

Summary of service provider complaint report

Dandenong AMHS

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:



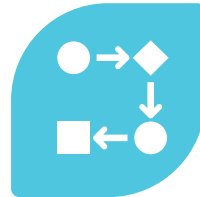
identify key themes and emerging issues across the sector



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

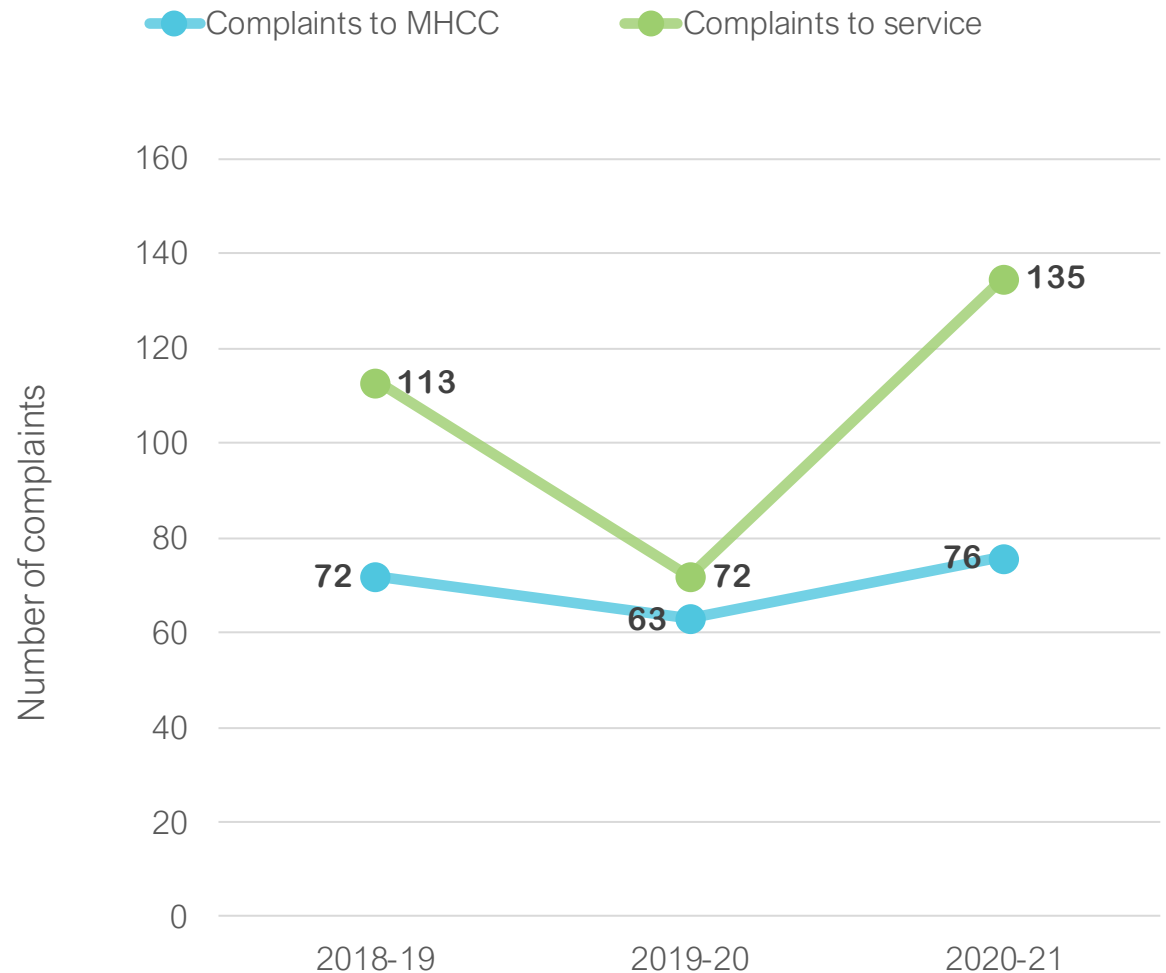
76

Complaints to MHCC
about Dandenong AMHS

135

Complaints to
Dandenong AMHS

- The number of complaints to both the MHCC and to Dandenong AMHS directly rose in 2020-21.
- Overall, more complaints were made to Dandenong AMHS directly than to the MHCC. The MHCC is happy 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.

