

Summary of service provider complaint report

St Vincent's Hospital

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:



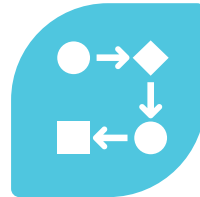
identify key themes and emerging issues across the sector



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

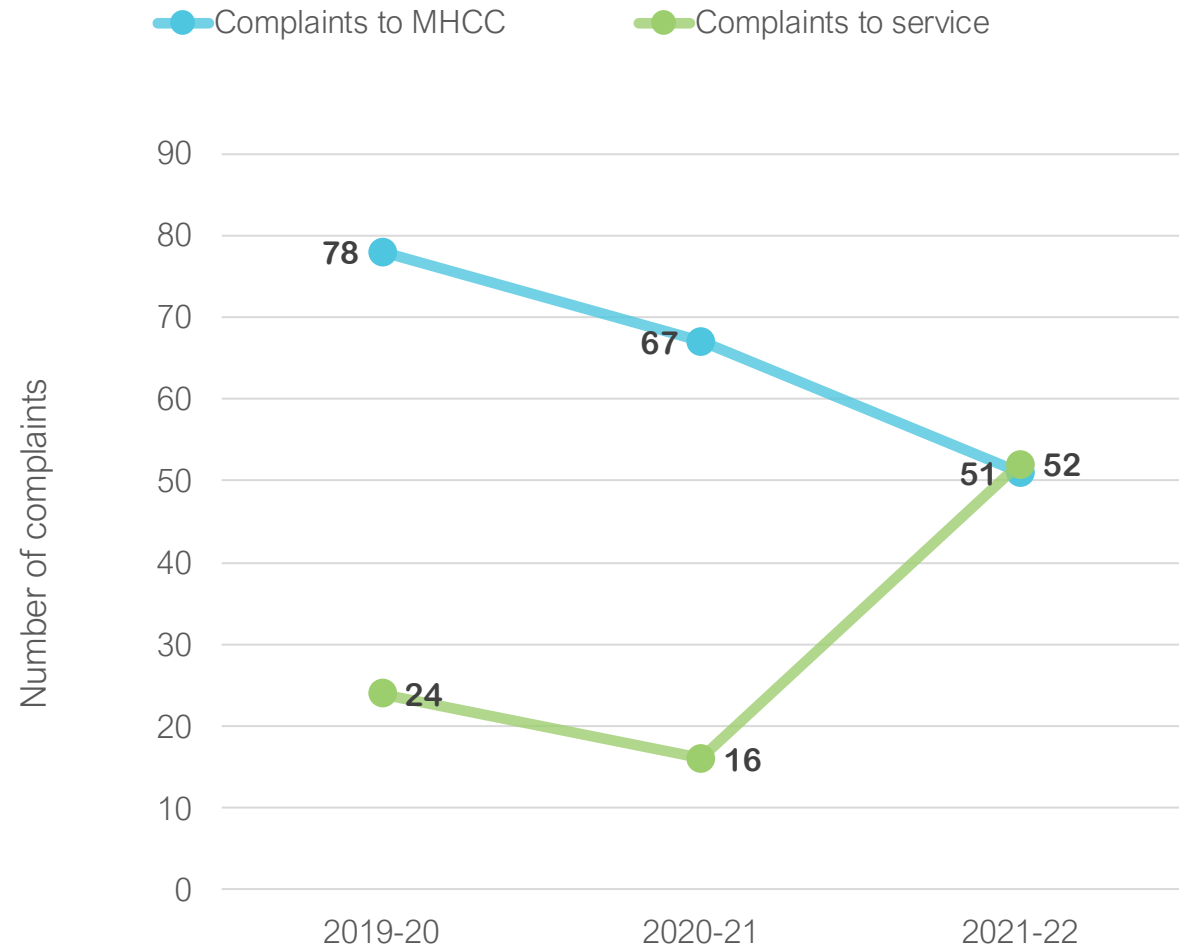
51

Complaints to MHCC about St Vincent's Hospital

52

Complaints to St Vincent's Hospital

- The number of complaints made to the MHCC about St Vincent's Hospital decreased in 2021-22, while the number of complaints made directly to St Vincent's Hospital increased significantly.
- The number of complaints made to the MHCC about St Vincent's Hospital and directly to the service was almost the same in this reporting period.
- Since 2019-20, the number of complaints made to the MHCC about St Vincent's Hospital have trended down. Conversely, the number of complaints made directly to the service decreased in 2020-21 and increased significantly in 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 about St Vincent's Hospital to the MHCC and to the service directly was higher than the rate of complaints across the sector.
- St Vincent's Hospital did not report compliments made to them for this reporting period.

