

Summary of service provider complaint report

Alfred Health

2022-23



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 2022-23 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:



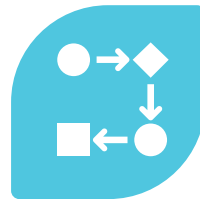
identify key themes
and emerging issues
across the sector



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? 2022-23

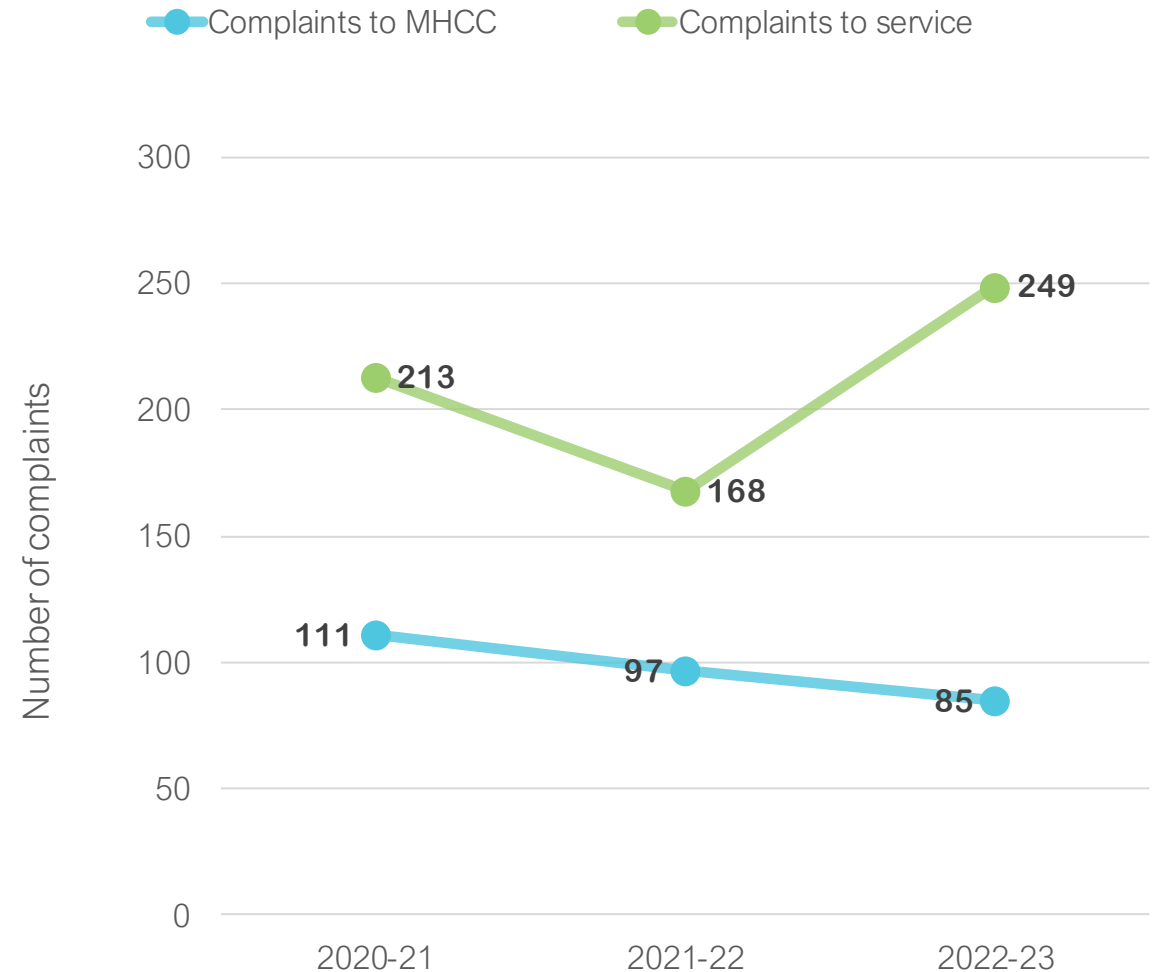
85

Complaints to MHCC
about Alfred Health

249

Complaints to Alfred
Health

- The number of complaints made to the MHCC about Alfred Health declined from 2021-22 to 2022-23, continuing the trend from between 2020-21 and 2021-2022.
- The number of complaints made directly to the service increased markedly between 2021-22 and 2022-23.
- Consistent with the previous years, the number of complaints made to the MHCC about Alfred Health was lower than complaints directly to the service in 2022-23.