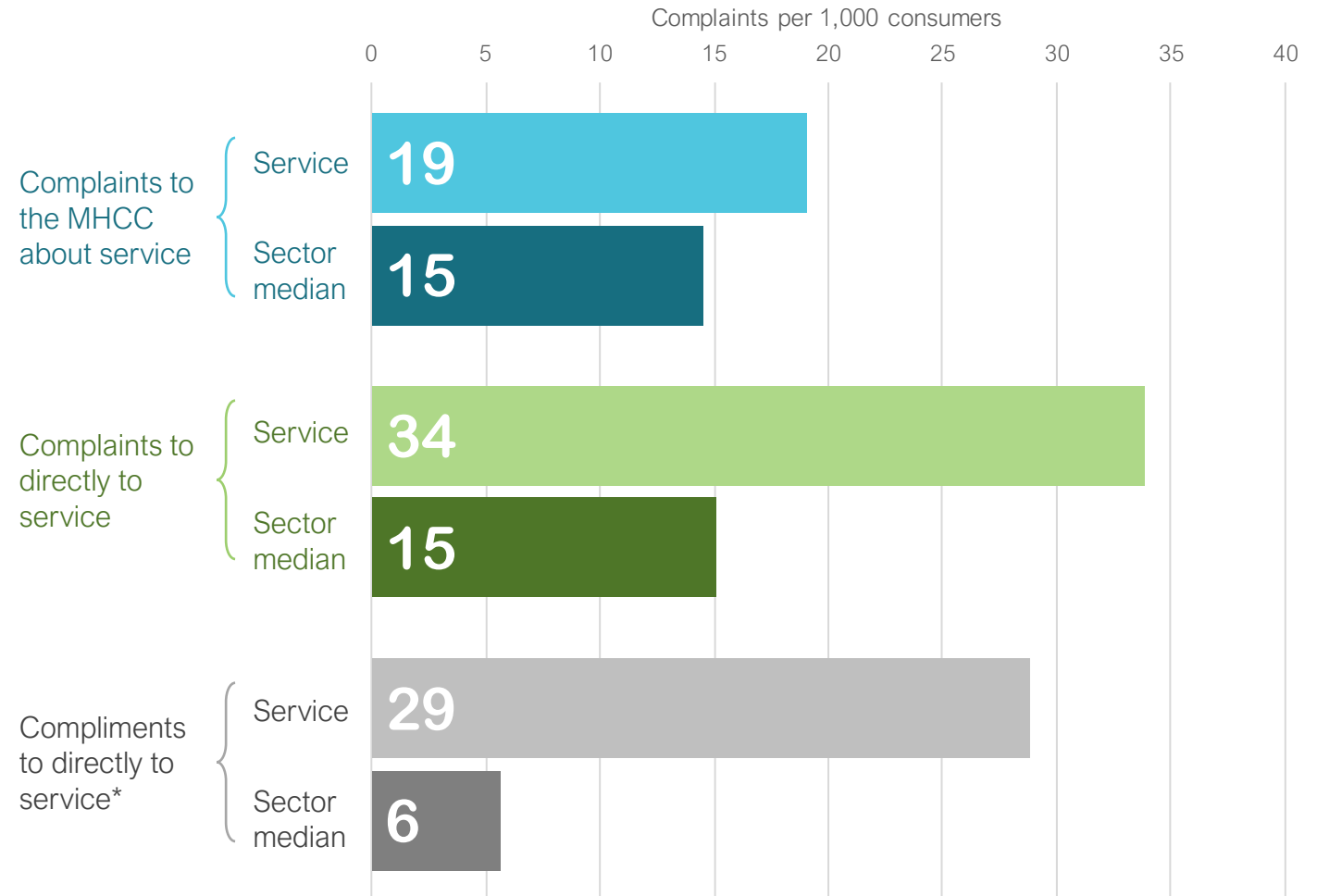


Complaint and compliment rates

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 higher rate of complaints was made to the MHCC and a significantly higher rate was made to Dandenong AMHS directly when compared to the sector. A much higher rate of compliments was made to Dandenong AMHS compared to the sector.

Complaints about Dandenong AMHS	Sector-wide complaints
● to the MHCC (n=76)	● to the MHCC (n=1641)
● to the service (n=135)	● to the service (n=1679)
● Compliments to Dandenong AMHS (n=115)	● Compliments to services sector-wide (n=1109)

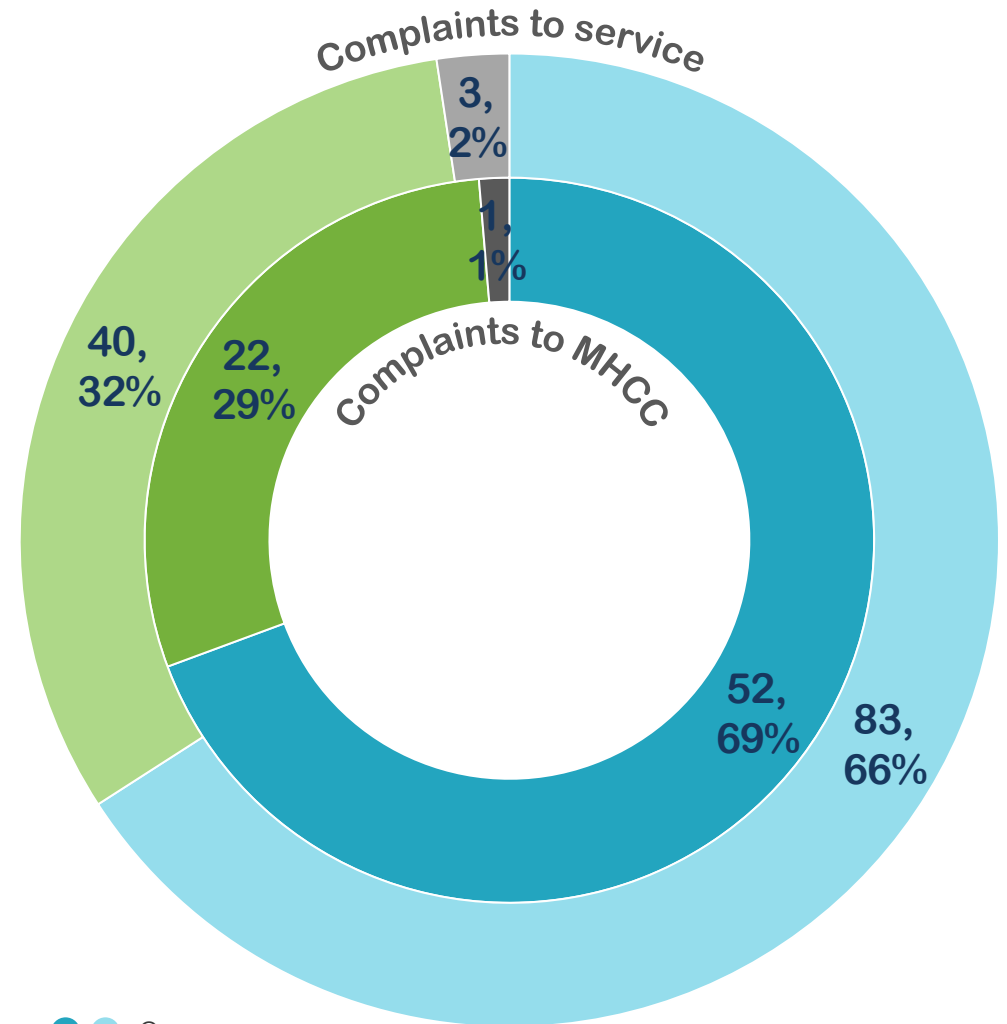


*Note: not all services reported compliments, and services likely used different approaches to capture compliments data

Who is making complaints? 2020-21

Complaints raised about Dandenong AMHS

- Consumers made the majority of complaints to the MHCC about Dandenong AMHS and to Dandenong AMHS directly.
- In contrast, family members / carers made approximately one third of all complaints both to the MHCC and directly to Dandenong AMHS.



