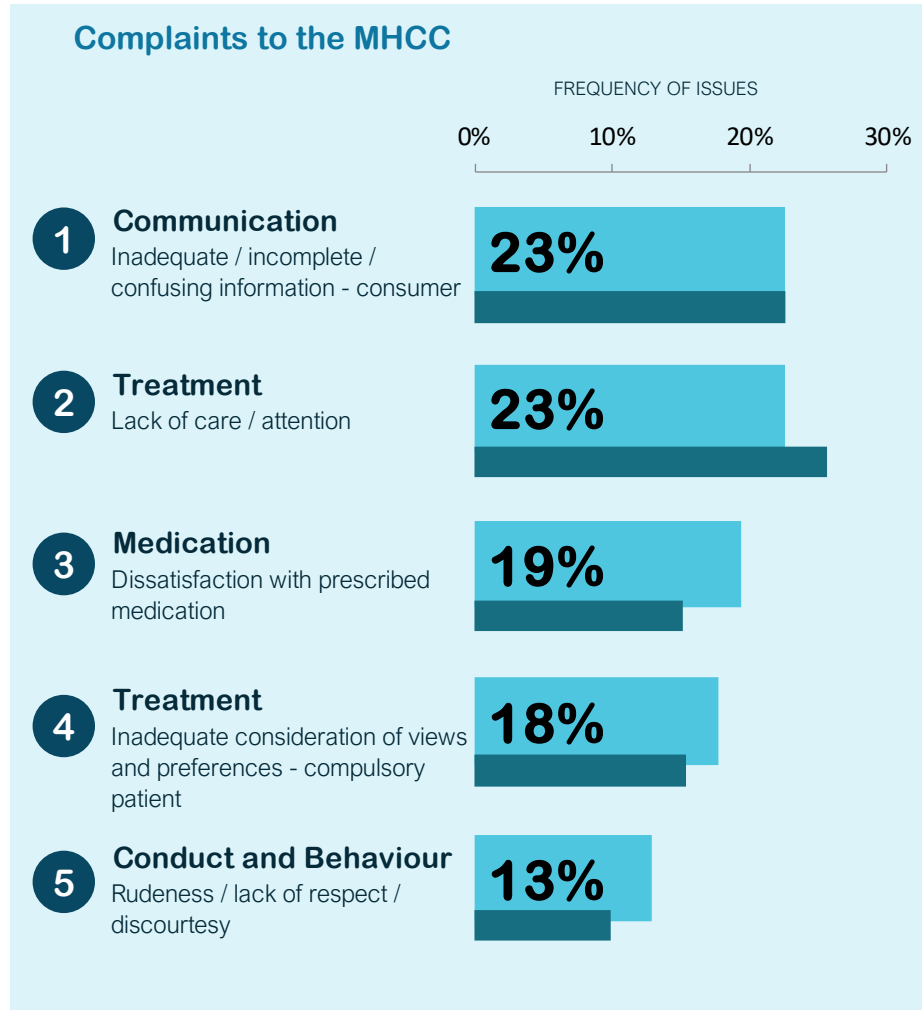
Complaints about Outer East AMHS

- to the MHCC (n=62)
- to the service (n=39)

Sector-wide complaints

- to the MHCC (n=1282)
- to the service (n=1582)