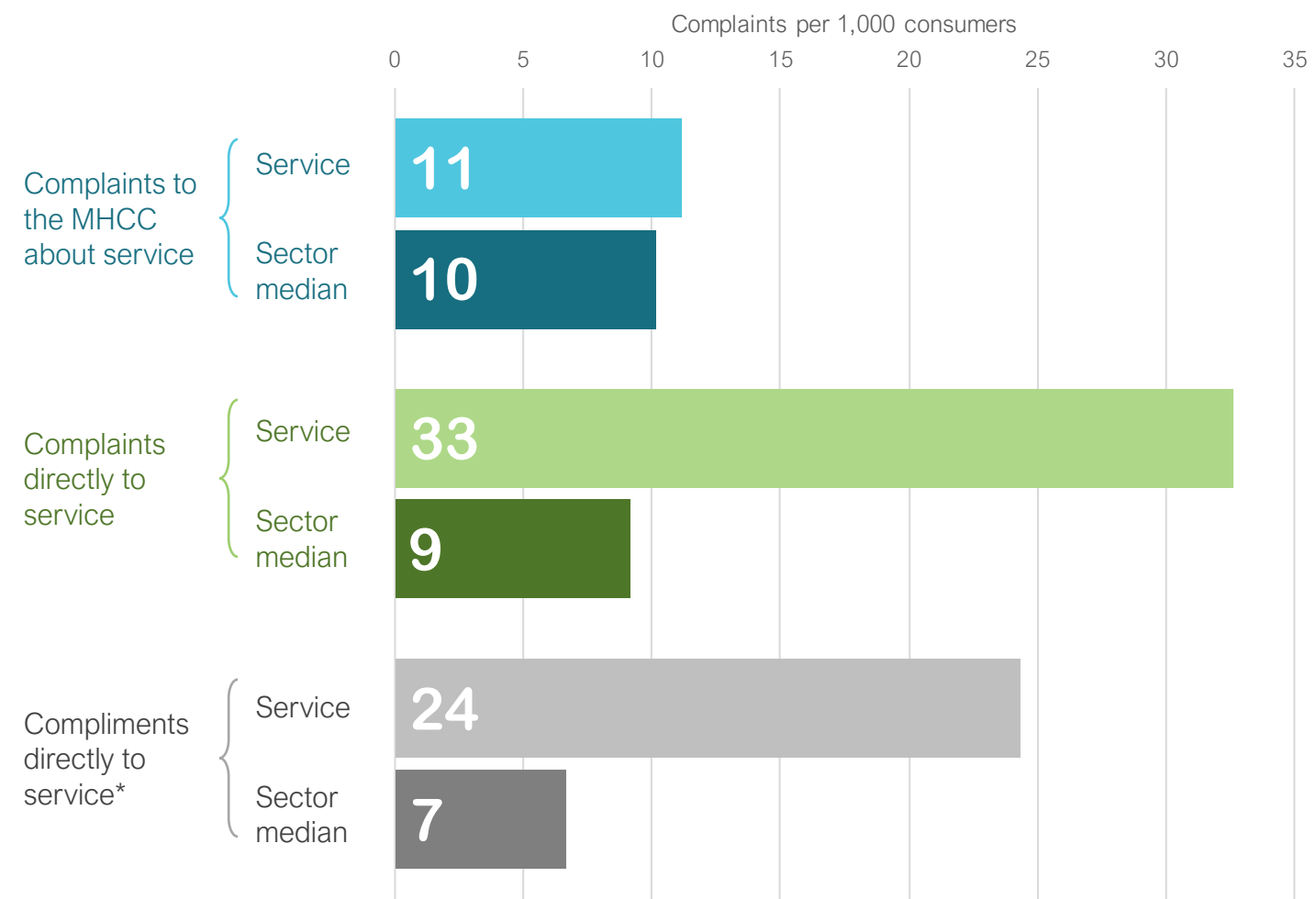


Complaint and compliment rates

2022-23

- 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.
- The rate of complaints received by the MHCC about Alfred Health has declined since 2021-22, becoming more in line with the sector median in 2022-23.
- The rate of complaints directly to the service increased since 2021-22, remaining significantly higher than the sector median.
- Compliments made directly to the service were given at a much higher rate than the sector median.

Complaints about Alfred Health	Sector-wide complaint
● to the MHCC (n=85)	● to the MHCC (n=1442)
● to the service (n=249)	● to the service (n=1671)
● Compliments to Alfred Health (n=186)	● Compliments to services sector-wide (n=1041)

