Summary of service provider complaint report

Grampians 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



inform our projects and recommendations



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





Number of complaints and compliments

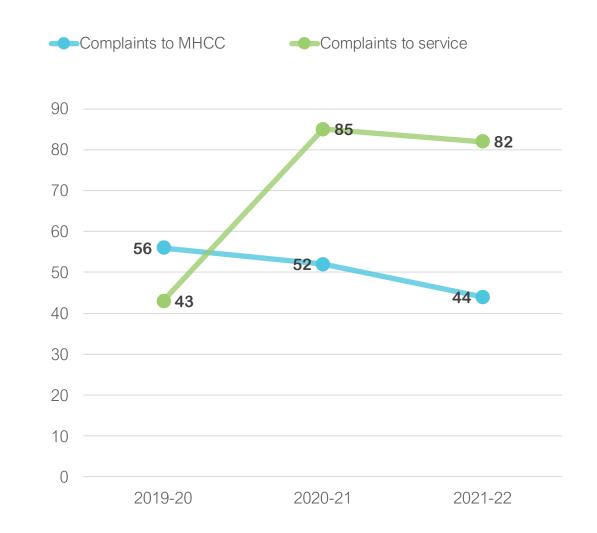


How many complaints were made? 2021-22

4482Complaints to MHCC
about Grampians HealthCompla
Grampi

82 Complaints to Grampians Health

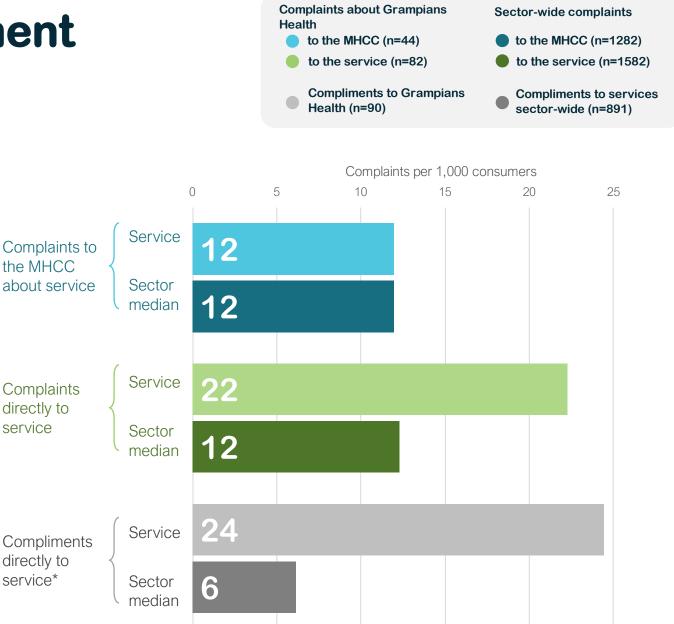
- Both the number of complaints made to the MHCC about Grampians Health and those made directly to the service decreased. The number of complaints made directly to Grampians Health remained substantially higher than those made to the MHCC in 2021-22.
- Since 2019-20, there was a significant increase in the number of complaints made directly to Grampians Health, compared to complaints made to the MHCC about Grampians Health.
- Overall, in 2021-22 the number of complaints made to Grampians Health remains stable at around double the complaints made to the MHCC about Grampians Health.



Number of complaints

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 about Grampians Health made to the MHCC was the same, while the complaints made directly to Grampians Health was twice the rate. A much higher rate of compliments was made to Grampians Health compared to the sector.



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

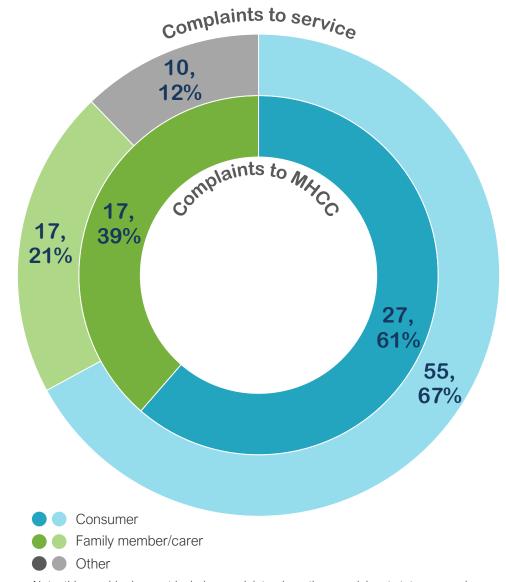


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Who is making complaints? 2021-22