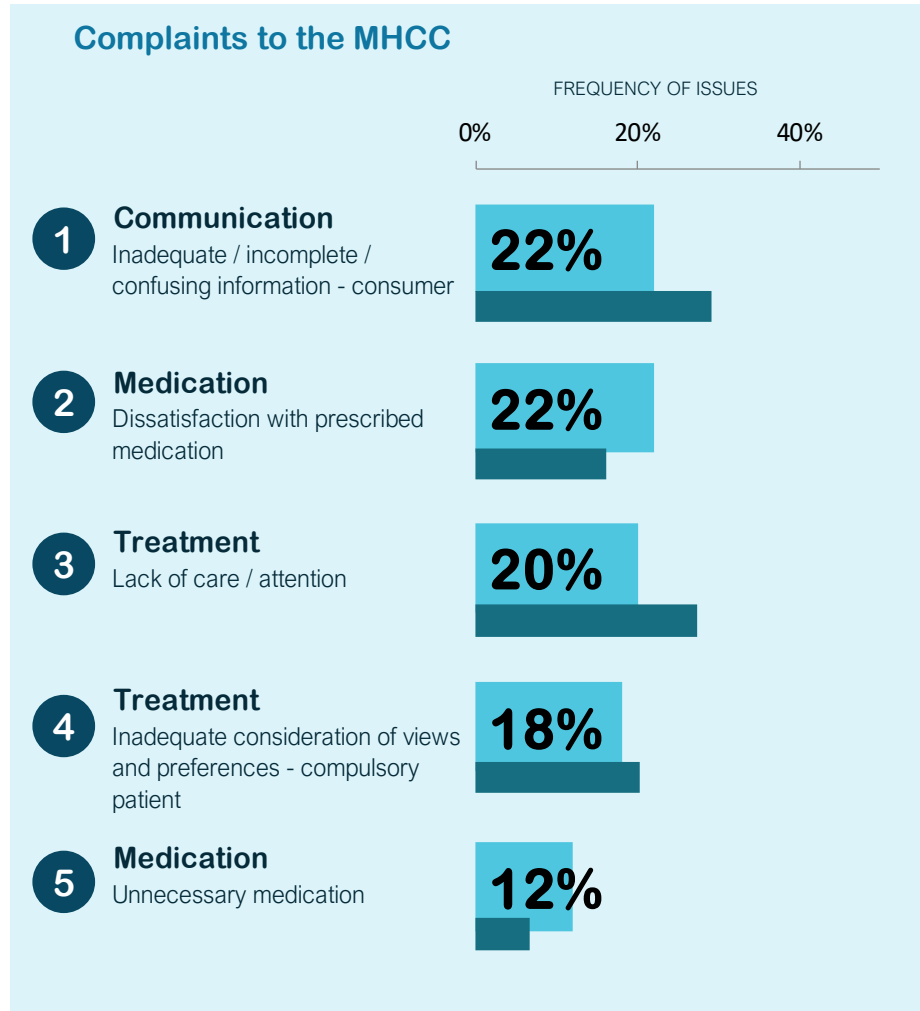
- Inadequate, incomplete, and/or confusing information provided to the consumer, and lack of care or attention regarding treatment were frequently occurring issues raised in complaints made to the MHCC about Outer East AMHS.
- Complaints made directly to Outer East AMHS raised issues such as lack or insufficient access to services, alleged privacy breach / information released / disclosed by staff without consent, and property lost or damaged.



Issues raised by consumers 2021-22

Most frequent Level 3 issues raised about Outer East AMHS

- The most common issues raised by consumers in complaints made to the MHCC about Outer East AMHS included inadequate, incomplete, and/or confusing information provided to consumers, and dissatisfaction with prescribed medication.
- Lack or insufficient access to services, alleged privacy breach / information released / disclosed by staff without consent, and property lost or damaged, were common issues raised by consumers in complaints made directly to Outer East AMHS.

