

Summary of service provider complaint report

Clayton 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:



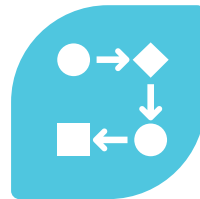
identify key themes and emerging issues across the sector



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

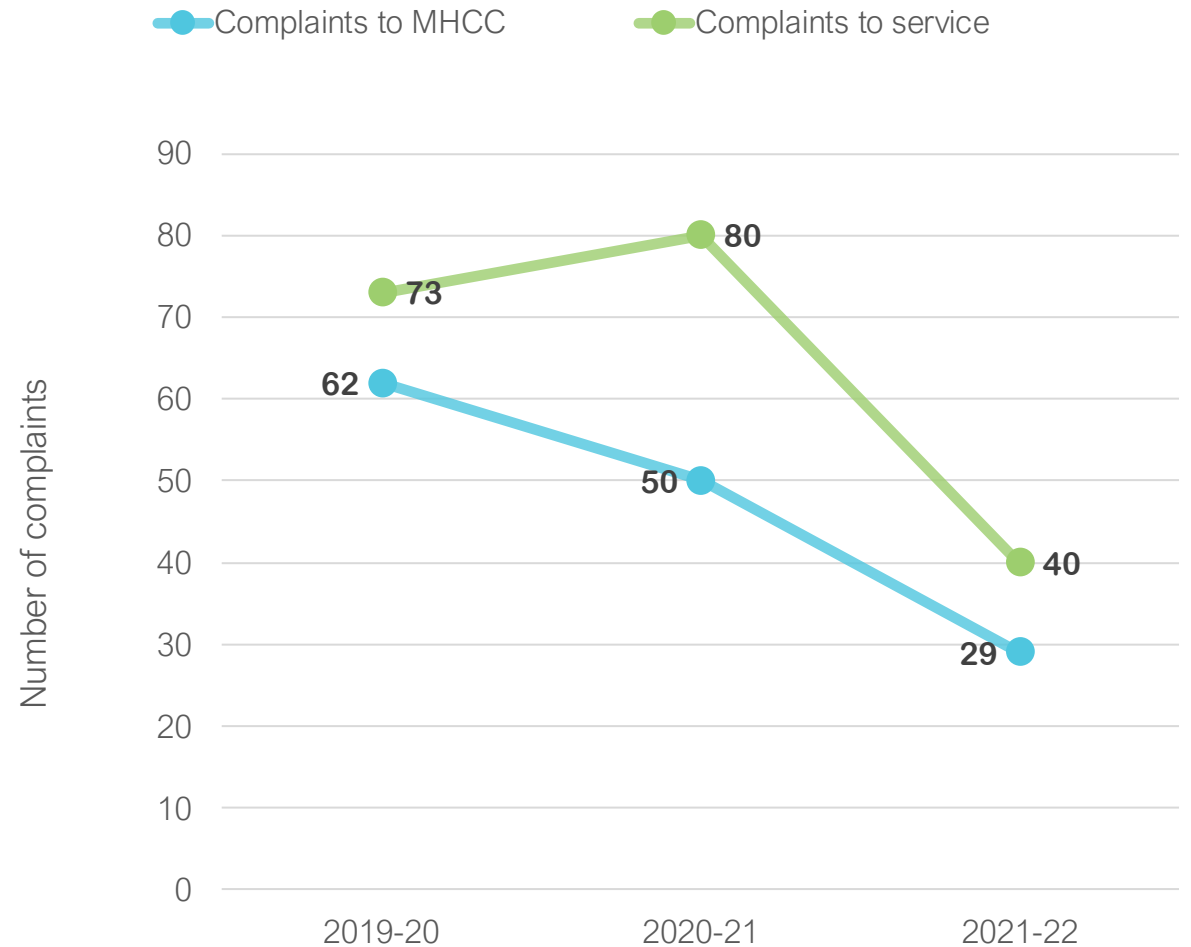
29

Complaints to MHCC
about Clayton AMHS

40

Complaints to
Clayton AMHS

- The number of complaints made both to the MHCC about Clayton AMHS and directly to the service decreased in 2021-22 compared to previous years.
- When compared to 2019-20 complaints made directly to the service increased in 2020-21, however decreased by half in 2021-22
- Overall, more complaints were made to Clayton AMHS directly than to the MHCC about the service.



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 Clayton AMHS is slightly lower, while the rate of complaints made directly to Clayton AMHS was the same as the sector median. The rate of compliments made to Clayton AMHS was significantly higher compared to the sector.