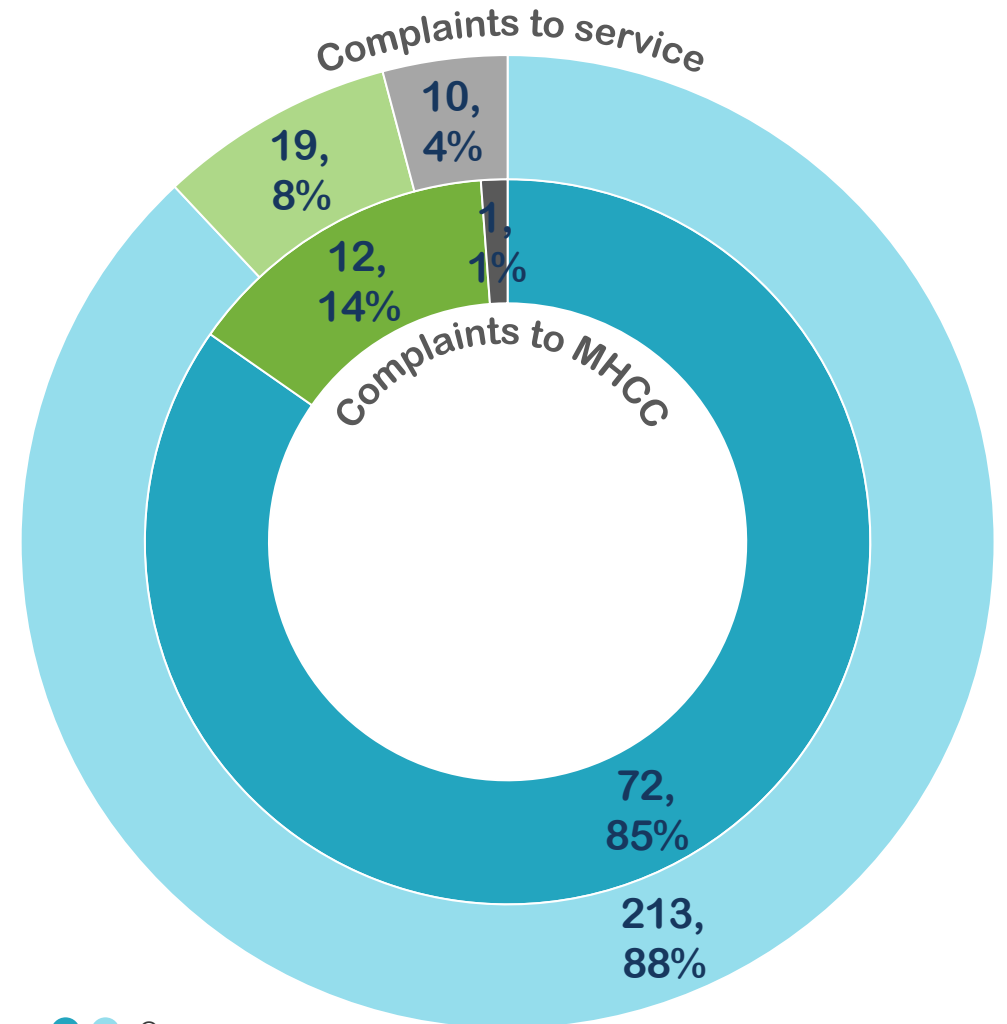


*Note: not all services reported compliments, and services likely used different approaches to capture compliments data

Who is making complaints? 2022-23

Complaints raised about Alfred Health

- Consumers made the vast majority of complaints to the MHCC about Alfred Health (85%) and complaints to Alfred Health directly (88%).