- Consumer
- Family member/carer
- Other

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



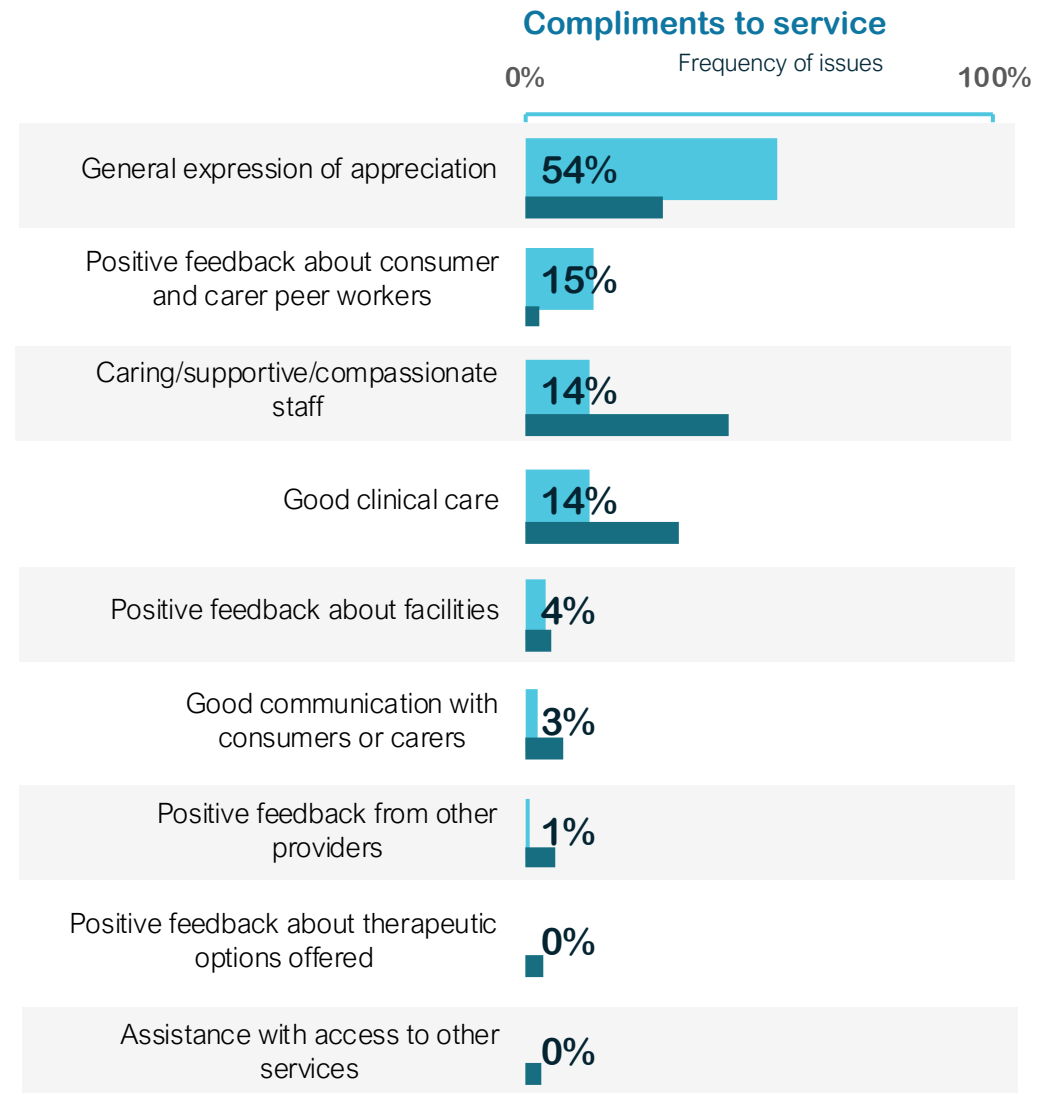
Issues raised in complaints and compliments

What were compliments about? 2020-21

● Compliments to Dandenong AMHS (n=115)
 ● Compliments to services sector-wide (n=1109)

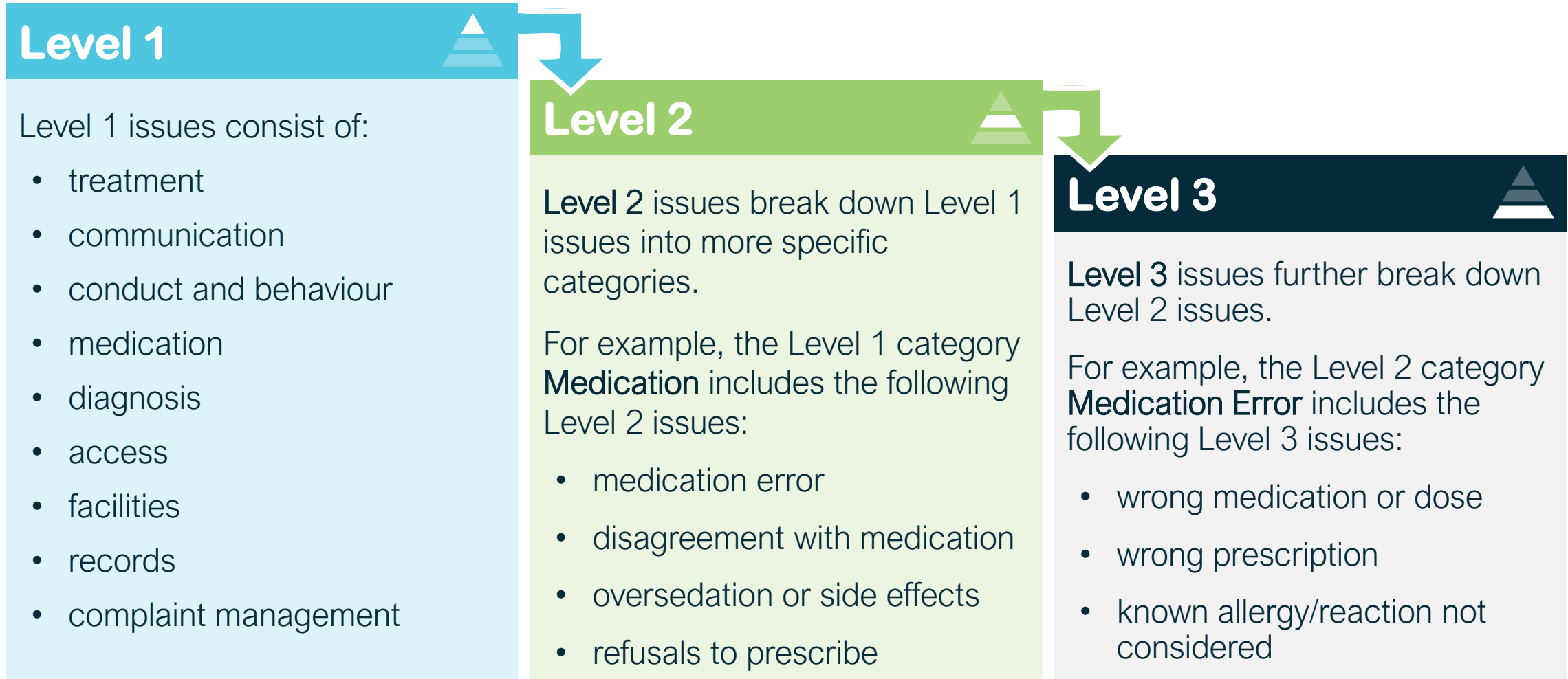
Issues raised in compliments about Dandenong AMHS

- 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 Dandenong AMHS were most commonly positive feedback about consumer and carer peer workers, received in higher proportion than the sector, followed by positive feedback on caring/ supportive and compassionate staff and good clinical care at lower rates than compliments made to other services across the sector.
- More than half of compliments made to Dandenong AMHS were classified as general expression of appreciation compared to the sector. The MHCC would like to see more detailed data on compliments in order to identify more specific themes in the future.