Complaints about Clayton AMHS

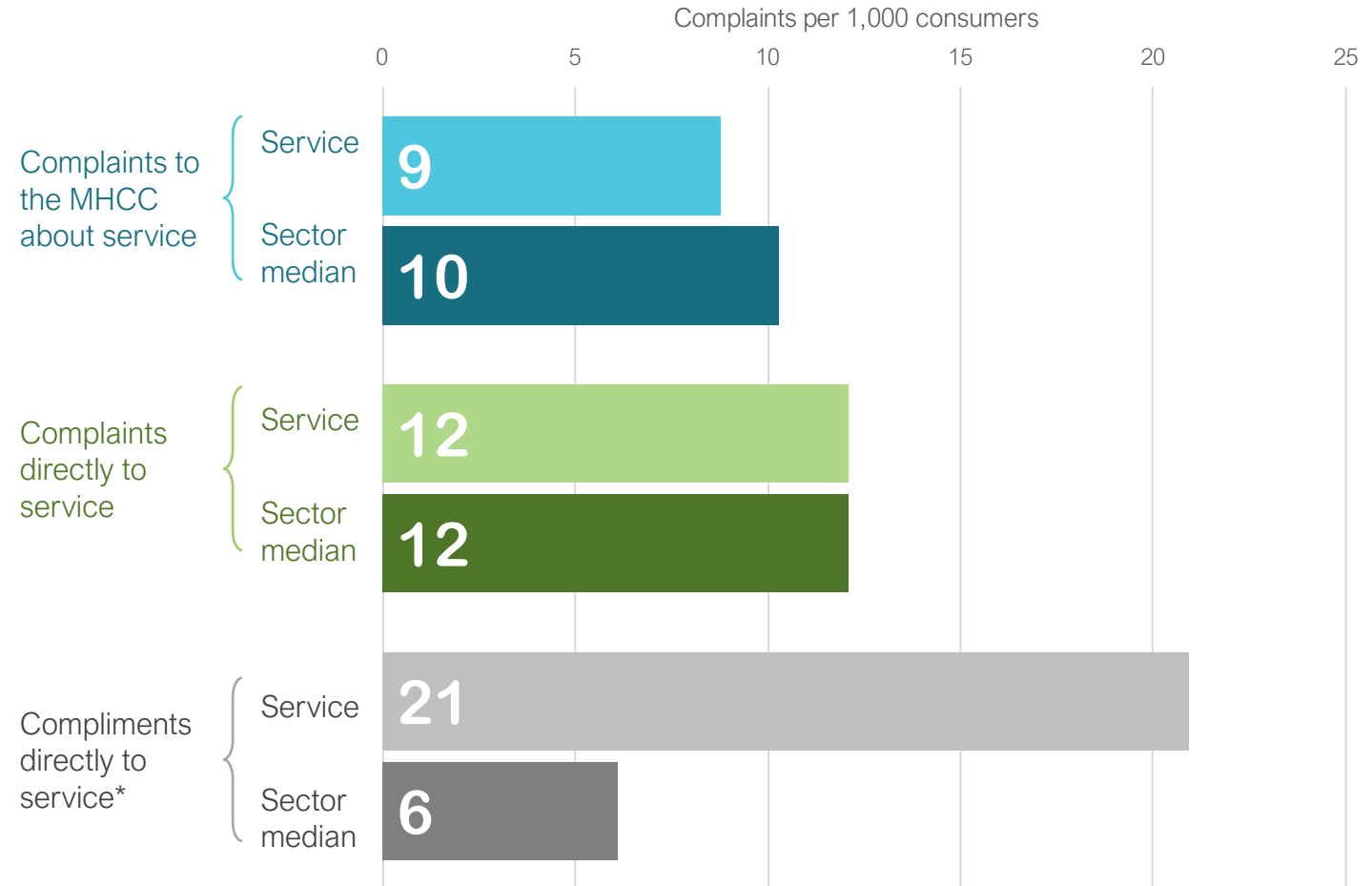
- to the MHCC (n=29)
- to the service (n=40)

Compliments to Clayton AMHS (n=69)

Sector-wide complaints

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

Compliments to services sector-wide (n=891)

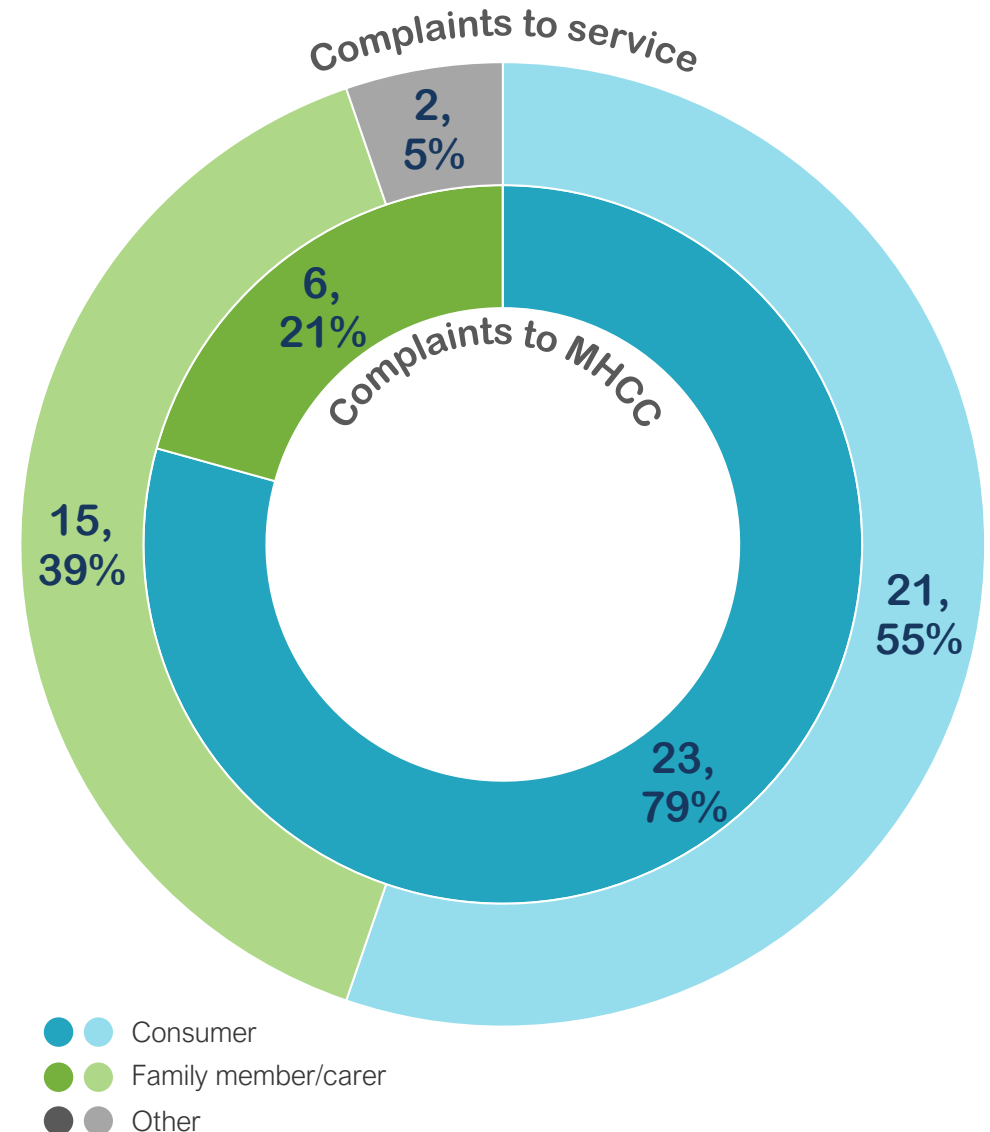


*Note: not all services reported compliments, and services likely used different approaches to capture compliments data

Who is making complaints? 2021-22

Complaints made about Clayton AMHS

- Consumers made the majority of the complaints made to the MHCC about Clayton AMHS and just over half of those made to Clayton AMHS directly.
- In contrast, family members / carers accounted for a fifth of the complaints made to the MHCC and close to two fifths of the complaints made directly to Clayton AMHS.
- Others, including supporters, advocates, and staff also made complaints directly to Clayton AMHS.