Complaints about St Vincent's Hospital

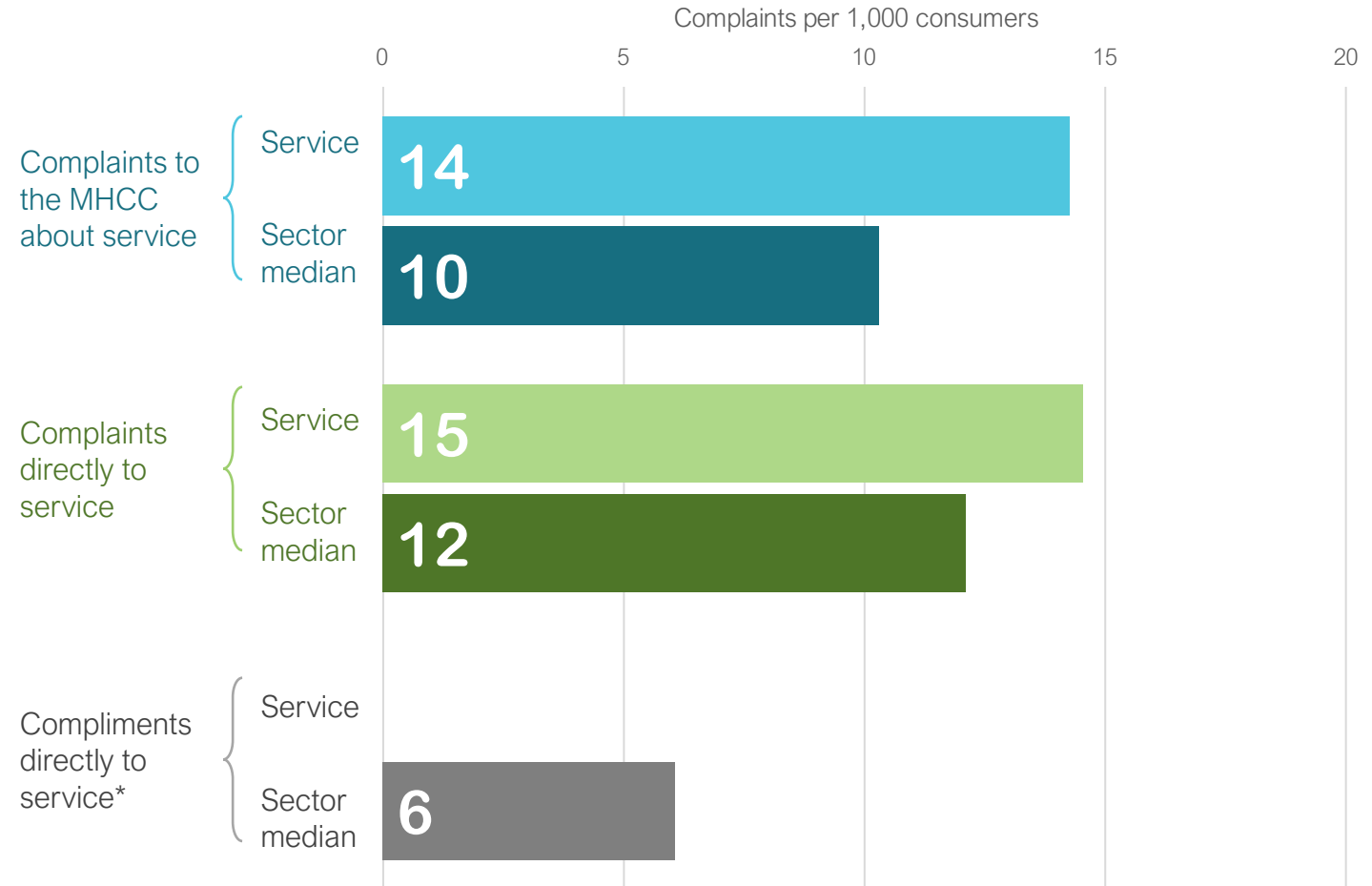
- to the MHCC (n=51)
- to the service (n=52)

Compliments to St Vincent's Hospital (n=66)

Sector-wide complaints

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

Compliments to services sector-wide (n=891)

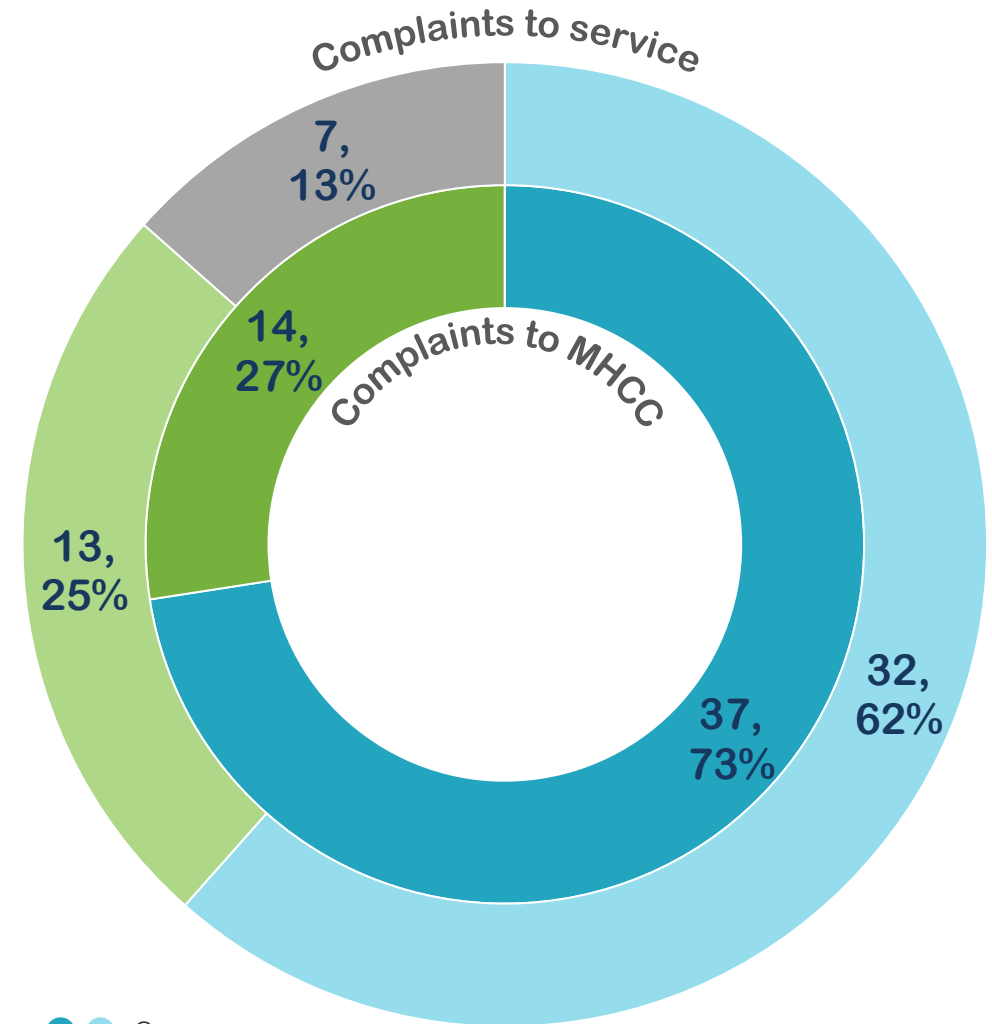


*Note: not all services reported compliments, and services likely used different approaches to capture compliments data

Who is making complaints? 2021-22

Complaints raised about St Vincent's Hospital

- Consumers made the majority of complaints to the MHCC about St Vincent's Hospital and to St Vincent's Hospital directly. This is broadly consistent with the sector as a whole.
- Family members / carers made just over a quarter of all complaints to the MHCC about St Vincent's Hospital and a quarter of complaints directly to the service.
- Others, such as advocates, supporters and/or staff have also made complaints directly to the service.