- In contrast, family members / carers made slightly over a tenth of complaints to the MHCC about Alfred Health and just under a tenth of complaints directly to the service.



- Consumer
- Family member/carer
- Other

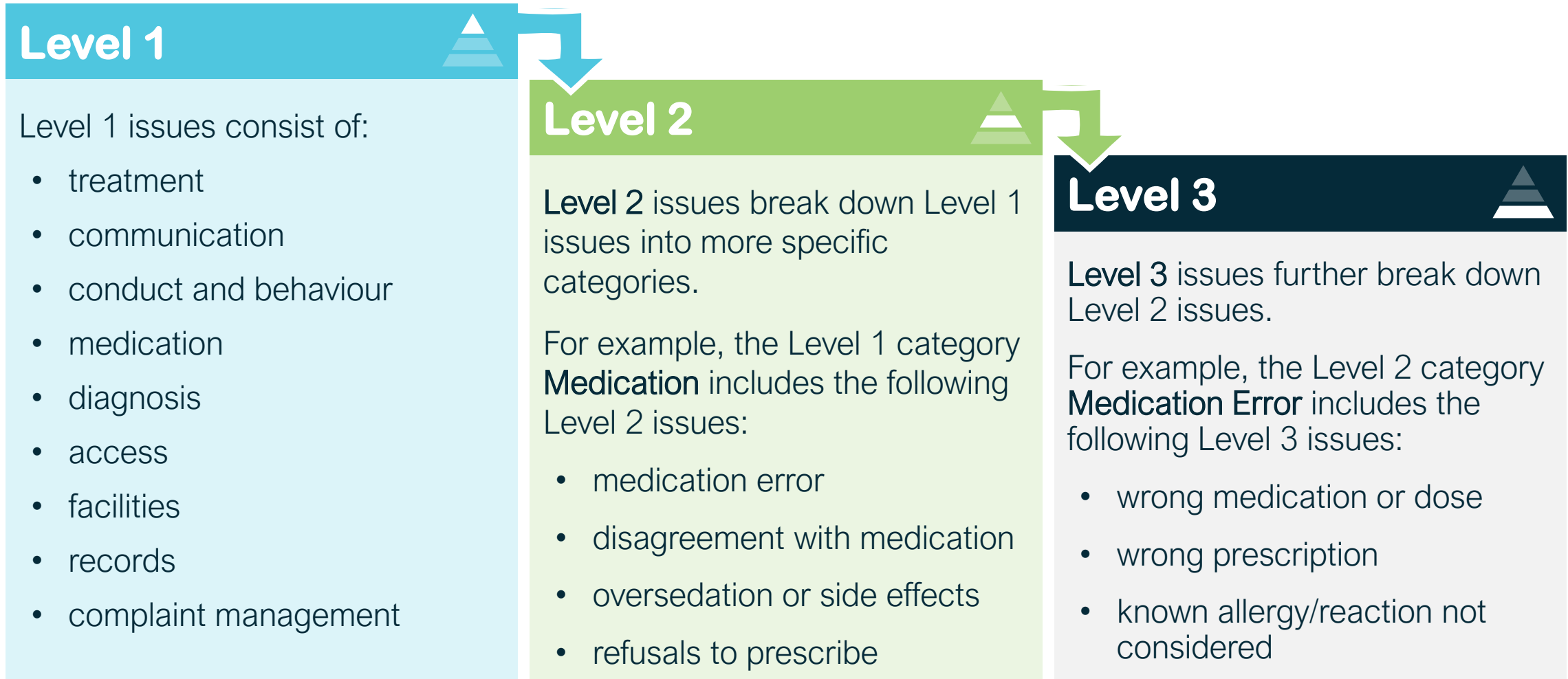
Note: this graphic does not include complaints where the complainant status was unknown.