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



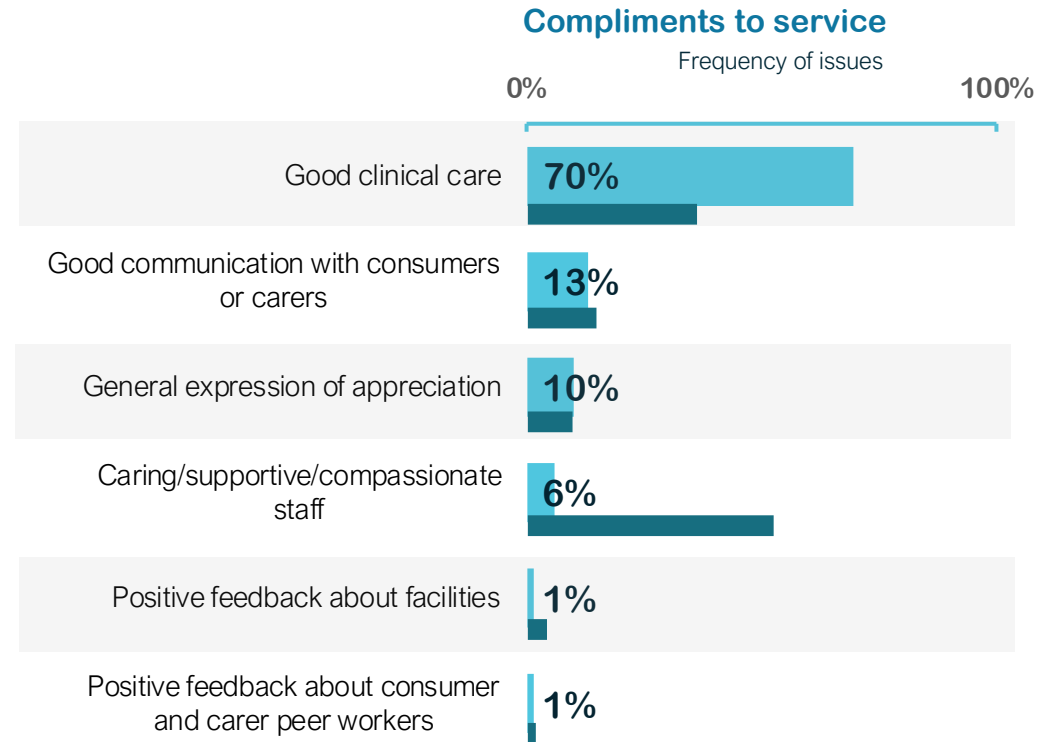
Issues raised in complaints and compliments

What were compliments about? 2021-22

● Compliments to Clayton AMHS (n=69) ● Compliments to services sector-wide (n=891)

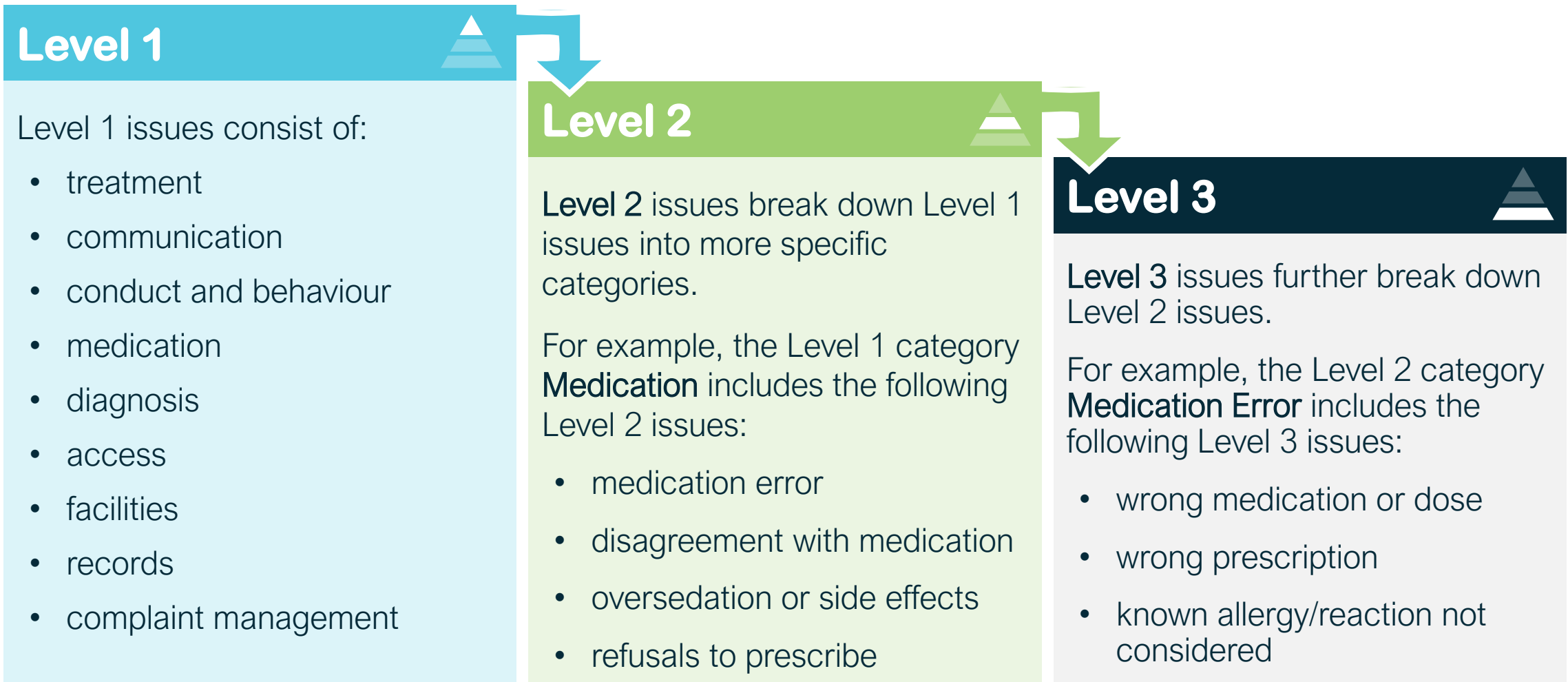
Themes in compliments made to Clayton AMHS