- Consumer
- Family member/carer
- Other

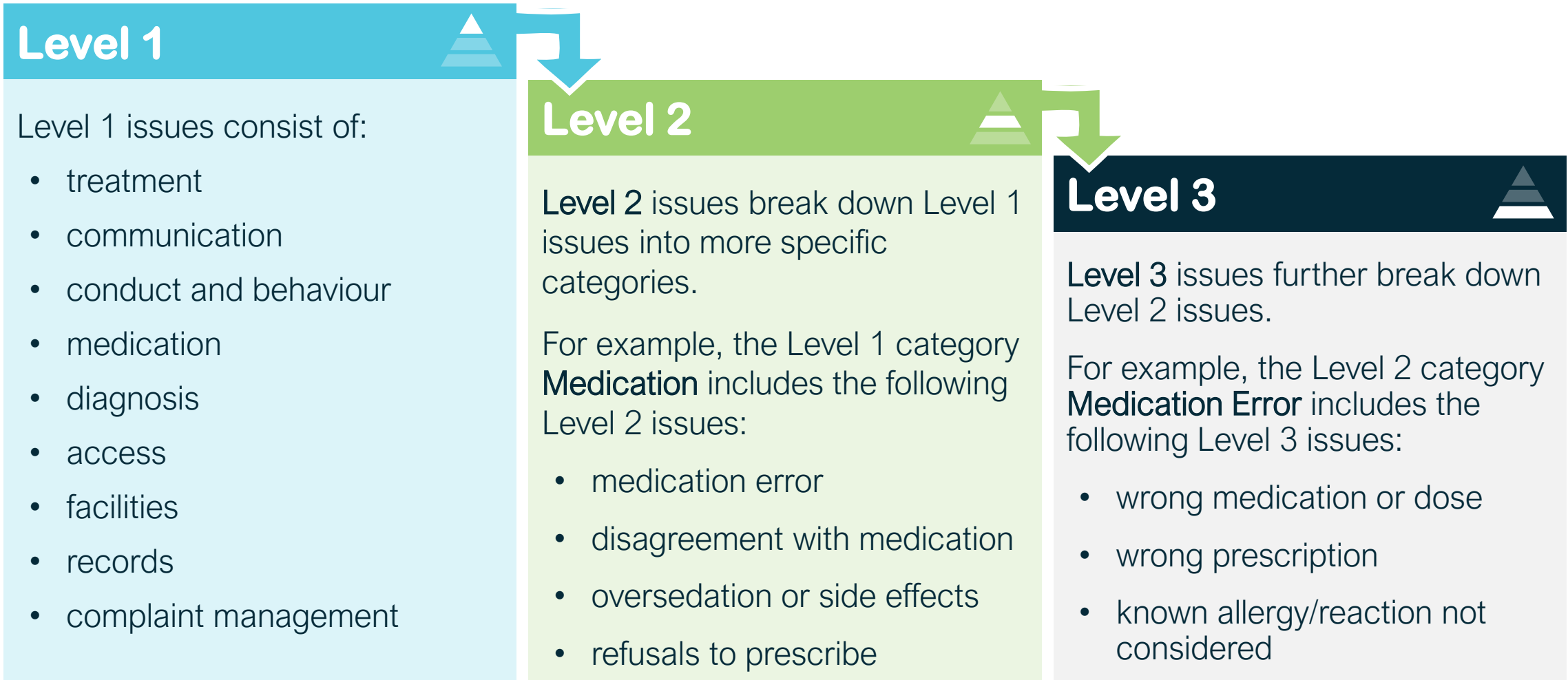
Note: this graphic does not include complaints where the complainant status was unknown.



Issues raised in complaints

How does the MHCC categorise issues?