Issues raised in complaint

How does the MHCC categorise issues?

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



What were complaints about? 2022-23

Level 1 issues raised about Alfred Health

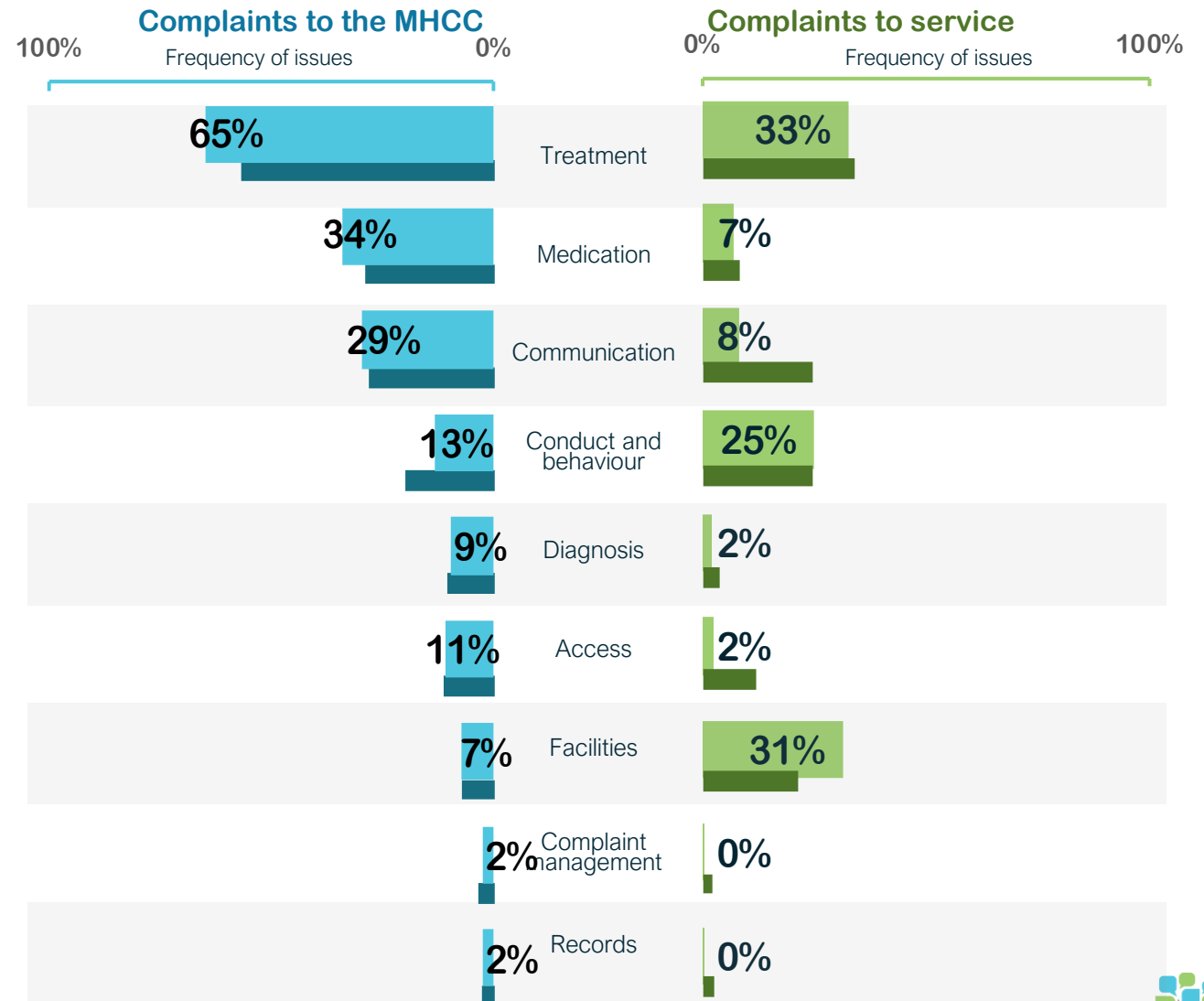
- The complaints shown on this page consist of all those made by consumers, family members / carers and any other persons.
- Issues raised in complaints to the MHCC about Alfred Health were consistent with those raised in complaints to the MHCC for the sector, with commonly raised issues related to Treatment, Medication and Communication.
- Issues raised in complaints directly to the service were less consistent with those raised across the sector, with Treatment, Facilities and Conduct & behaviour being the most frequently raised issues.