- Compliments made to Clayton AMHS were most commonly positive feedback about good clinical care, which was raised in significantly higher proportion than compliments made to services sector-wide.
- Other compliments received by the service were about good communication with consumers or carers and general expressions of appreciation.
- A considerable level of detail was provided by Clayton 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 in complaints made about Clayton AMHS

Complaints about Clayton AMHS

● to the MHCC (n=29)

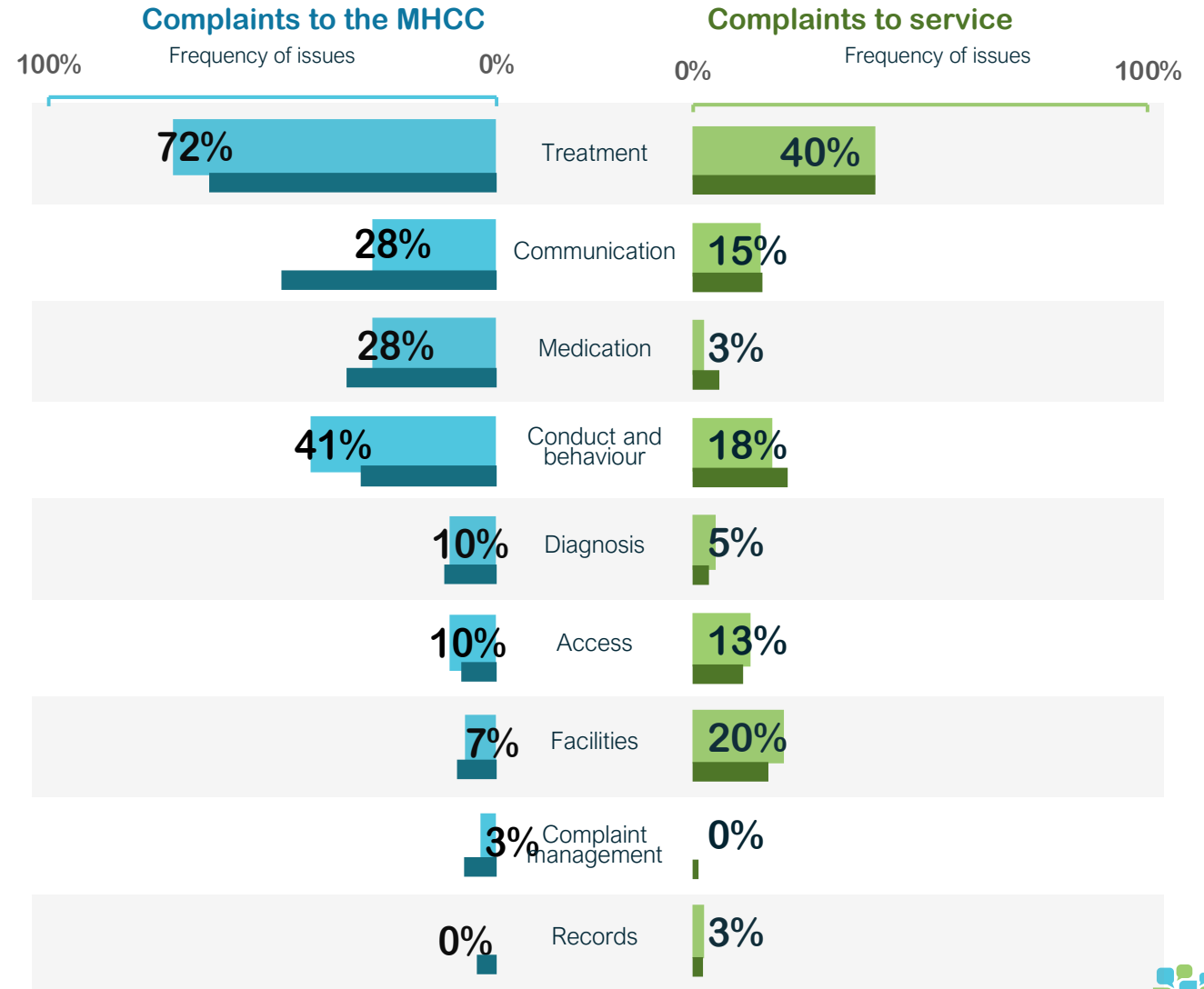
● to the service (n=40)

Sector-wide complaints

● to the MHCC (n=1282)

● to the service (n=1582)

- The most commonly raised issues in complaints made to the MHCC about Clayton AMHS were broadly consistent with the most commonly raised issues across the sector, with Treatment, Conduct and behaviour, Communication, and Medication being the most common issues.
- Issues raised in complaints made directly to Clayton AMHS were broadly consistent with those raised in complaints to services for the sector with Treatment, Facilities, Conduct and behaviour, and Communication being the most frequently raised issues.