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 Dandenong AMHS

- Issues raised in complaints to the MHCC about Dandenong AMHS 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 Dandenong AMHS 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 Medication were also raised at a similar rate when compared to the sector.

Complaints about Dandenong AMHS

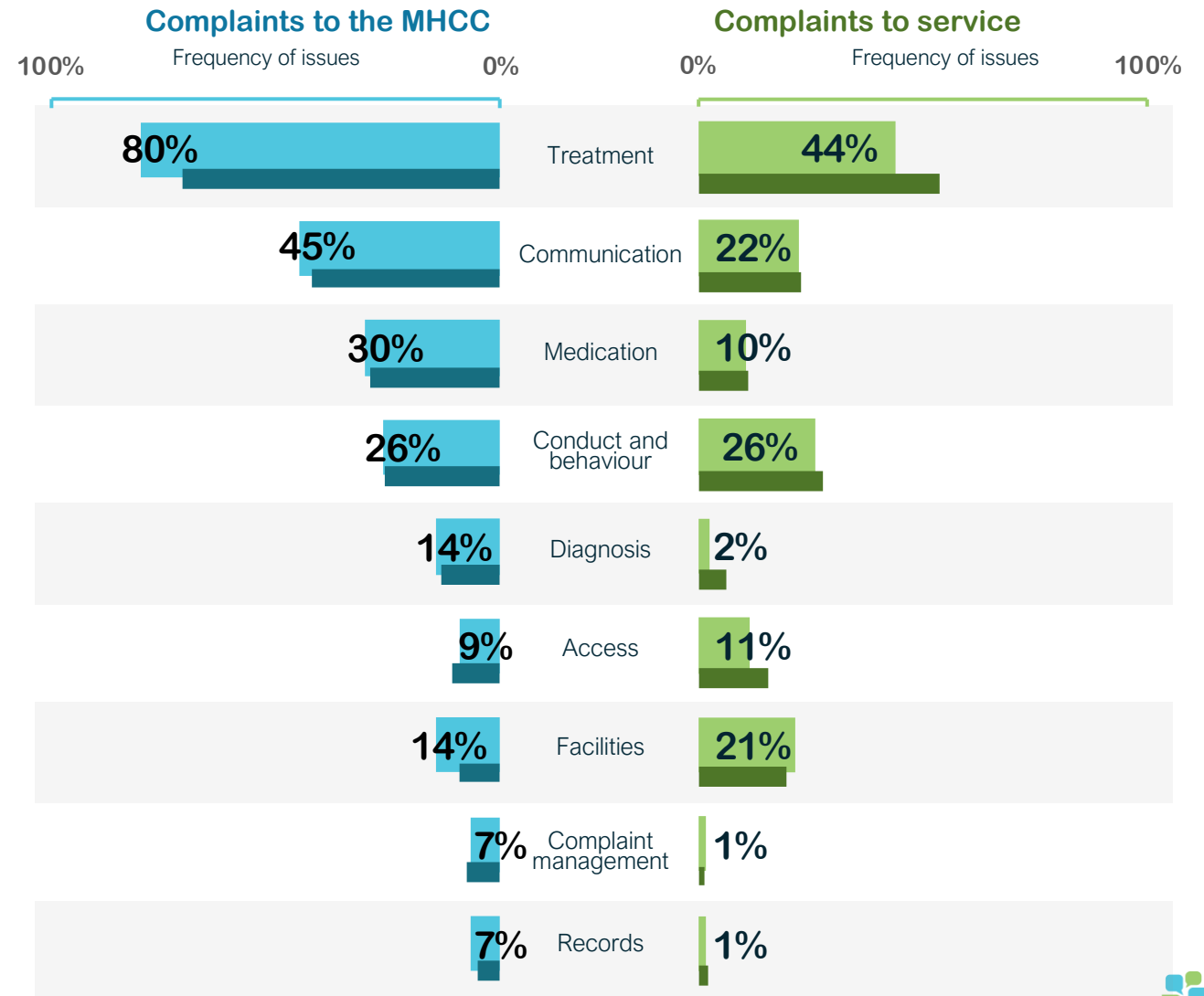
to the MHCC (n=76)

to the service (n=135)

Sector-wide complaints

to the MHCC (n=1641)

to the service (n=1679)