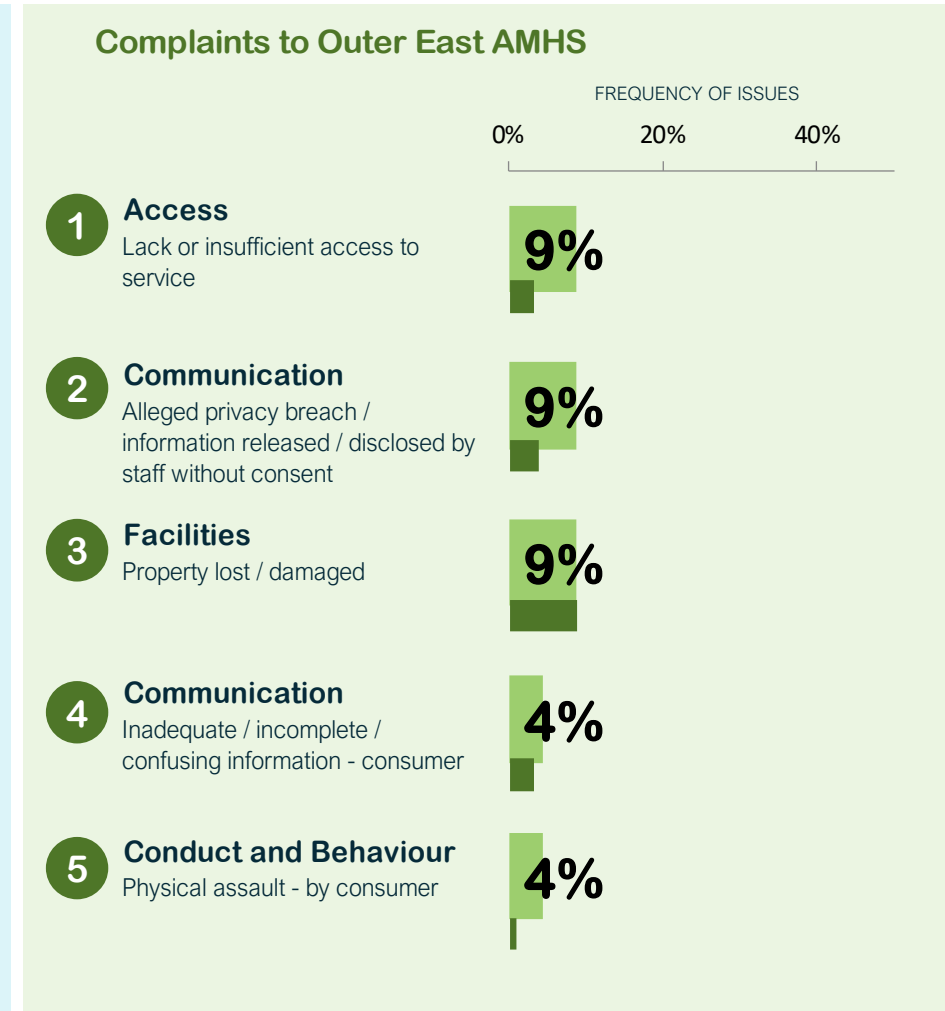


Complaints about Outer East AMHS

- to the MHCC (n=50)
- to the service (n=23)

Sector-wide complaints

- to the MHCC (n=918)
- to the service (n=832)



Issues raised by carers 2021-22

Most frequent Level 3 issues raised about Outer East AMHS

- The issues most frequently raised by carers / family members in complaints made to the MHCC about Outer East AMHS were related to inadequate consideration of their views, and lack of care or attention regarding treatment.
- Complaints raised by carers / family members directly to Outer East AMHS included issues about sexual harassment by another consumer, side effects from medication, dissatisfaction with the discharge plan, and inappropriate discharge summary.