What were complaints about? 2021-22

Most frequent Level 3 issues raised about Clayton AMHS

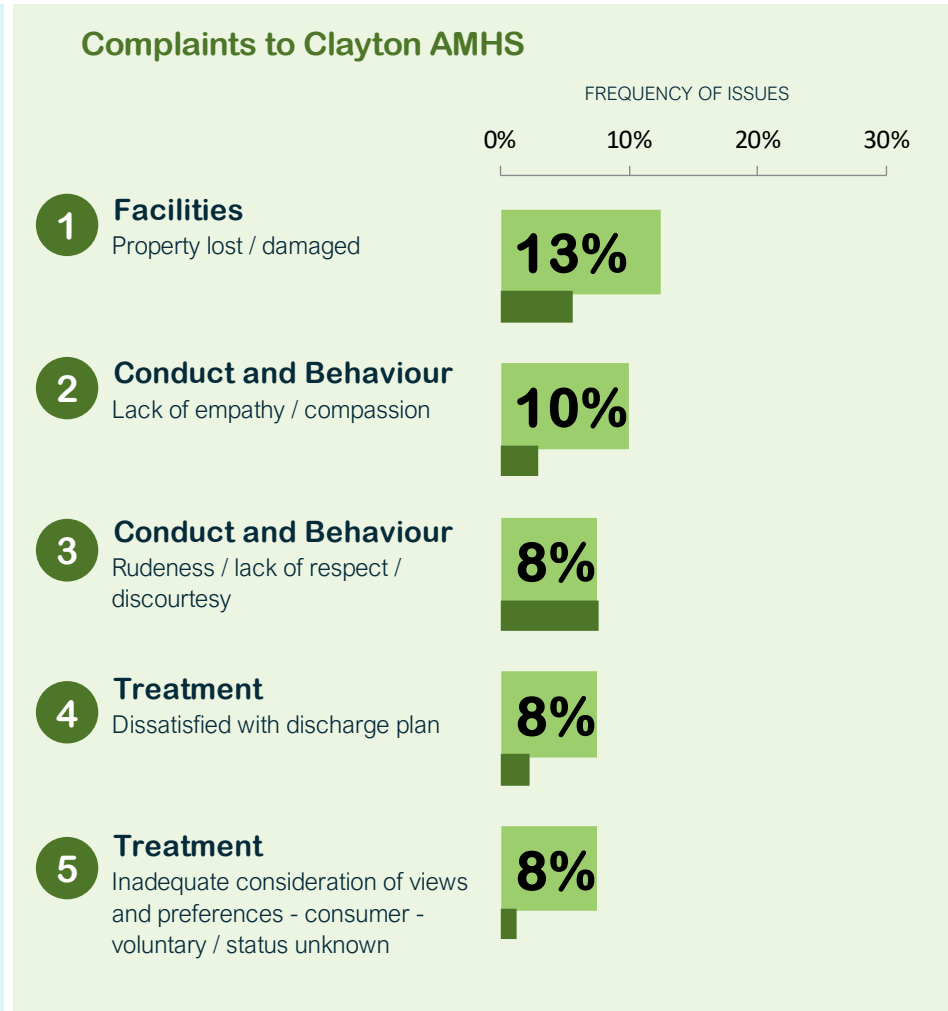
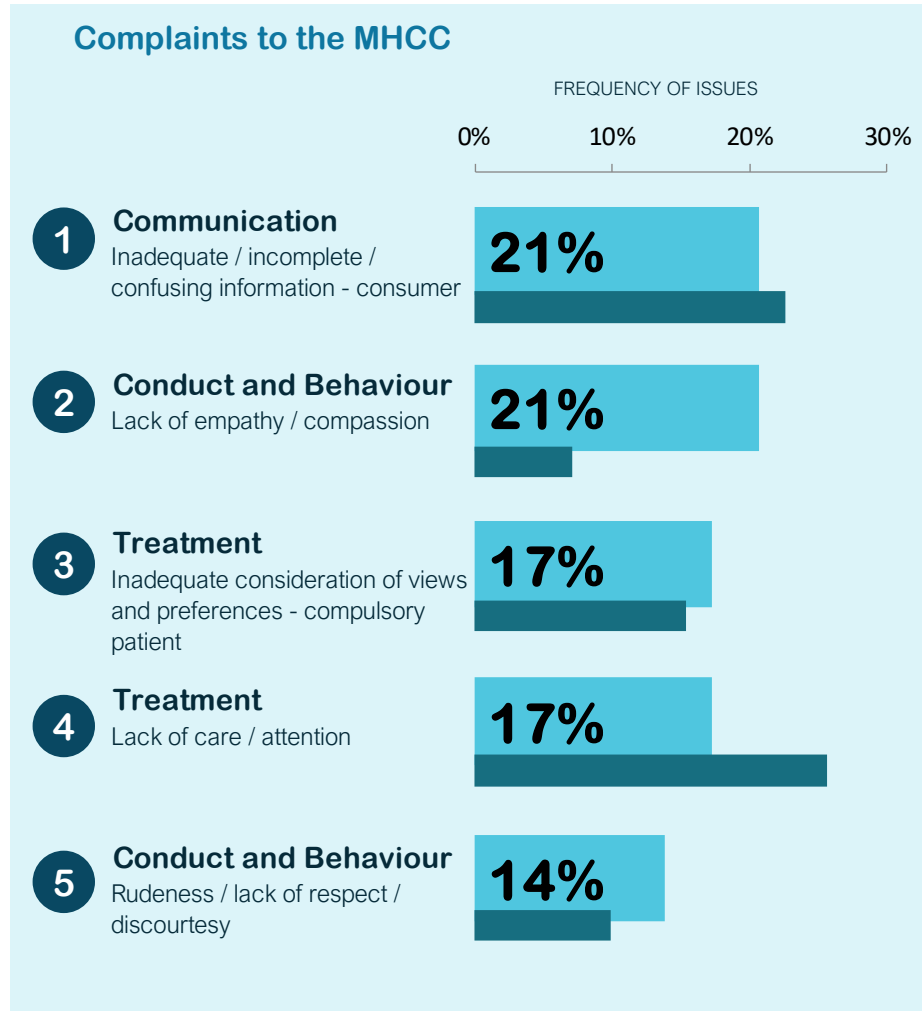
Complaints about Clayton AMHS

- to the MHCC (n=29)
- to the service (n=40)

Sector-wide complaints

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

- Inadequate, incomplete, or confusing information provided to consumers, and lack of empathy or compassion were the most frequently raised issues in complaints made to the MHCC about Clayton AMHS, the latter was raised in a higher proportion when compared to the sector.
- In complaints made directly to Clayton AMHS, loss or damage of property, and lack of empathy or compassion were the most frequently occurring issues, both were raised in higher proportions when compared to the sector.