Complaints raised about Grampians Health

- Consumers made the majority of complaints to the MHCC about Grampians Health and to Grampians Health directly. This is broadly consistent with the sector as a whole.
- Family members / carers made more than one third of all complaints to the MHCC while only representing a fifth of complaints made directly to the service.
- Others, such as advocates or friends, have made a tenth of the complaints that were made directly to Grampians Health, higher that the sector.



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



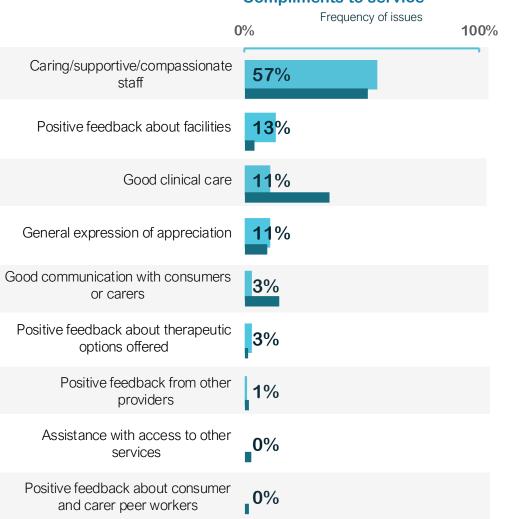
Issues raised in complaints and compliments



What were compliments about? 2021-22

Themes raised in compliments about Grampians Health

- Over half of compliments made to Grampians Health were positive feedback about caring/ supportive and compassionate staff, similar to the proportions of compliments made to services about this topic sector-wide.
- Positive feedback about facilities were also common and these were made in higher percentages when compared to compliments made to services sectorwide.



Compliments to service

Compliments to Grampians

Health (n=90)

Compliments to services

sector-wide (n=891)

What were complaints about? 2021-22

Level 1 issues raised about Grampians Health

- Issues raised in complaints made to the MHCC about Grampians Health were 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 Grampians Health were also broadly consistent with those raised in complaints to services for the sector, with Treatment, Conduct and behaviour, and Facilities being the most commonly raised issues.

Complaints about Grampians Sector-wide complaints Health to the MHCC (n=44) • to the MHCC (n=1282) to the service (n=82) to the service (n=1582) **Complaints to the MHCC Complaints to service** Frequency of issues Frequency of issues 0% 0% 100% 66% 55% Treatment **50% 12**% Communication 34% **7**% Medication Conduct and behaviour 30% **17% 5**% 20% Diagnosis 11% Access **13**% Facilities **%** Complaint management 1% 0% 2% Records

10

100%

What were complaints about? 2021-22

Most frequent Level 3 issues raised about Grampians Health

Lack of care / • attention, followed by dissatisfaction with prescribed medication were the most frequently raised issues among complaints made to the MHCC about Grampians Health.

Inadequate treatment planning was the most frequently occurring issue among complaints made directly to Grampians Health, which was raised in a higher proportion when compared to the sector.

Complaints to the MHCC	Complaints to Grampians Health					
FREQUENCY OF ISSUES	FREQUENCY OF ISSUES					
0% 10% 20% 30%	0% 10% 20% 30%					
Treatment Lack of care / attention 30%	Treatment Inadequate treatment planning					
2 Medication Dissatisfaction with prescribed medication 20%	2 Conduct and Behaviour Rudeness / lack of respect / discourtesy 9%					
3 Conduct and Behaviour Rudeness / lack of respect / discourtesy 128%	3 Access Delay in assessment 6%					
Communication Inadequate / misleading / confusing information - with family / carer / nominated person	4 Medication Dissatisfaction with prescribed medication 6%					
5 Communication Inadequate / incomplete / confusing information - consumer	5 Treatment Personal / religious dietary requirements 5%					



to the MHCC (n=44) to the service (n=82)