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

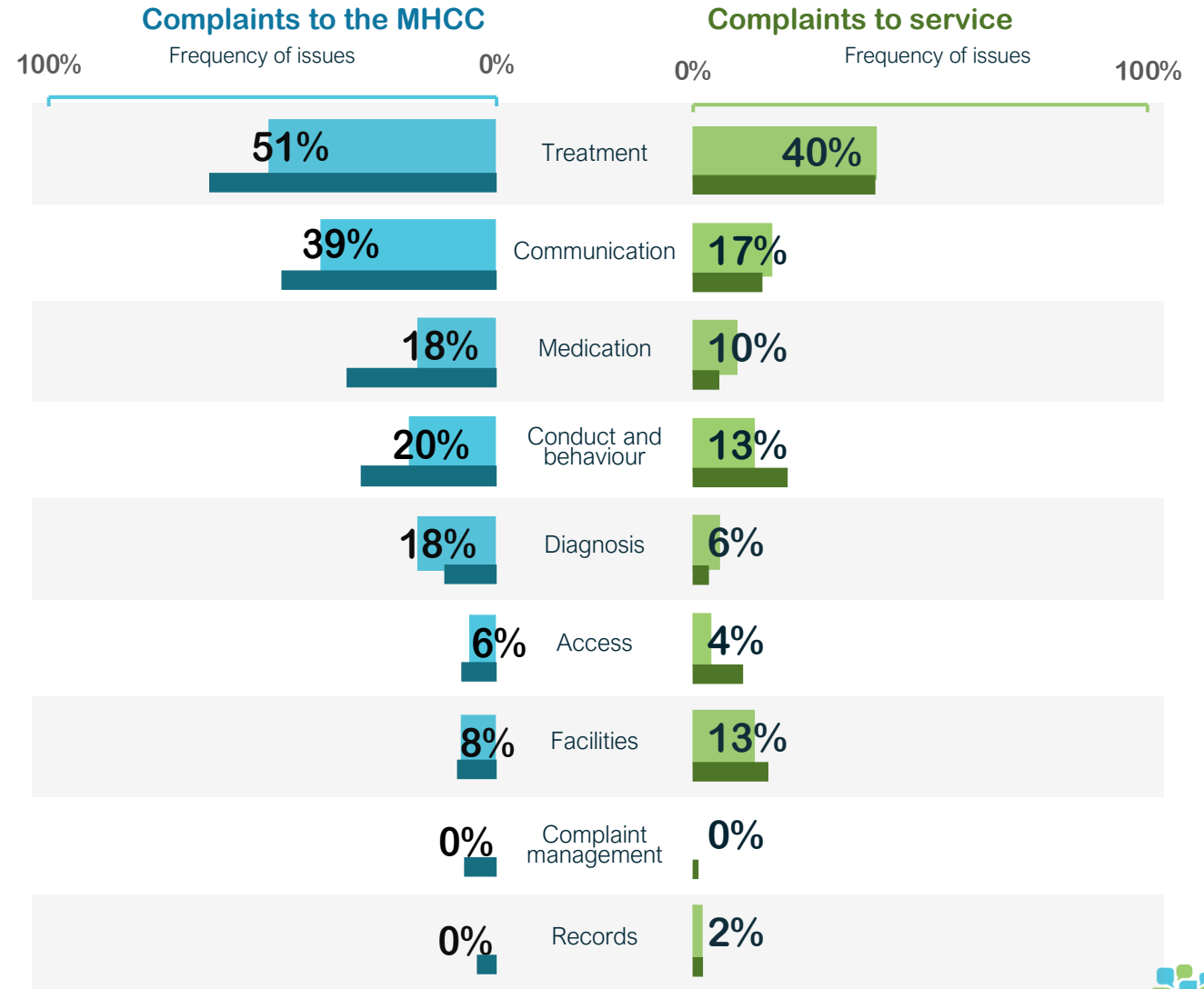


What were complaints about? 2021-22

Level 1 issues raised about St Vincent's Hospital

- The proportions of commonly raised issues in complaints to the MHCC about St Vincent's Hospital were comparatively lower with that recorded in complaints to the MHCC for the sector, with issues about Treatment, Communication, Conduct and behaviour and Medication frequently raised.
- Issues raised in complaints made directly to St Vincent's Hospital were broadly consistent with those raised in complaints to services across the sector, with Treatment and Communication being the most commonly raised issues.

Complaints about St Vincent's Hospital		Sector-wide complaints	
●	to the MHCC (n=51)	●	to the MHCC (n=1282)
●	to the service (n=52)	●	to the service (n=1582)