Complaints about Outer East AMHS

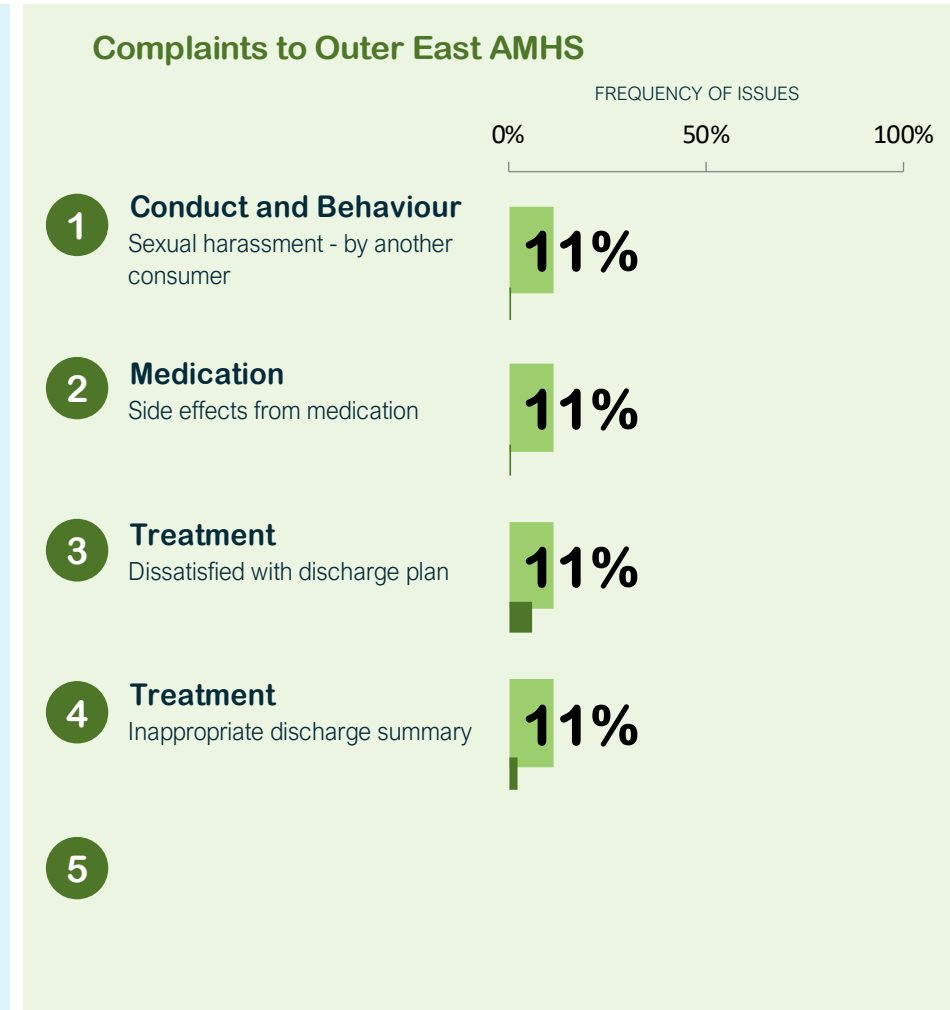
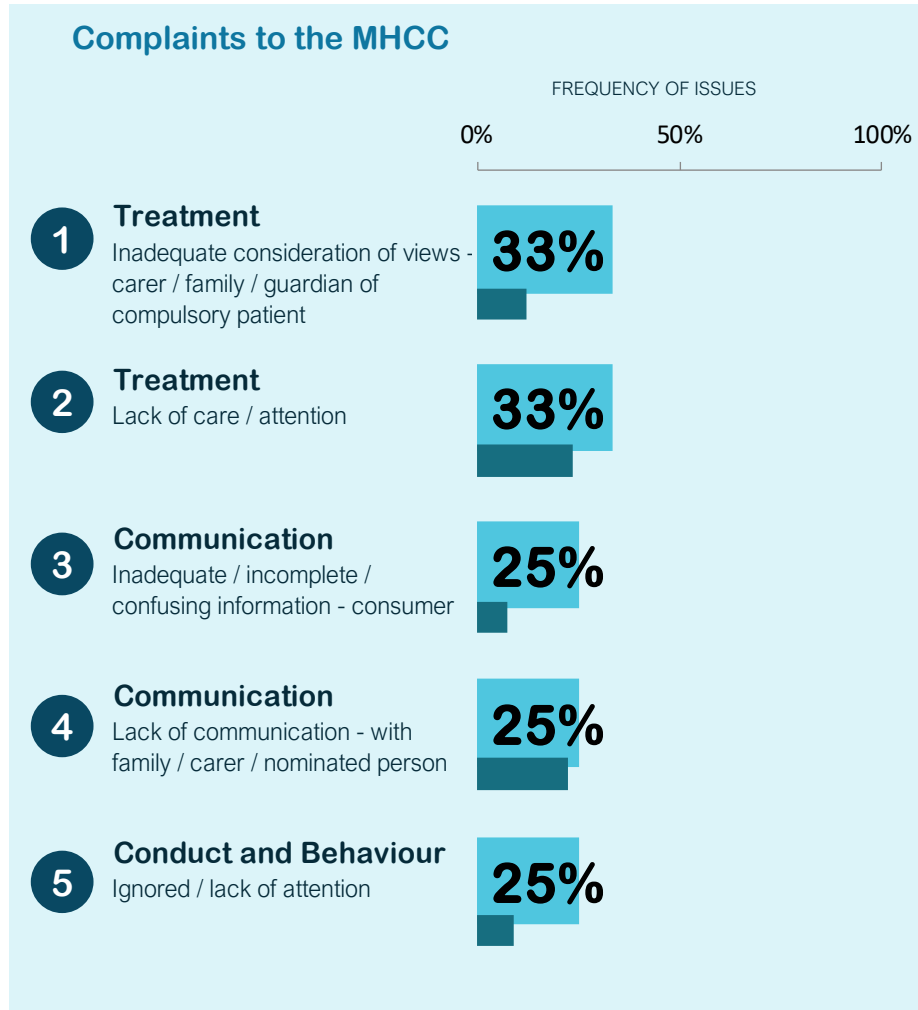
● to the MHCC (n=12)

● to the service (n=9)

Sector-wide complaints

● to the MHCC (n=341)

● to the service (n=427)