Health

Complaints about Grampians

• to the service (n=1582)

Sector-wide complaints

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

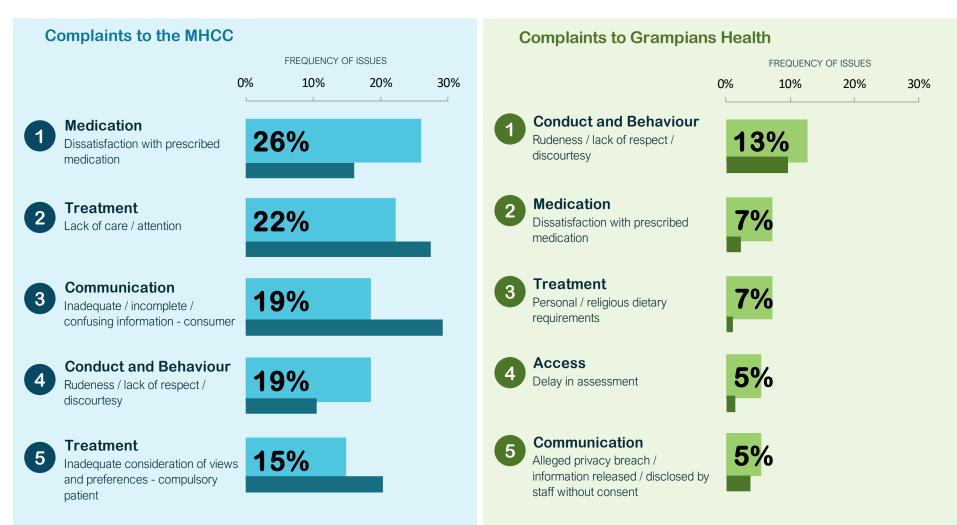


Issues raised by consumers 2021-22

Most frequent Level 3 issues raised about Grampians Health

The most commonly raised issue among complaints made to the MHCC about Grampians Health was dissatisfaction with prescribed medication comparatively higher to the sector proportion. Other issues raised include lack of care / attention, and inadequate / incomplete / confusing information provided to the consumer.

The most frequently raised issues by consumers in complaints made directly to Grampians Health was rudeness / lack of respect / discourtesy, which were at a higher proportion than sector wide complaints.



Complaints about Grampians

to the MHCC (n=27)

to the service (n=55)

Health



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 Grampians Health

- Complaints made to the MHCC about Grampians Health by carers / family members frequently related to inadequate / misleading / confusing information provided to the family / carer, as well as to lack of care / attention and lack surrounding treatment.
- Complaints raised by carers to Grampians Health directly were commonly related to inadequate treatment planning, which recorded a higher proportion than that recorded among sectorwide complaints made to services.

Complaints to the MHCC			Complaints to Grampians Health					
	FREQUENCY OF ISSUES			FREQUENCY OF ISSUES				
	U	0% 20%	40%			0%	20%	40%
1	Communication Inadequate / misleading / confusing information - with family / carer / nominated person	41%		1	Treatment Inadequate treatment planning	29	%	
2	Treatment Lack of care / attention	41%		2	Communication Inadequate / misleading / confusing information - with family / carer / nominated person	12	%	
3	Communication Lack of communication - with family / carer / nominated person	24%		3	Communication Lack of communication - with family / carer / nominated person	12	%	
4	Treatment Unsafe / premature discharge	24%		4	Treatment Unsafe / premature discharge	12	%	
5	Treatment Inadequate consideration of views - carer / family / guardian of compulsory patient	24%		5	Treatment Inadequate consideration of views and preferences - compulsory patient	12	%	

Complaints about Grampians

to the MHCC (n=17)

to the service (n=17)

Health



Sector-wide complaints

• to the MHCC (n=341)

• to the service (n=427)