What were complaints about? 2021-22

Most frequent Level 3 issues raised about St Vincent's Hospital

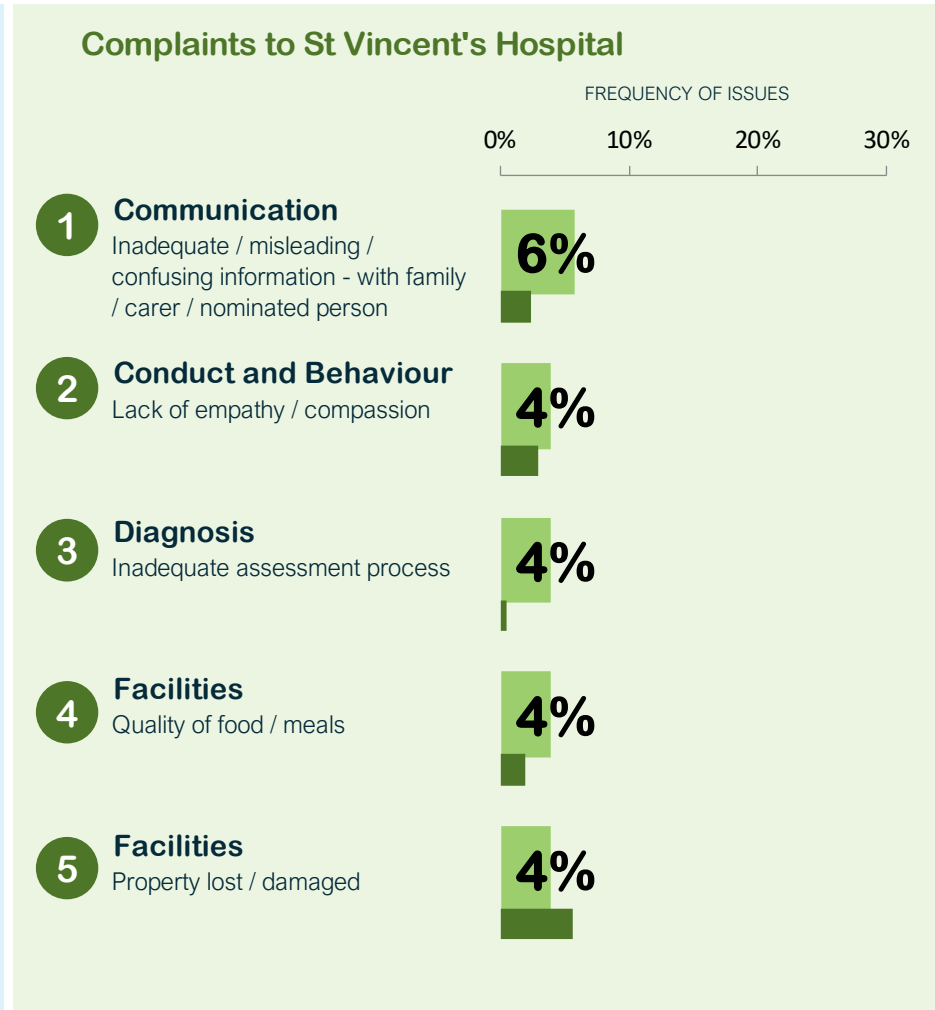
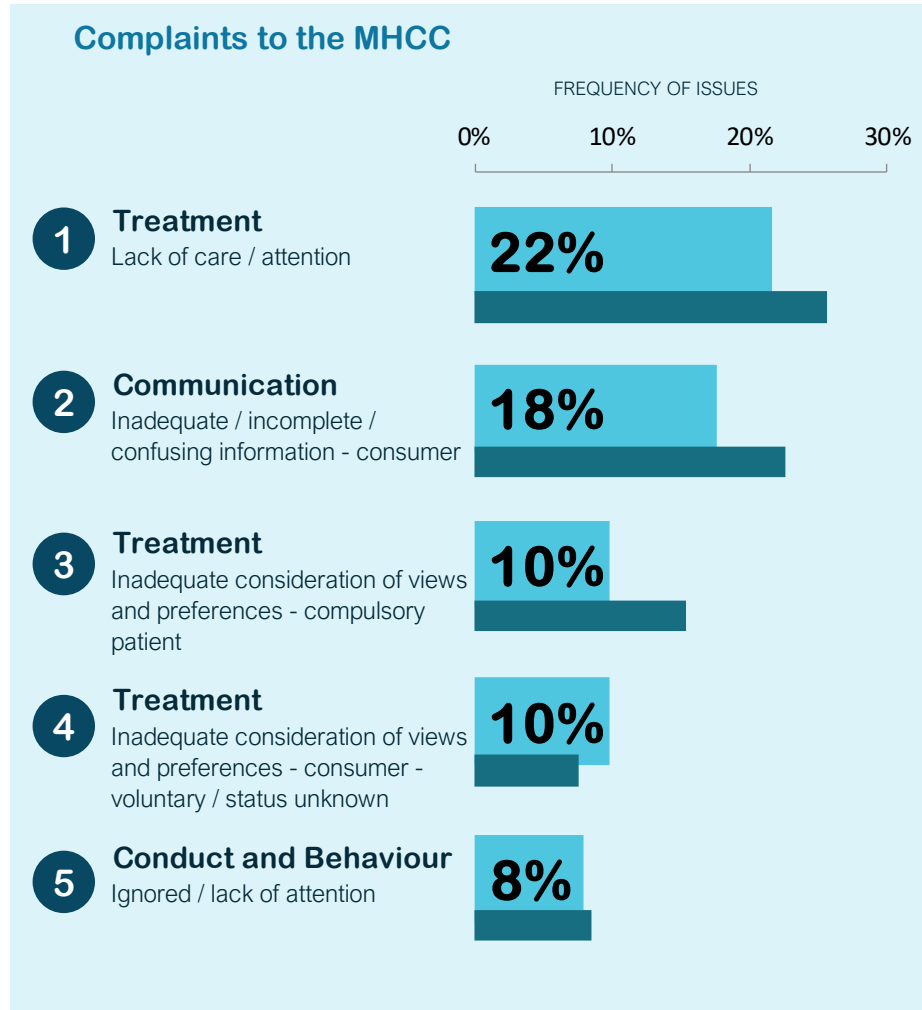
Complaints about St Vincent's Hospital

- to the MHCC (n=51)
- to the service (n=52)

Sector-wide complaints

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

- Lack of care / attention followed by inadequate / incomplete / confusing information for the consumer were the most frequently raised issues among complaints to the MHCC about St Vincent's Hospital. These issues were reported in slightly lower proportions compared to complaints made sector-wide.
- Inadequate / misleading or confusing information provided to family / carer / nominated person was the most commonly mentioned issue among complaints made directly to St Vincent's Hospital.



Issues raised by consumers 2021-22

Most frequent Level 3 issues raised about St Vincent's Hospital

- The most commonly raised issue among complaints by consumers to the MHCC about St Vincent's Hospital was lack of care / attention and inadequate / incomplete / confusing information for the consumer – these were recorded in lower proportions compared to the sector.
- Issues frequently raised by consumers in complaints made directly to St Vincent's Hospital included inadequate assessment process, quality of food / meals, property lost / damaged, and refusal to dispense / prescribe medication.