What were complaints about? 2020-21

Most frequent Level 3 issues raised about Dandenong AMHS

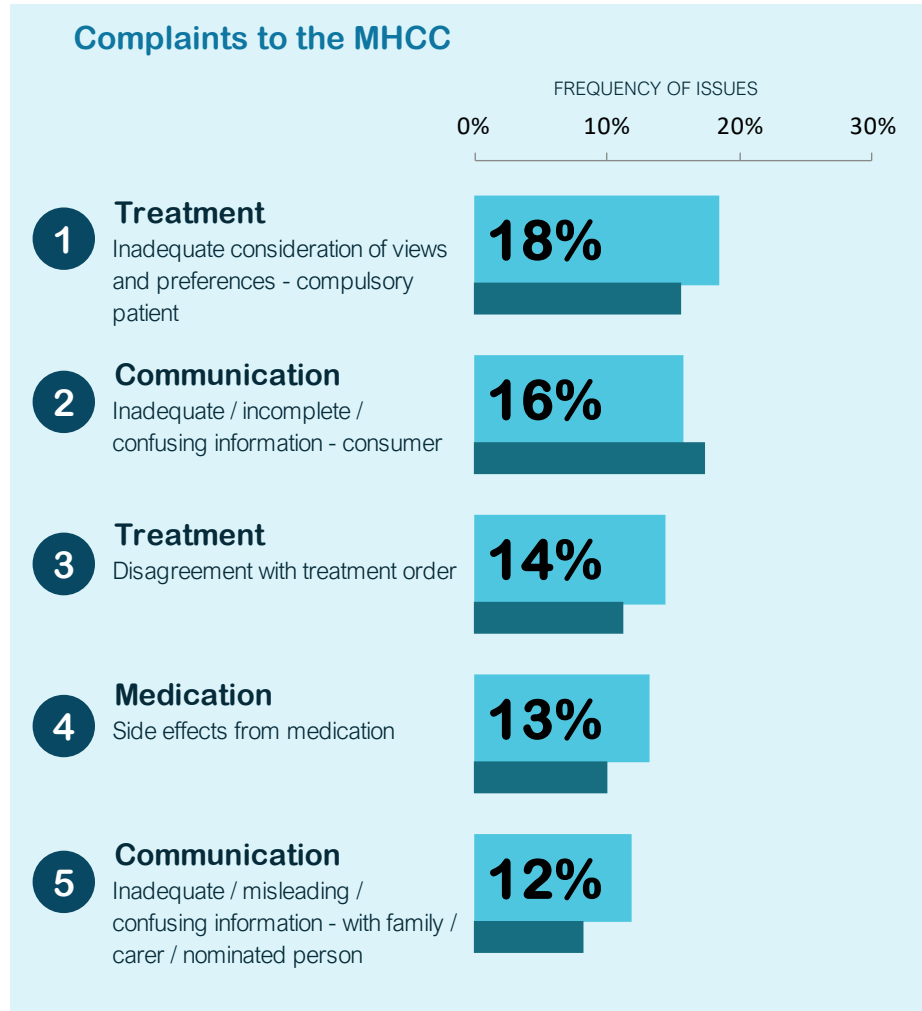
Complaints about Dandenong AMHS

- to the MHCC (n=76)
- to the service (n=135)

Sector-wide complaints

- to the MHCC (n=1641)
- to the service (n=1679)

- Inadequate consideration of the views and preferences of compulsory patients and inadequate or confusing information provided to consumers and were the most frequently occurring issues in complaints to the MHCC about Dandenong AMHS, the first raised in a slightly higher proportion than in complaints across the sector.