Outcomes of complaints



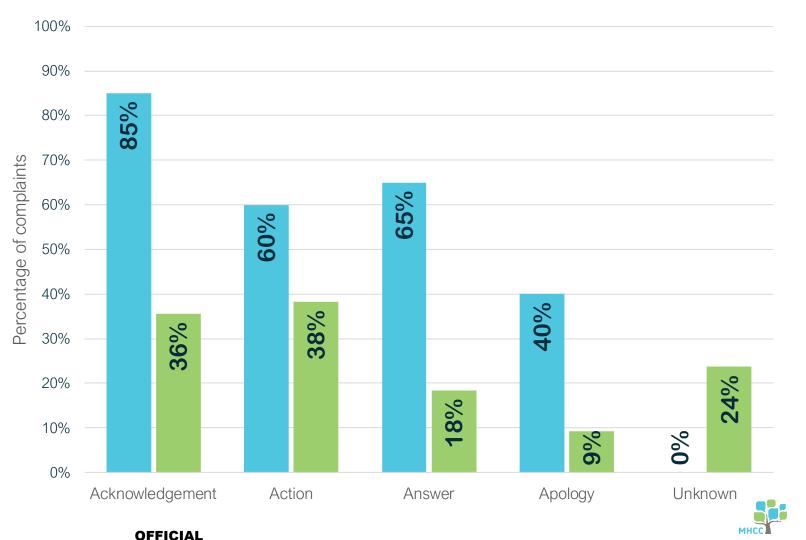
What were the outcomes of complaints? 2021-22

Closed complaints about Grampians 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 to the MHCC about Grampians Health that were assessed as being in scope for resolution and/or having a known service outcome. The most common outcome by Grampians Health for these complaints was an acknowledgement of the concerns raised.
- The two most frequent outcomes for complaints made directly to Grampians Health were actions taken by the service directly in response to issues raised and acknowledgement of the concerns raised.

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

Complaints to service with outcomes by service (n=76)



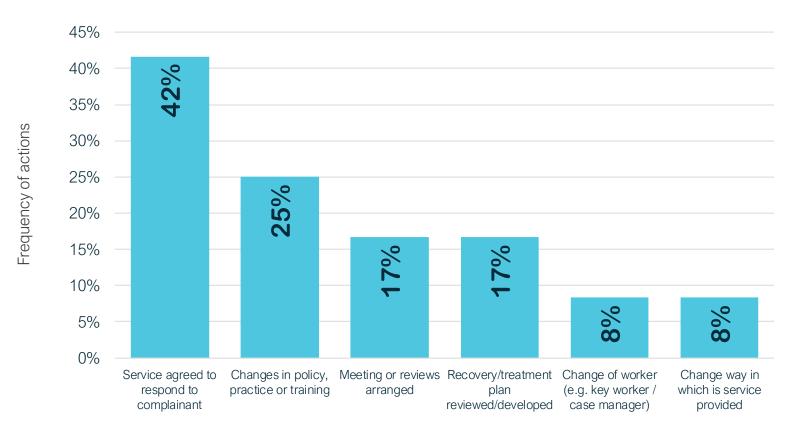
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What actions were taken by the service? 2021-22

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

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

- Actions most frequently undertaken by Grampians Health in response to complaints to the MHCC included:
 - responding to the complainant or consumer directly
 - change in policy, practice, or training
 - arranging meetings or review to discuss concerns
 - reviewing or developing a recovery or treatment plan



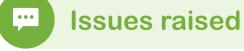


Key points to consider

H Complaint numbers

- Both the number of complaints made to the MHCC about Grampians Health and those made directly to the service decreased. The number of complaints made directly to Grampians Health remained substantially higher than those made to the MHCC.
- Since 2019-20, there was a significant increase in the number of complaints made directly to Grampians Health, compared to complaints made to the MHCC about Grampians Health. Overall, in 2021-22 the number of complaints made to Grampians Health is around double those made to the MHCC about Grampians Health.

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- Lack of care / attention, followed by dissatisfaction with prescribed medication were the most frequently raised issues among complaints made to the MHCC about Grampians Health.
- Inadequate treatment planning was the most frequently occurring issue among complaints made directly to Grampians Health, which was raised in a higher proportion when compared to the sector.

Outcomes

- The most common outcome of complaints made directly to Grampians Health was action taken by the service in response to complaints.
- The most common action undertaken by Grampians Health in response to complaints made to the MHCC was to respond to the consumer or complainant directly.