Issues raised by consumers 2021-22

Most frequent Level 3 issues raised about Clayton AMHS

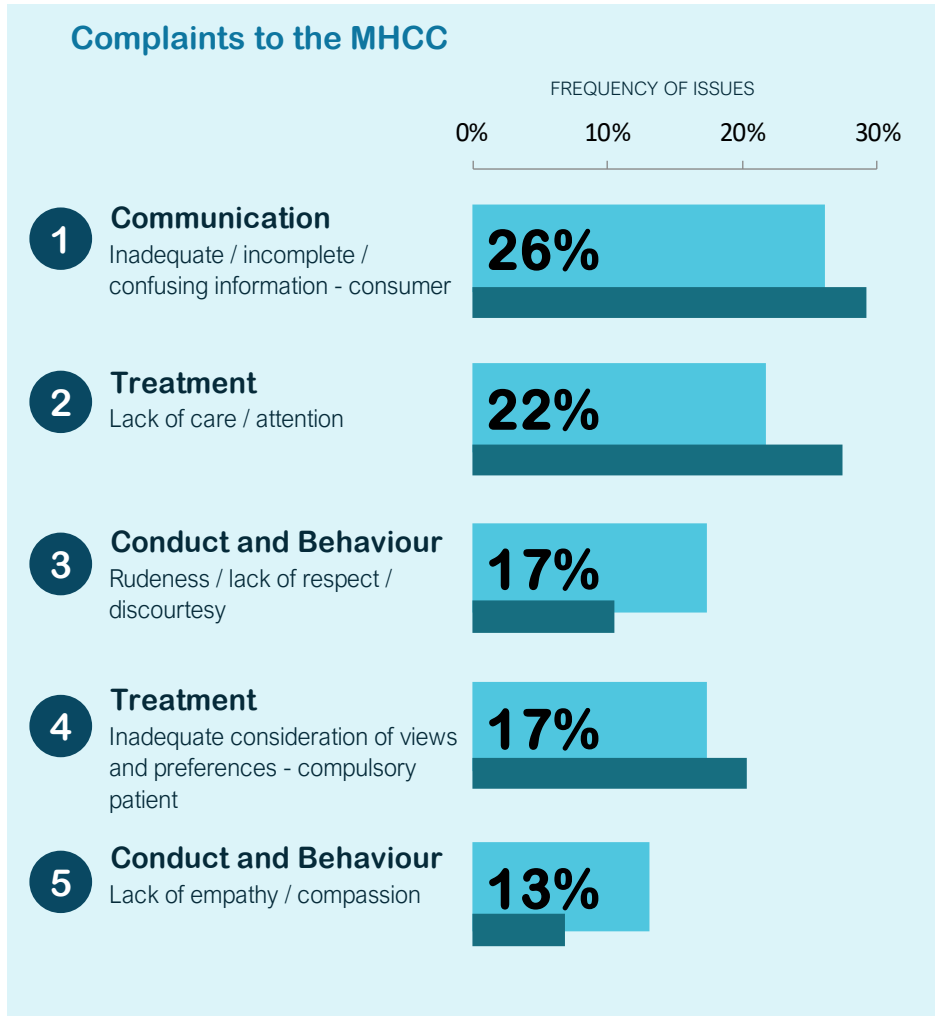
- In complaints made by consumers to the MHCC about Clayton AMHS, inadequate, incomplete, or confusing information provided to consumers, and lack of care or attention were the most commonly raised issues.
- Common issues mentioned in complaints made by consumers to Clayton AMHS related to lack of empathy or compassion, rudeness, lack of respect, and/or discourtesy, and lost or damaged property.

Complaints about Clayton AMHS