- In complaints made directly to Dandenong AMHS, rudeness / lack of respect / discourtesy was the most frequently occurring issue, raised in a lower proportion when compared to the sector. Issues about property loss or damage were also raised at a slightly higher proportion than the sector.



Issues raised by consumers 2020-21

Most frequent Level 3 issues raised about Dandenong AMHS

Complaints about Dandenong AMHS

● to the MHCC (n=52)

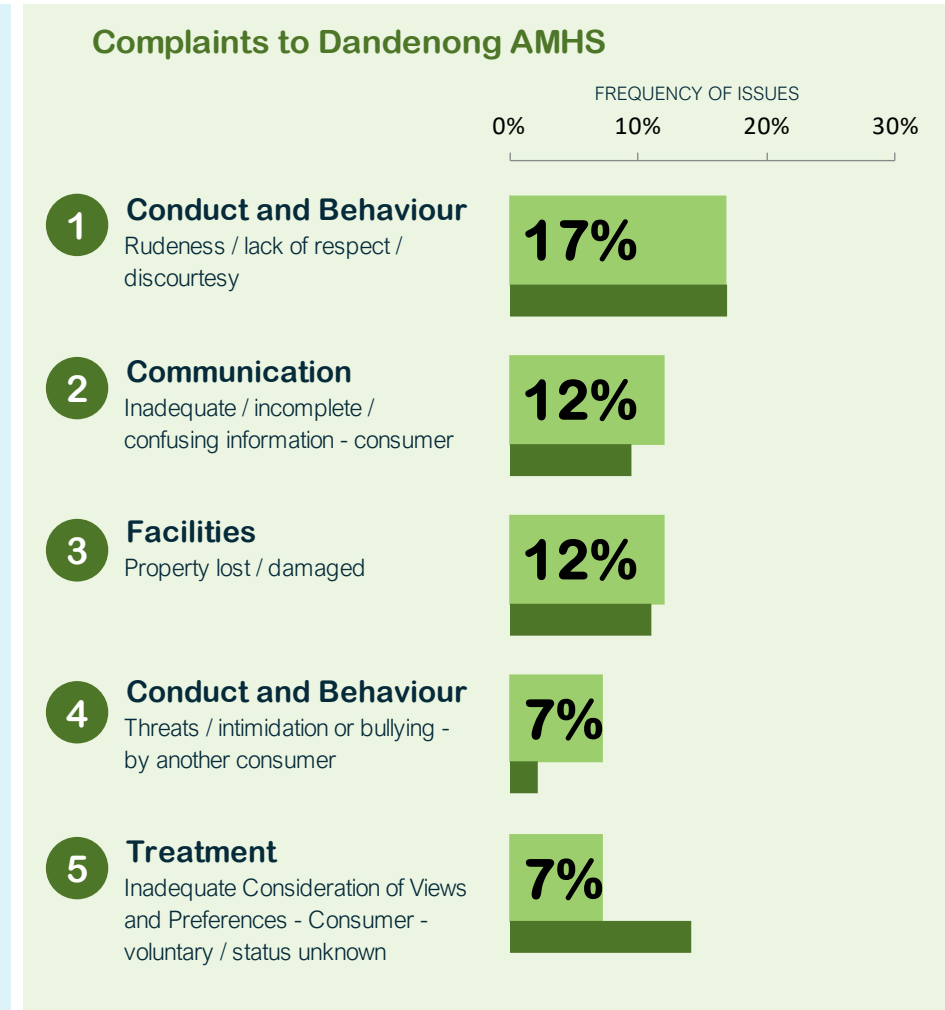
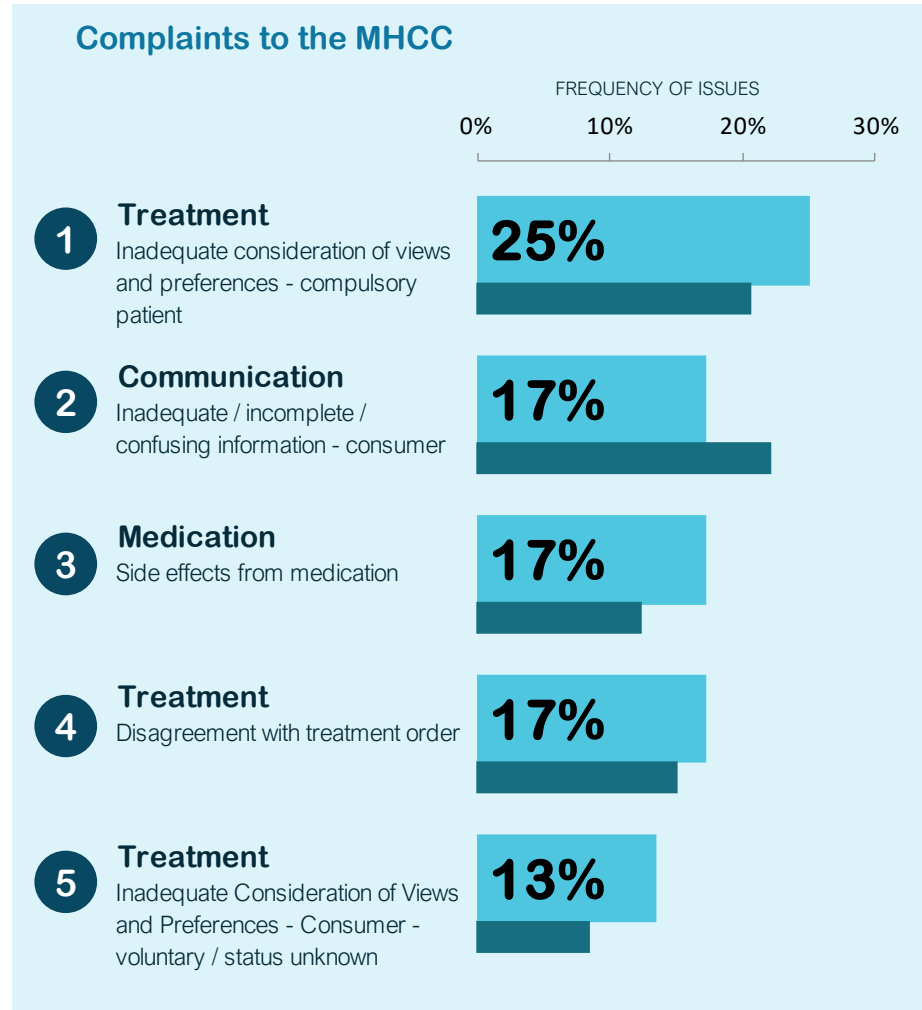
● to the service (n=83)