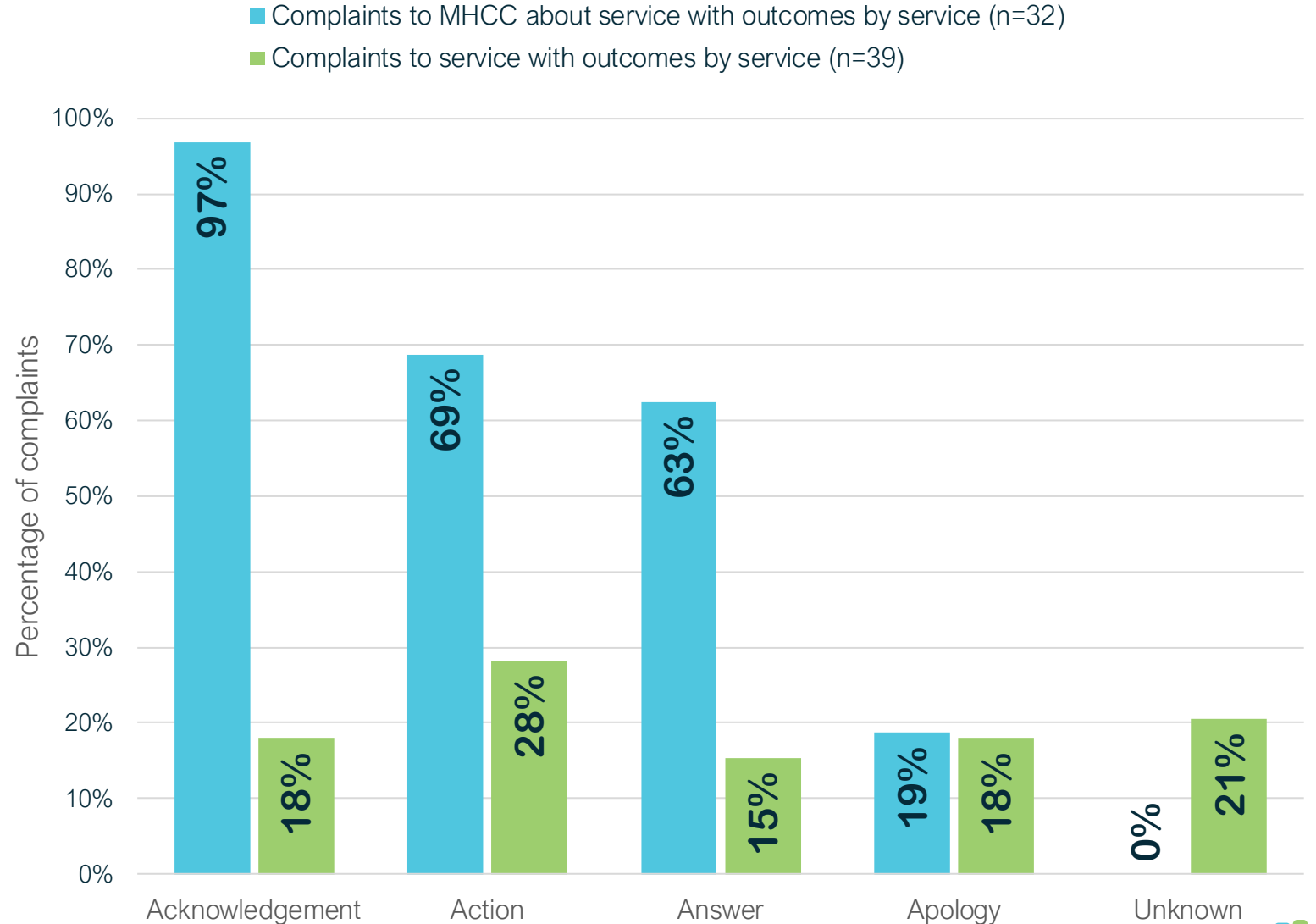


Outcomes of complaints

What were the outcomes of complaints? 2021-22

Closed complaints about Outer East AMHS

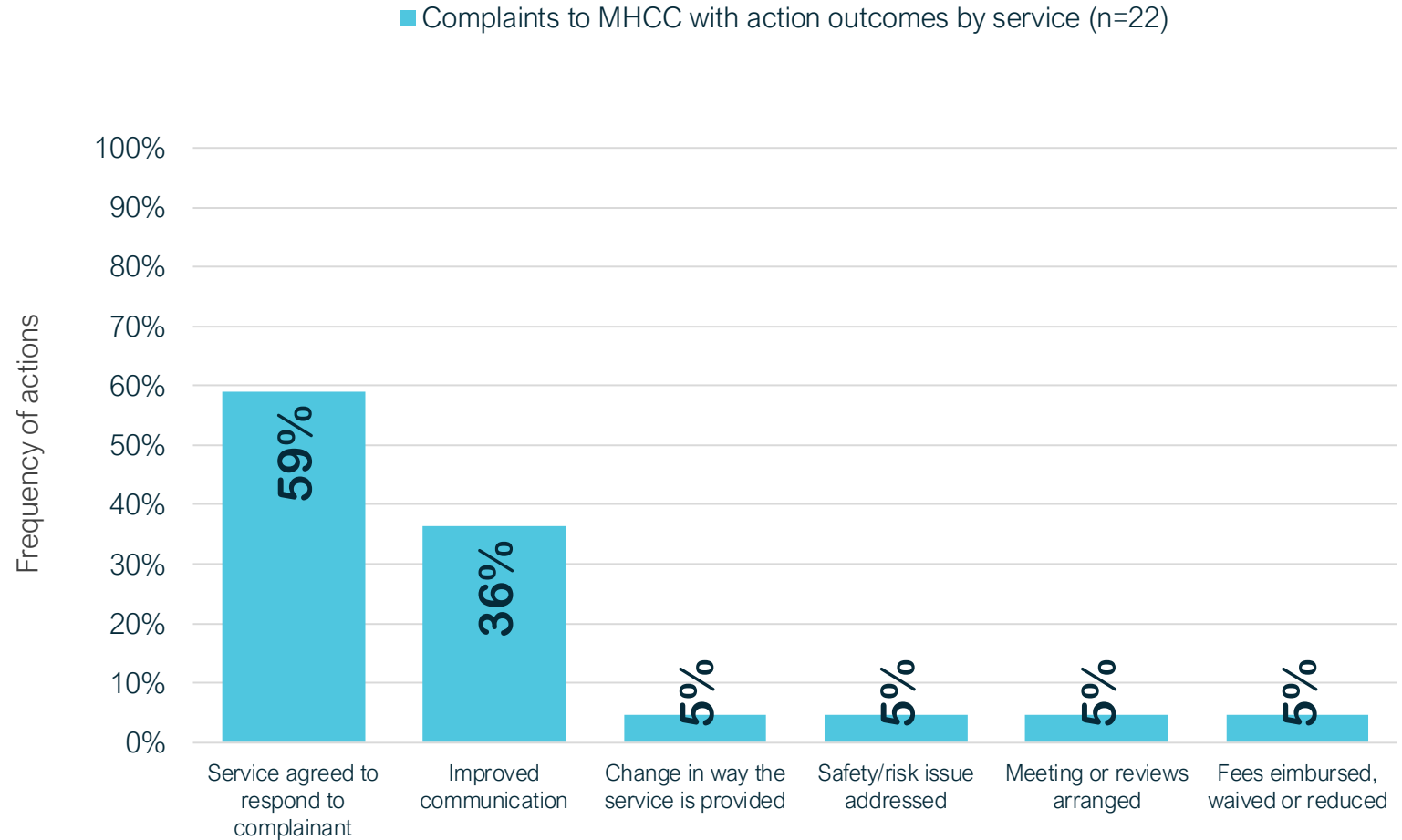
- Outcomes of complaints are framed in terms of the '4 A's' model of complaint resolution - acknowledgement, action, answers and apology.
- This chart only includes complaints to the MHCC about Outer East AMHS that were assessed as being in scope for resolution and/or having a known service outcome.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



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 Outer East AMHS in response to complaints to the MHCC included:
 - responding to the complainant or consumer directly
 - improving communication / clearing up misunderstandings



Key points to consider



Complaint numbers

- Both the number of complaints made to the MHCC about Outer East AMHS and the number of complaints made directly to Outer East AMHS decreased significantly in 2021-22 compared with complaints made in 2020-2021.
- Overall, the number of complaints made to the MHCC about Outer East AMHS was higher than the number of complaints made directly to the service.



Issues raised

- Inadequate, incomplete, and/or confusing information provided to the consumer, and lack of care or attention regarding treatment were the most frequently occurring issues raised in complaints to the MHCC about Outer East AMHS.
- Complaints made directly to Outer East AMHS raised issues such as lack or insufficient access to services, alleged privacy breach, and property lost or damaged.



Outcomes

- The most common outcome by Outer East AMHS for complaints made to the MHCC about their service, were acknowledgement of the concerns raised, followed by actions taken by the service.
- The most common outcome for complaints made directly to Outer East AMHS was action taken in response to a complaint.