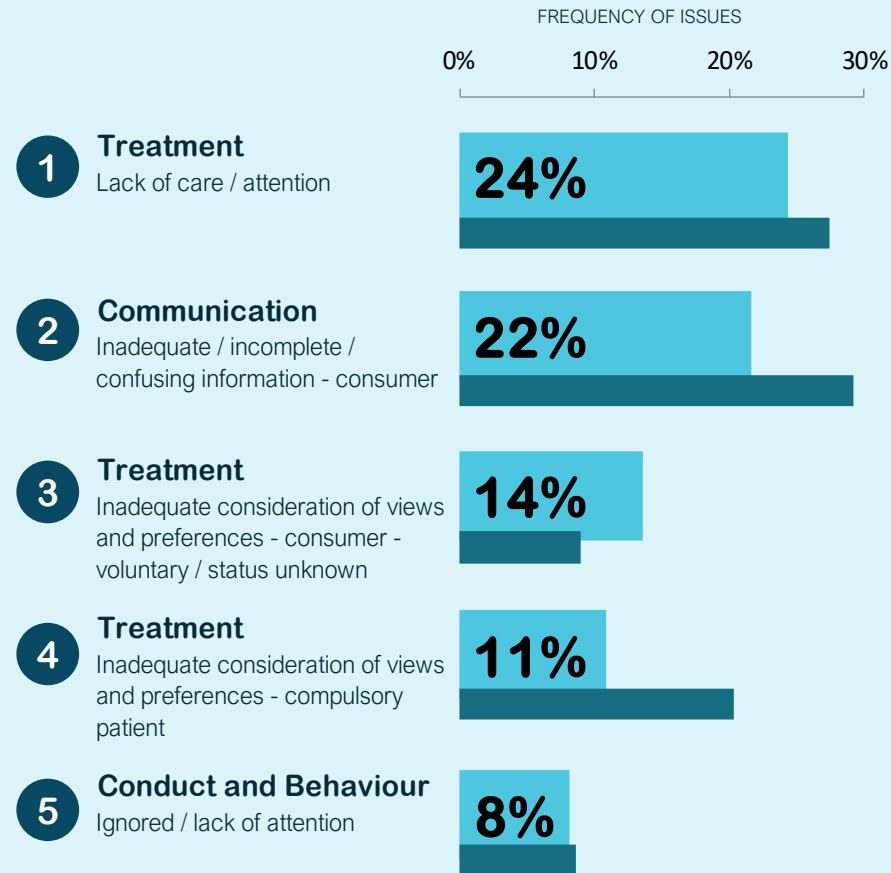
Complaints about St Vincent's Hospital

- to the MHCC (n=37)
- to the service (n=32)

Sector-wide complaints

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

Complaints to the MHCC



Complaints to St Vincent's Hospital



Issues raised by carers 2021-22

Most frequent Level 3 issues raised about St Vincent's Hospital

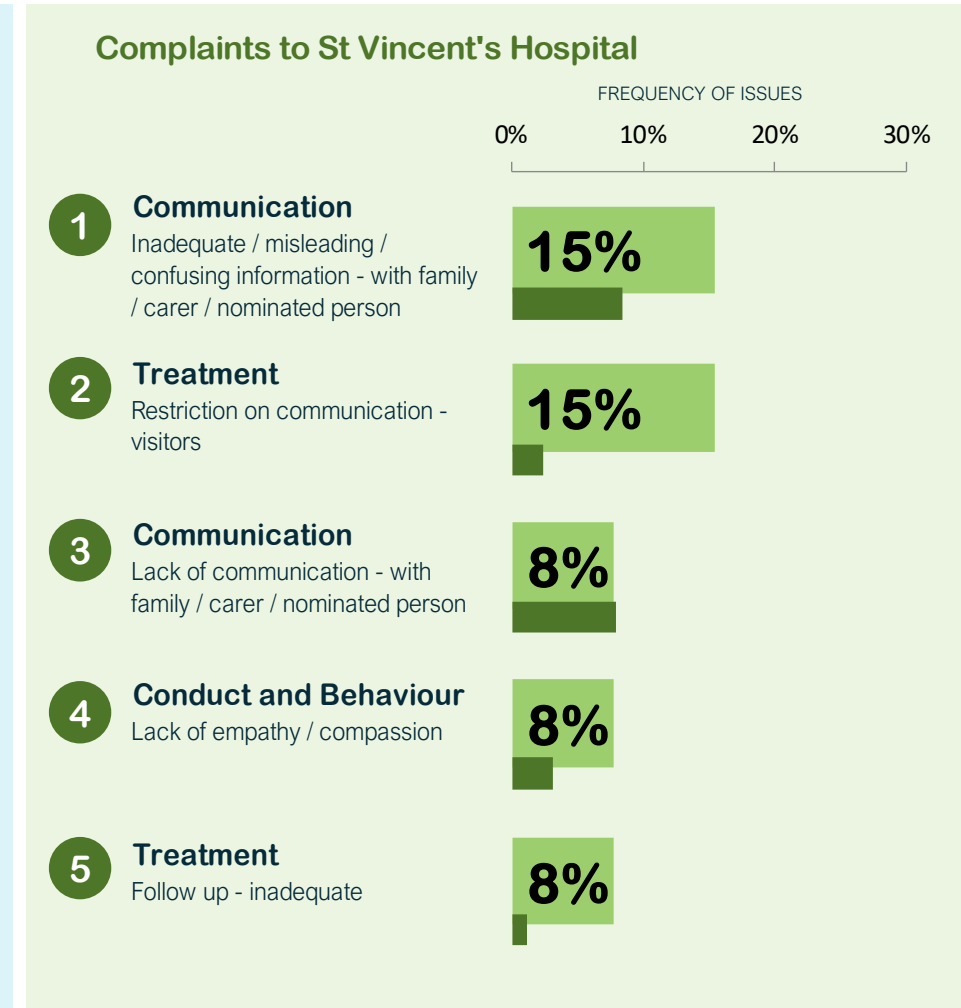
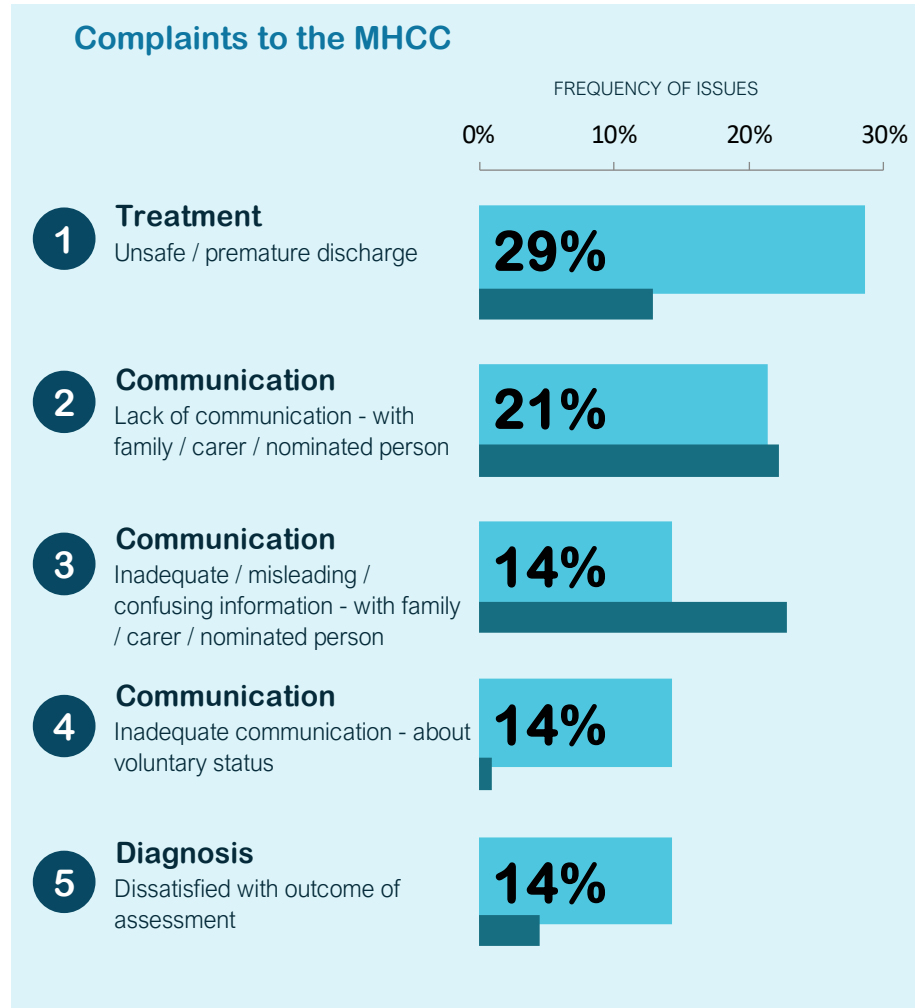
- The most common complaint issues raised to the MHCC about St Vincent's Hospital by carers / family members was unsafe / premature discharge, which was recorded at a higher proportion compared to the sector.
- Complaints raised by carers to St Vincent's Hospital directly were commonly related to inadequate / misleading / confusing information with family / carer and restriction on communication for visitors, which both recorded at a higher proportion than across sector-wide complaints made to services.