Sector-wide complaints

● to the MHCC (n=1149)

● to the service (n=1033)

- The top five issues raised by consumers in complaints to the MHCC about Dandenong AMHS were consistent with the top five issues raised in complaints to the MHCC for the sector overall. Inadequate/incomplete or confusing information provided to consumers and inadequate consideration of the views and preferences of compulsory patients were equally the most commonly raised issues.



- The most frequently raised issue by consumers in complaints directly to Dandenong AMHS was rudeness / lack of respect / discourtesy, broadly consistent with the sector.

Issues raised by carers 2020-21

Most frequent Level 3 issues raised about Dandenong AMHS

Treatment issues related to inadequate consideration of the views of family and carers of voluntary patients and lack of communication with them, were raised at higher proportions in complaints made to MHCC about Dandenong AMHS than in complaints made about services across the sector.

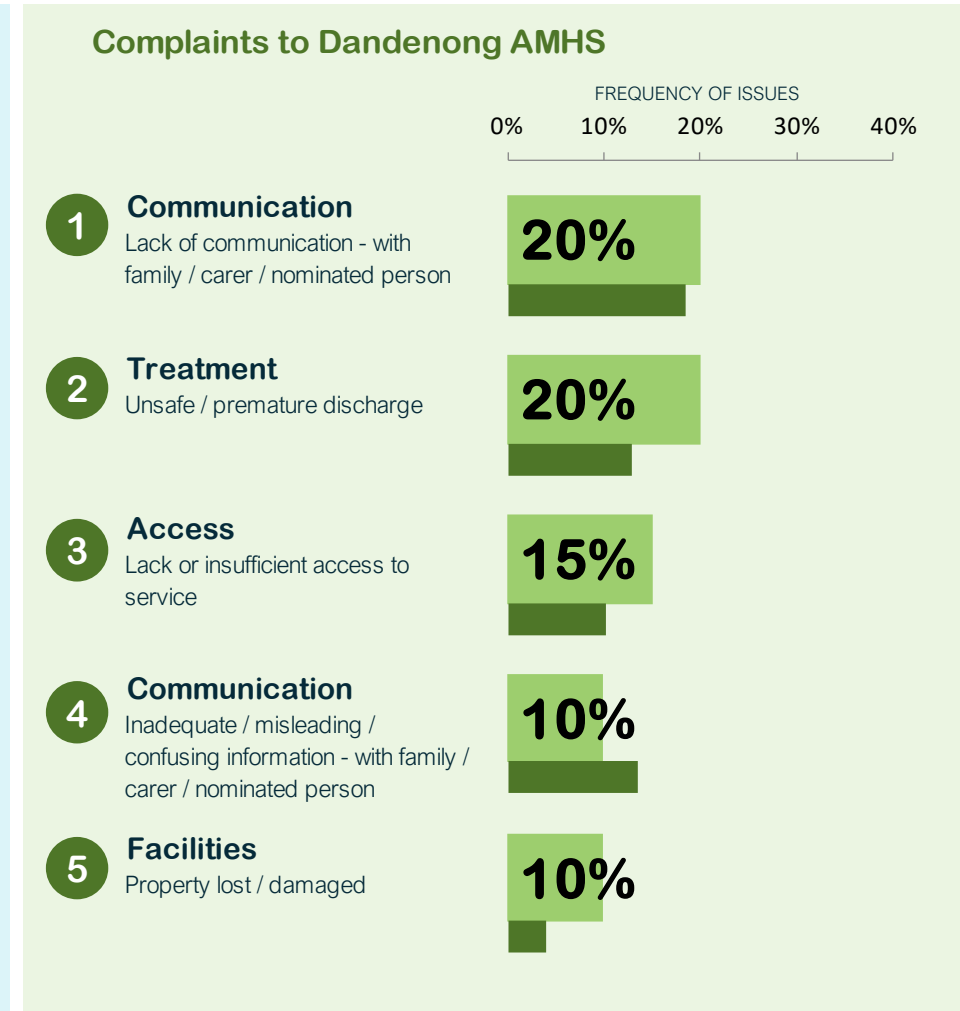
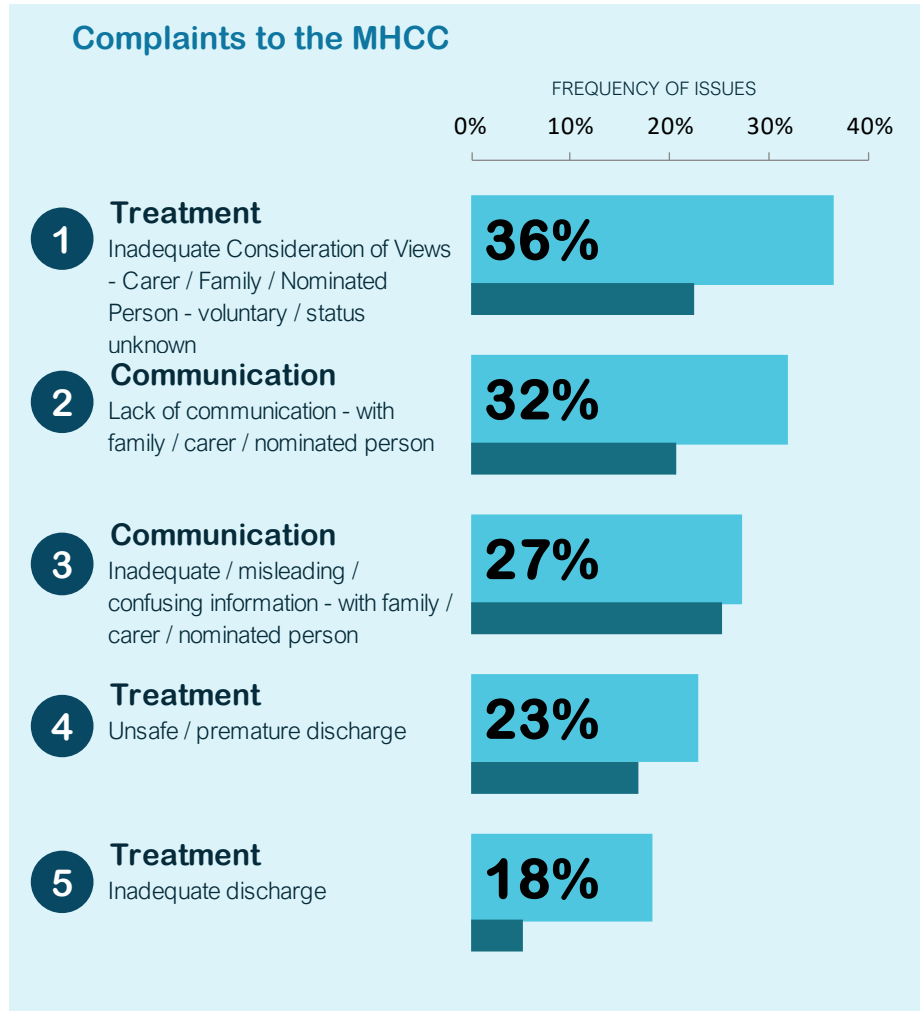
In complaints made by carers directly to Dandenong AMHS, lack of communication with family and carers was an issue that was frequently raised in a slightly higher proportion than in complaints sector-wide. Concerns about unsafe or premature discharge were also raised at a higher rate when compared to the sector.