- to the MHCC (n=23)
- to the service (n=21)

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 Clayton AMHS

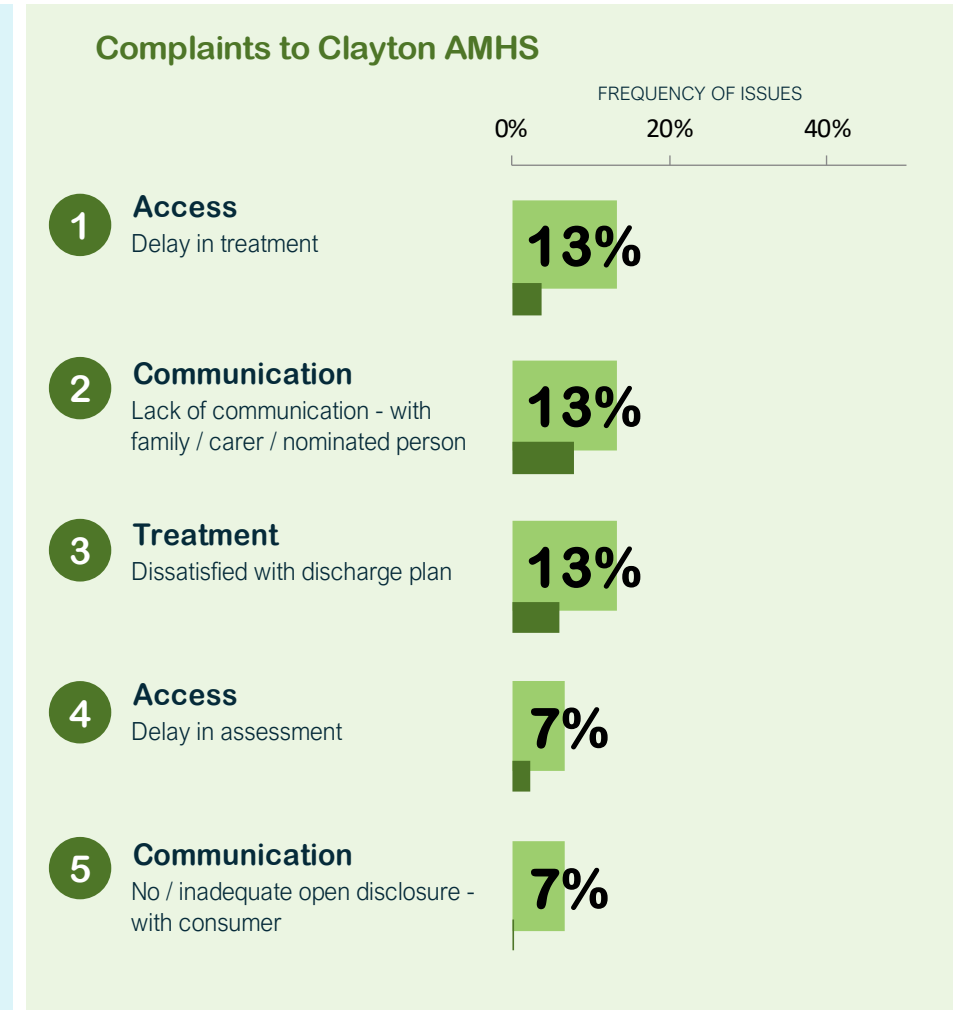
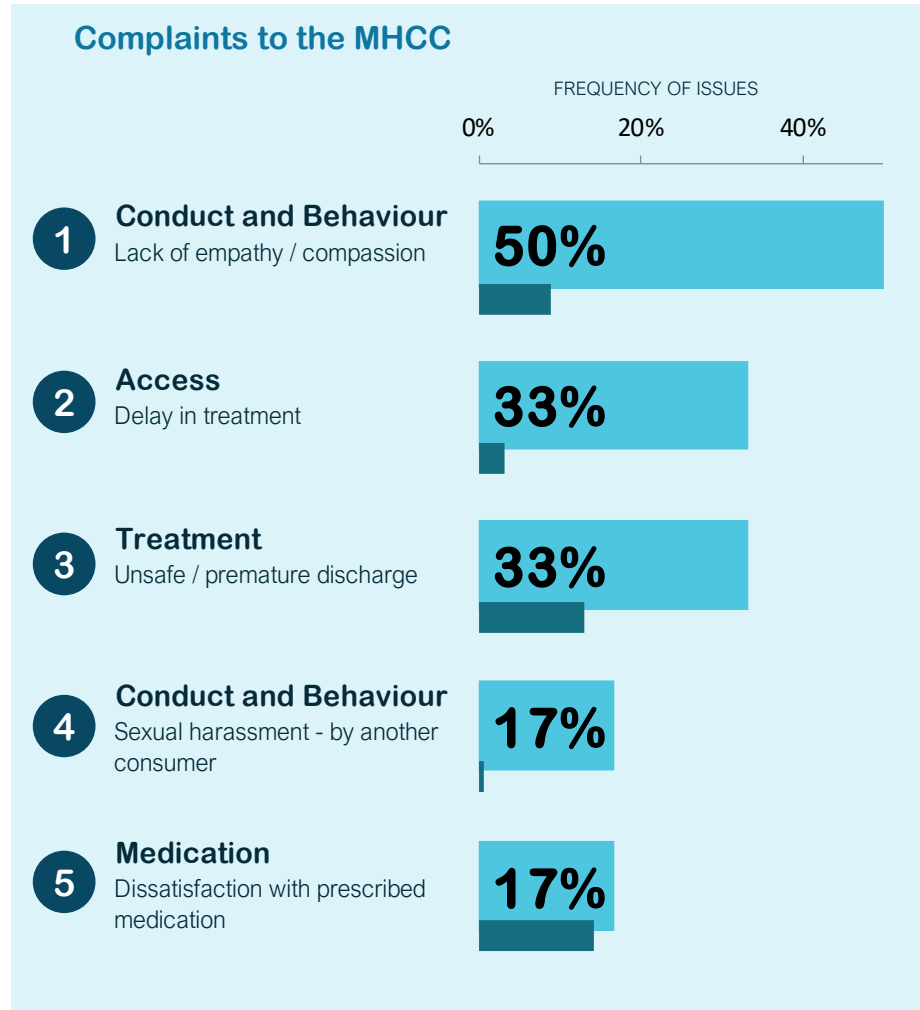
- Among the six complaints raised by carers and family members to MHCC about Clayton AMHS, issues raised included lack of empathy / compassion, delay in treatment, and unsafe / premature discharge.
- In complaints made by carers directly to Clayton AMHS, delay of treatment and lack of communication with family and carers were the most commonly raised issues.