Complaints about St Vincent's Hospital

- to the MHCC (n=14)
- to the service (n=13)

Sector-wide complaints

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



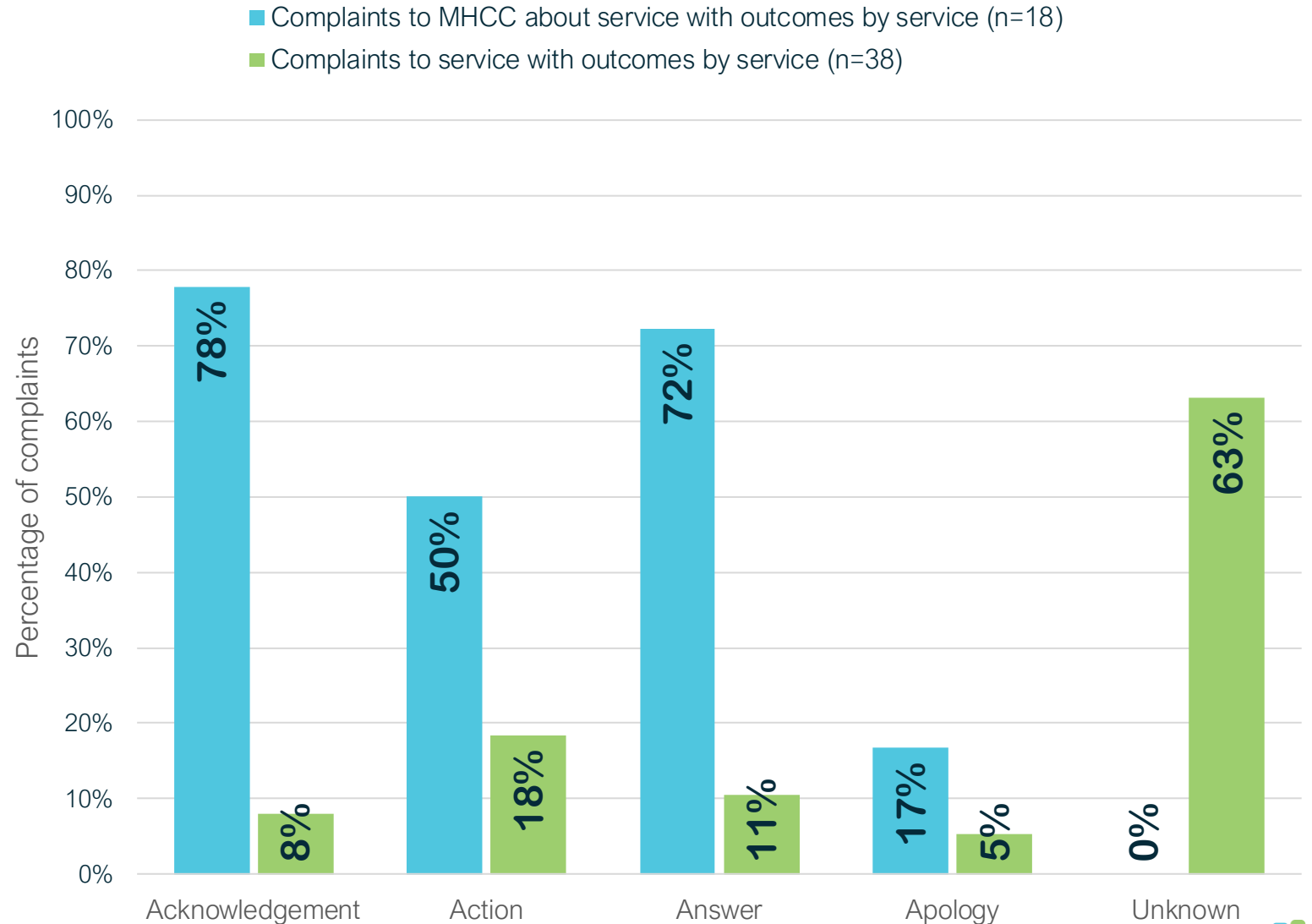


Outcomes of complaints

What were the outcomes of complaints? 2021-22

Closed complaints about St Vincent's Hospital

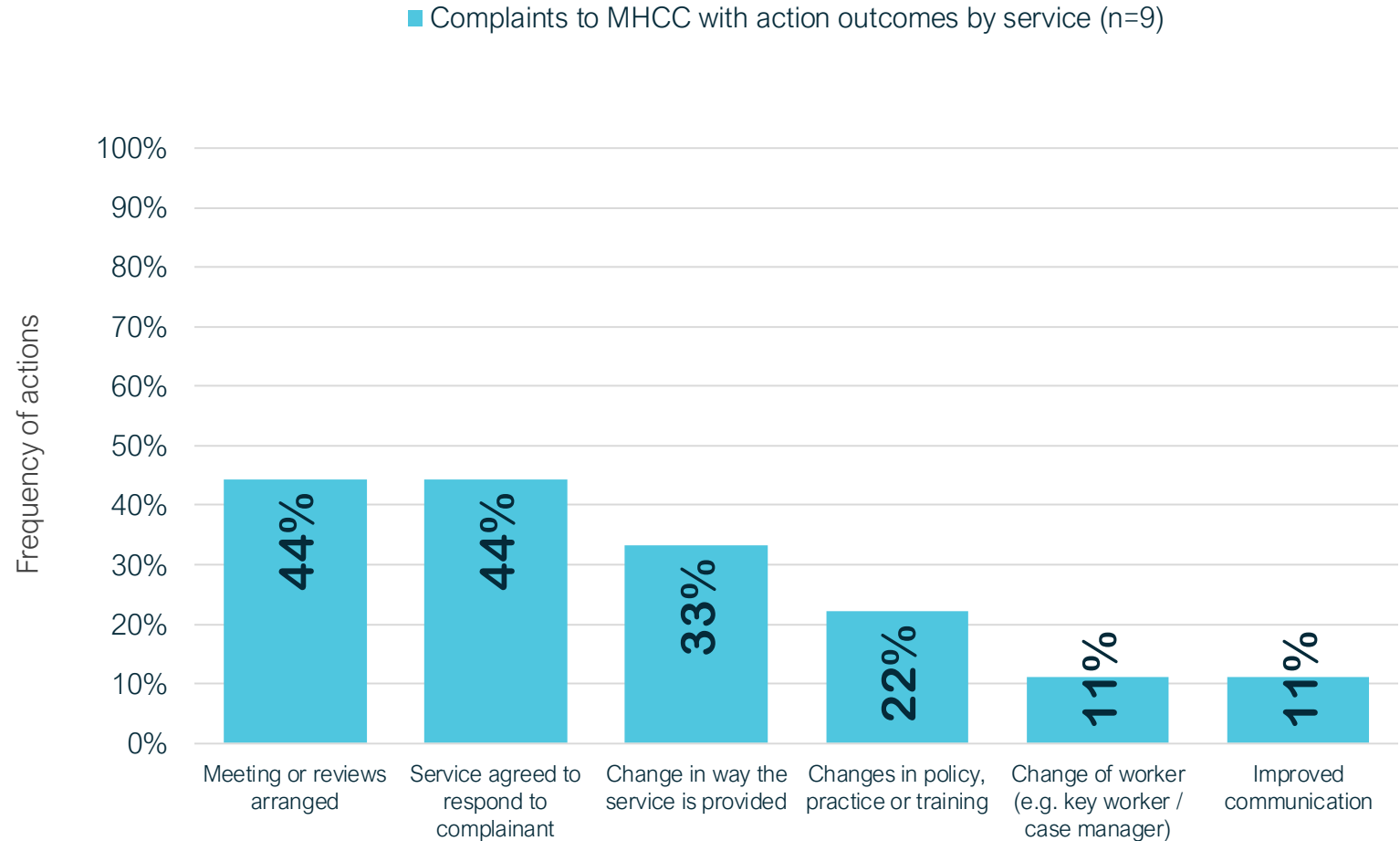
- Outcomes of complaints are framed in terms of the '4 A's' model of complaint resolution - acknowledgement, action, answers and apology.
- This chart only includes complaints made to the MHCC about St Vincent's Hospital that were assessed as being in scope for resolution and/or having a known service outcome. The most common outcome by St Vincent's Hospital for these complaints was an acknowledgement of the concerns raised.
- A large proportion of outcome for complaints made directly to St Vincent's Hospital was not reported to the MHCC. Actions taken by the service in response to the complaints was the most common outcome among complaint records with known outcomes.



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 St Vincent's Hospital in response to complaints to the MHCC included:
 - meeting or reviews arranged
 - service agreed to respond to the complainant
 - change in the way the service is provided



Key points to consider



Complaint numbers

- The number of complaints to the MHCC about St Vincent's Hospital decreased in 2021-22, while the number of direct complaints made to St Vincent's Hospital increased significantly – the number of complaints to the MHCC and directly to the service was almost the same.
- Since 2019-20, the number of complaints made to the MHCC about St Vincent's Hospital have trended down. Conversely, the number of complaints made directly to the service decreased in 2020-21 and increased significantly to the level above that recorded in 2019-20.



Issues raised

- The most commonly raised issue among complaints made by consumers to the MHCC about St Vincent's Hospital was lack of care / attention and inadequate / incomplete / confusing information for the consumer – these were recorded in lower proportions compared to the sector.
- Issues frequently raised by consumers in complaints made directly to St Vincent's Hospital included inadequate assessment process, quality of food / meals, property lost / damaged, and refusal to dispense / prescribe medication. **OFFICIAL**



Outcomes

- The most common outcome of these complaints was acknowledgement by St Vincent's Hospital of the issues raised by the complainant.
- Actions most frequently undertaken by St Vincent's Hospital in response to complaints made to the MHCC were meeting or reviews arranged with complainants/ consumers and service agreeing to respond to the complainant.