Complaints about Dandenong AMHS

- to the MHCC (n=22)
- to the service (n=40)

Sector-wide complaints

- to the MHCC (n=426)
- to the service (n=529)



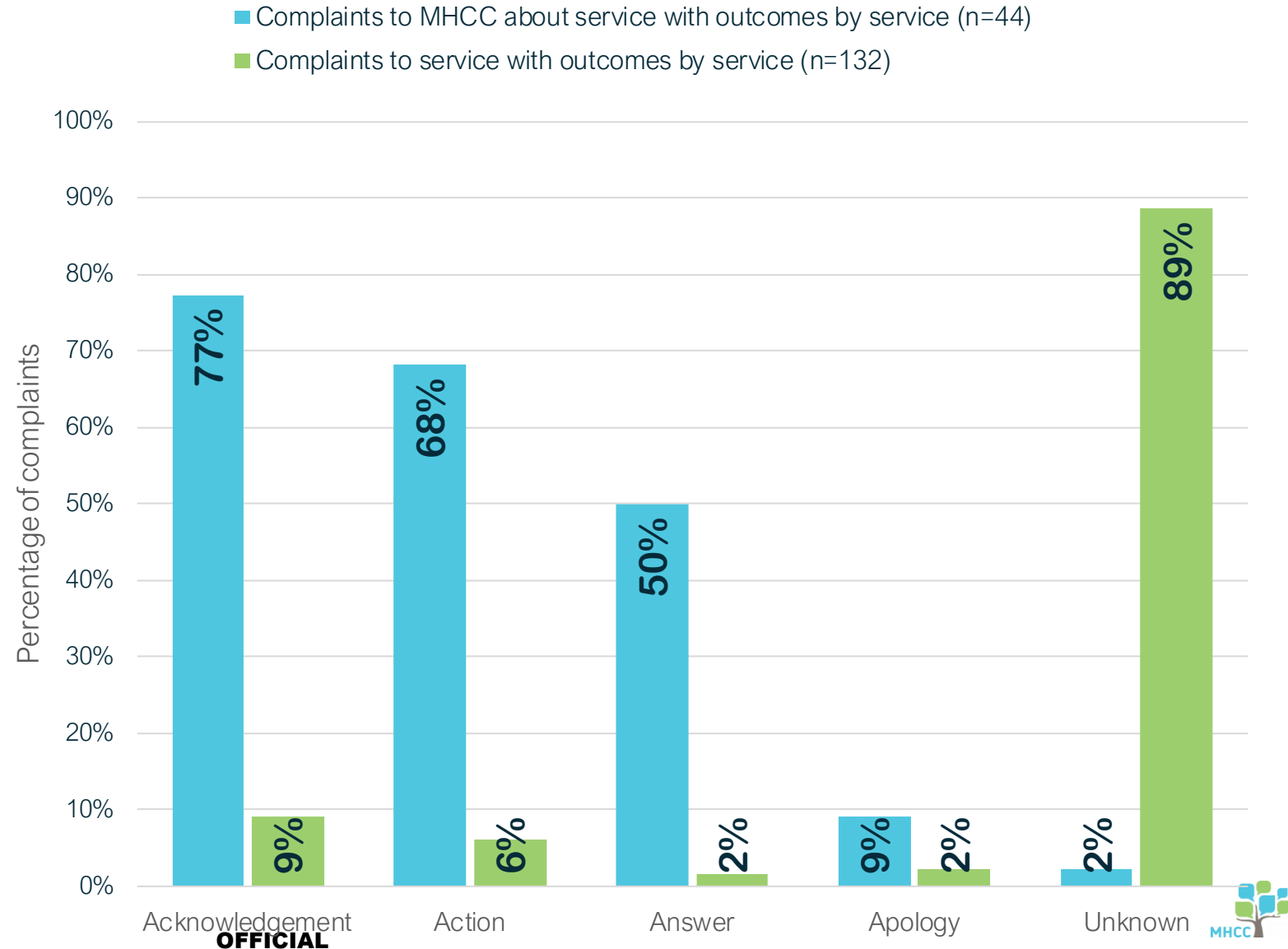


Outcomes of complaints

What were the outcomes of complaints? 2020-21

Closed complaints about Dandenong AMHS

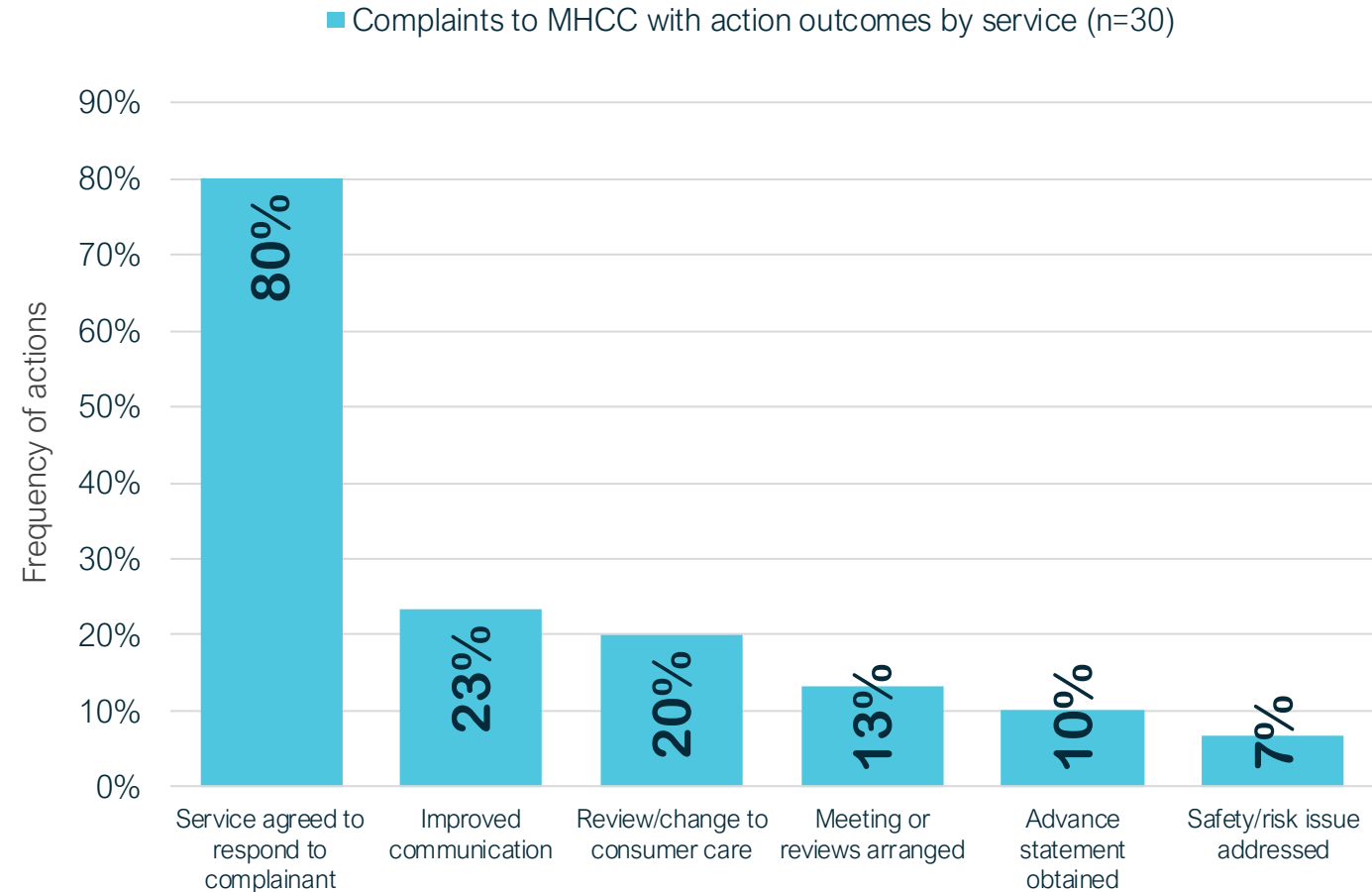
- Outcomes of complaints are framed in terms of the '4 A's' of complaint resolution - acknowledgement, action, answers and apology.
- This chart only includes complaints to the MHCC about Dandenong AMHS that were assessed as being in scope for resolution or having a known service outcome. The most common outcome of these complaints was acknowledgement by Dandenong AMHS of the issues raised by the complainant, followed closely by action taken.
- Most outcomes of complaints made directly to Dandenong AMHS were unknown. The MHCC encourages Dandenong AMHS to record more outcomes of complaints made directly to the service.



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 Dandenong AMHS in response to complaints to the MHCC included:
 - responding to the complainant or consumer directly
 - improved communication/resolution of misunderstandings
 - change/review of treatment/care for individual consumers



Key points to consider



Complaint numbers

- Overall, more complaints were made to Dandenong AMHS directly than to the MHCC. The MHCC is happy 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.
- Consumers made the majority of complaints to the MHCC about Dandenong AMHS and to Dandenong AMHS directly.



Issues raised

- Inadequate consideration of the views and preferences of compulsory patients and inadequate or confusing information provided to consumers and were the most frequently occurring issues in complaints to the MHCC about Dandenong AMHS, the first raised in a slightly higher proportion than in complaints across the sector.
- In complaints made directly to Dandenong AMHS, rudeness / lack of respect / discourtesy was the most frequently occurring issue, raised in a lower proportion when compared to the sector. Issues about property loss or damage were also raised at a slightly higher proportion than the sector.



Outcomes

- The most common outcome of complaints that were made to the MHCC about Dandenong AMHS was acknowledgement by Dandenong AMHS of the issues raised by the complainant, followed closely by action taken.
- Most outcomes of complaints made directly to Dandenong AMHS were unknown. The MHCC encourages Dandenong AMHS to record more outcomes of complaints made directly to the service.