Complaints about Clayton AMHS

- to the MHCC (n=6)
- to the service (n=15)

Sector-wide complaints

- to the MHCC (n=341)
- to the service (n=427)



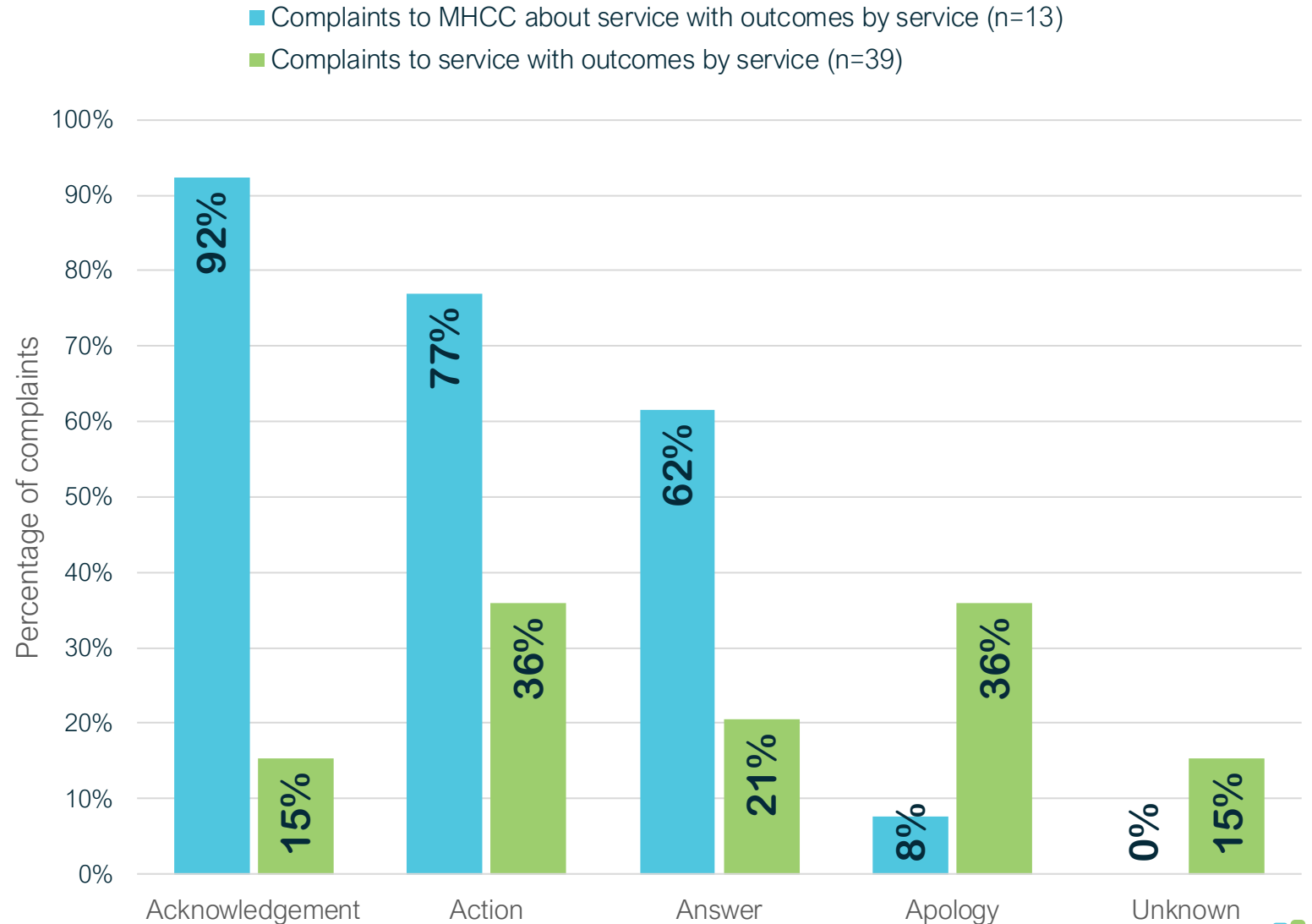


Outcomes of complaints

What were the outcomes of complaints? 2021-22

Closed complaints about Clayton AMHS

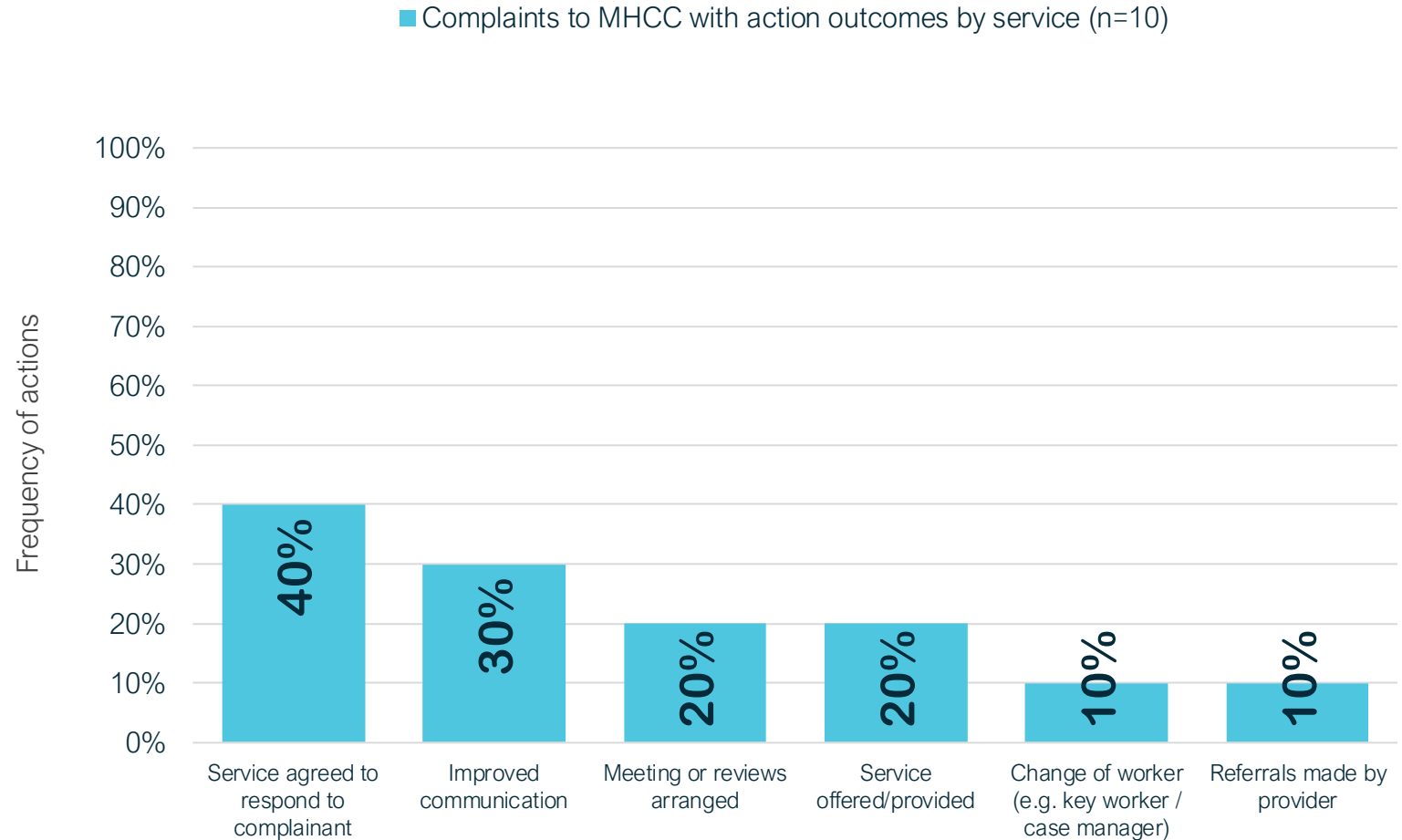
- Outcomes of complaints are framed in terms of the '4 A's' model of complaint resolution - acknowledgement, action, answers and apology.
- This chart only includes complaints made to the MHCC about Clayton AMHS that were assessed as being in scope for resolution or having a known service outcome. The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



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 Clayton AMHS in response to complaints to the MHCC included:
 - service agreeing to respond to complainants
 - improving communication/clarifying misunderstandings
 - arranging meetings or reviews
 - service offered / provided



Key points to consider



Complaint numbers

- The number of complaints made to both the MHCC about Clayton AMHS and directly to the service decreased in 2021-22 compared to previous years.
- Overall, more complaints were made to Clayton AMHS directly than to the MHCC about the service.



Issues raised

- Inadequate or confusing information provided to consumers, and lack of empathy / compassion were the most frequently occurring issues in complaints made to the MHCC about Clayton AMHS.
- In complaints made directly to Clayton AMHS, loss and damage of property, and lack of empathy / compassion were the most frequently occurring issues – both issues were raised in higher proportions when compared to the sector.



Outcomes

- The most common outcome of complaints made to the MHCC about Clayton AMHS was acknowledgement of the concerns raised, followed by action taken by Clayton AMHS in response to the issues raised by the complainant.
- The most frequently undertaken action by Clayton AMHS in response to complaints to the MHCC was agreeing to respond to the complainant.