Complaints about Alfred Health

- to the MHCC (n=85)
- to the service (n=249)

Sector-wide complaints

- to the MHCC (n=1442)
- to the service (n=1671)

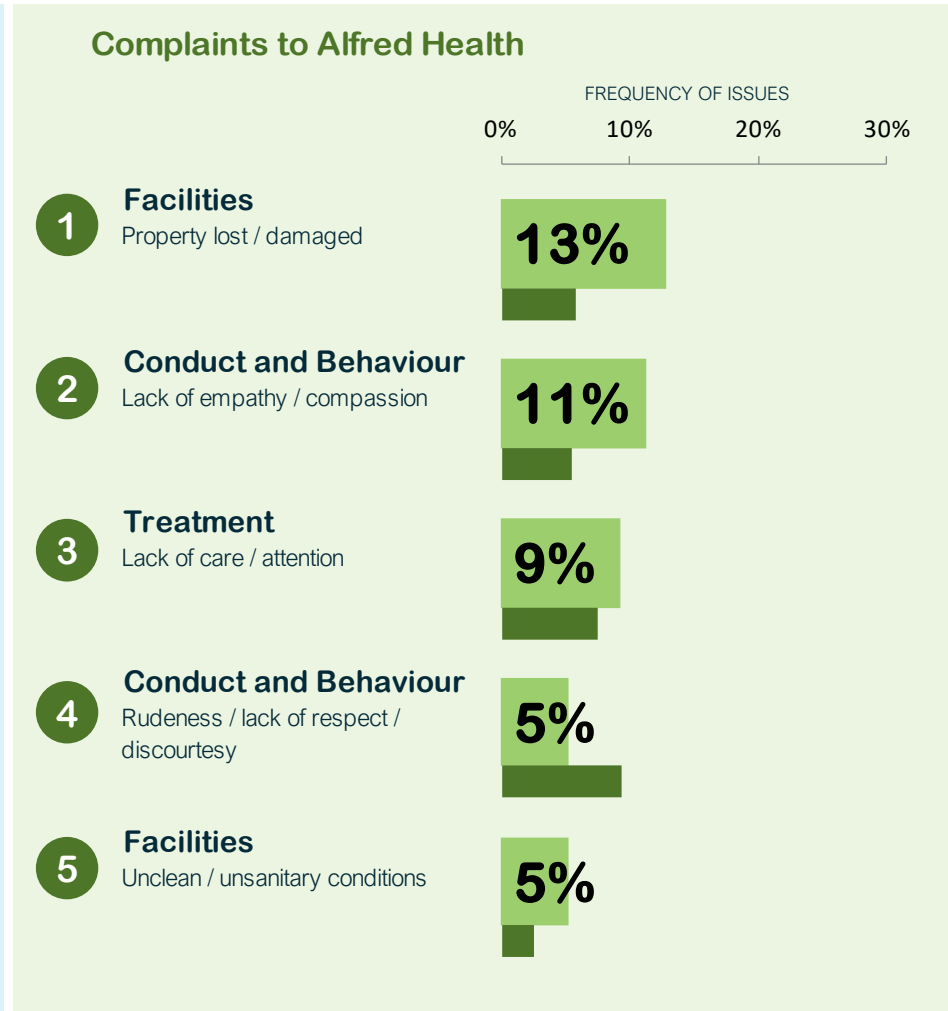
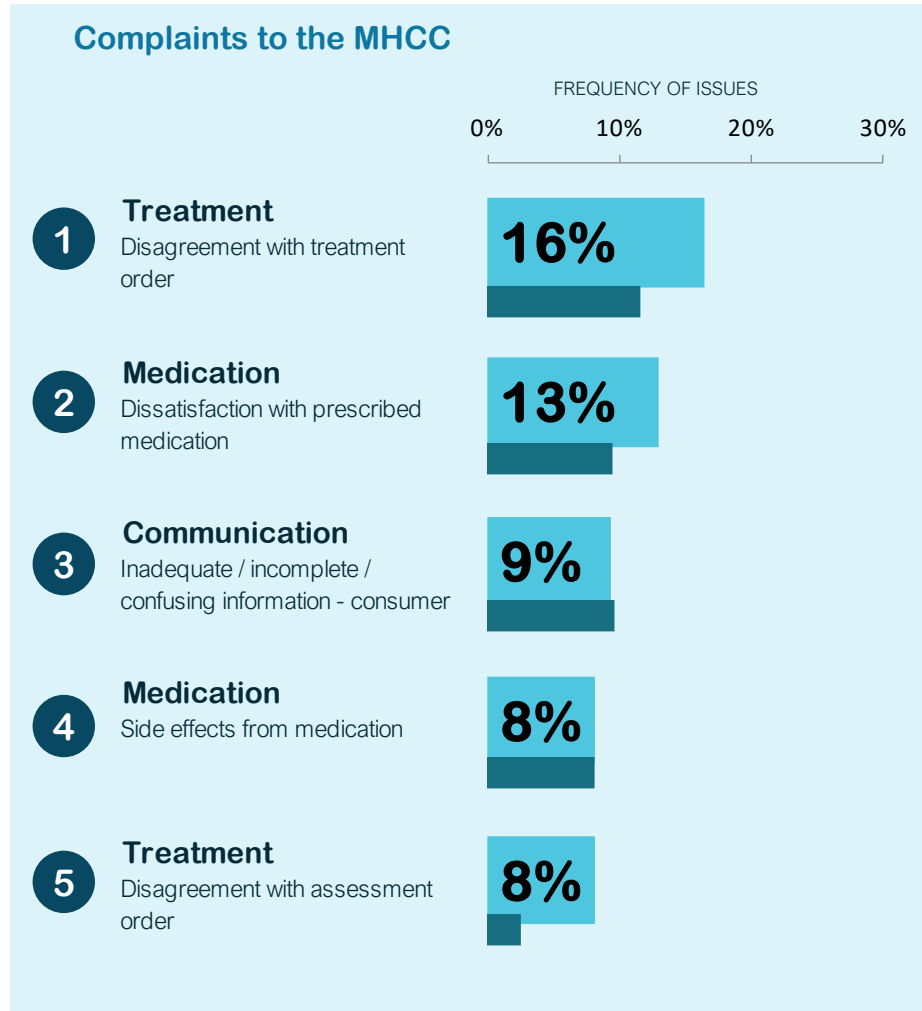


What were complaints about? 2022-23

Most frequent Level 3 issues raised about Alfred Health

Complaints about Alfred Health ● to the MHCC (n=85) ● to the service (n=249)	Sector-wide complaints ● to the MHCC (n=1442) ● to the service (n=1671)
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- The issues most frequently raised in complaints made to the MHCC about Alfred Health were disagreements with treatment orders, and dissatisfaction with prescribed medications.
- Lost or damaged property and lack of empathy / compassion were the most frequently raised issues among complaints made directly to the service – each occurring at a higher frequency than that recorded across the sector.

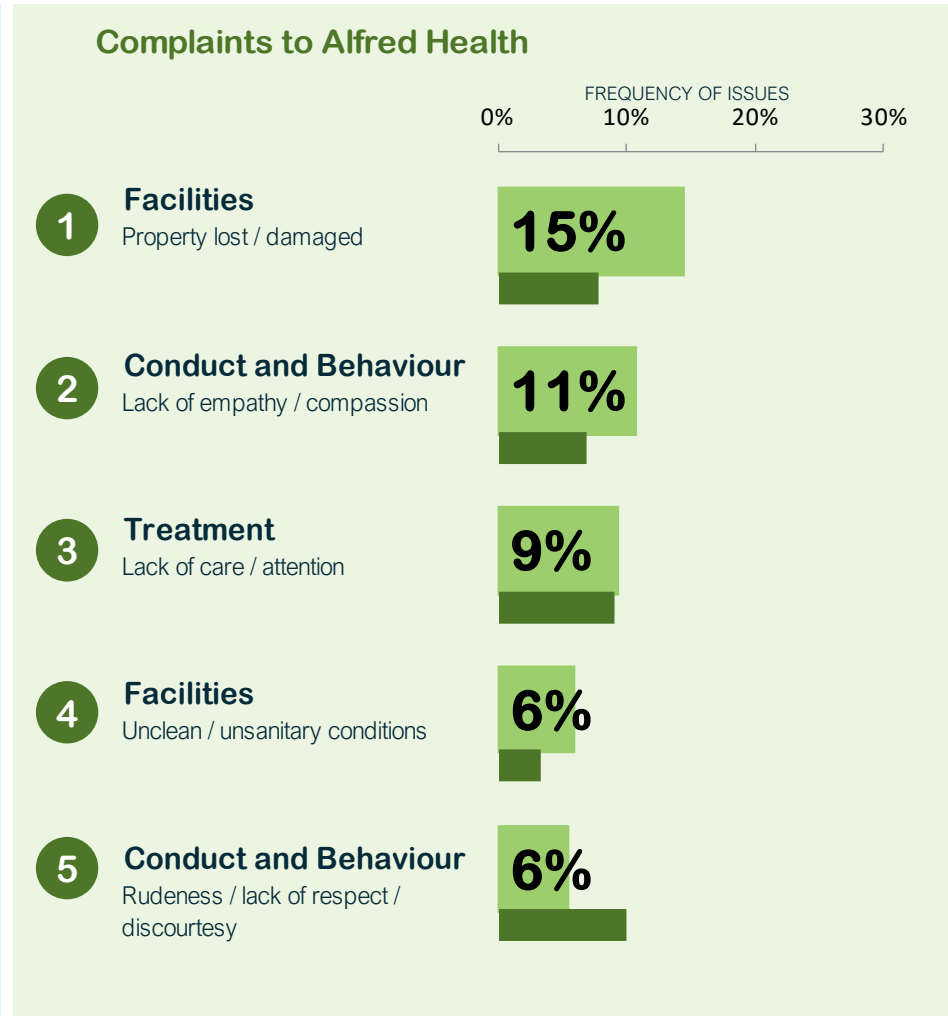
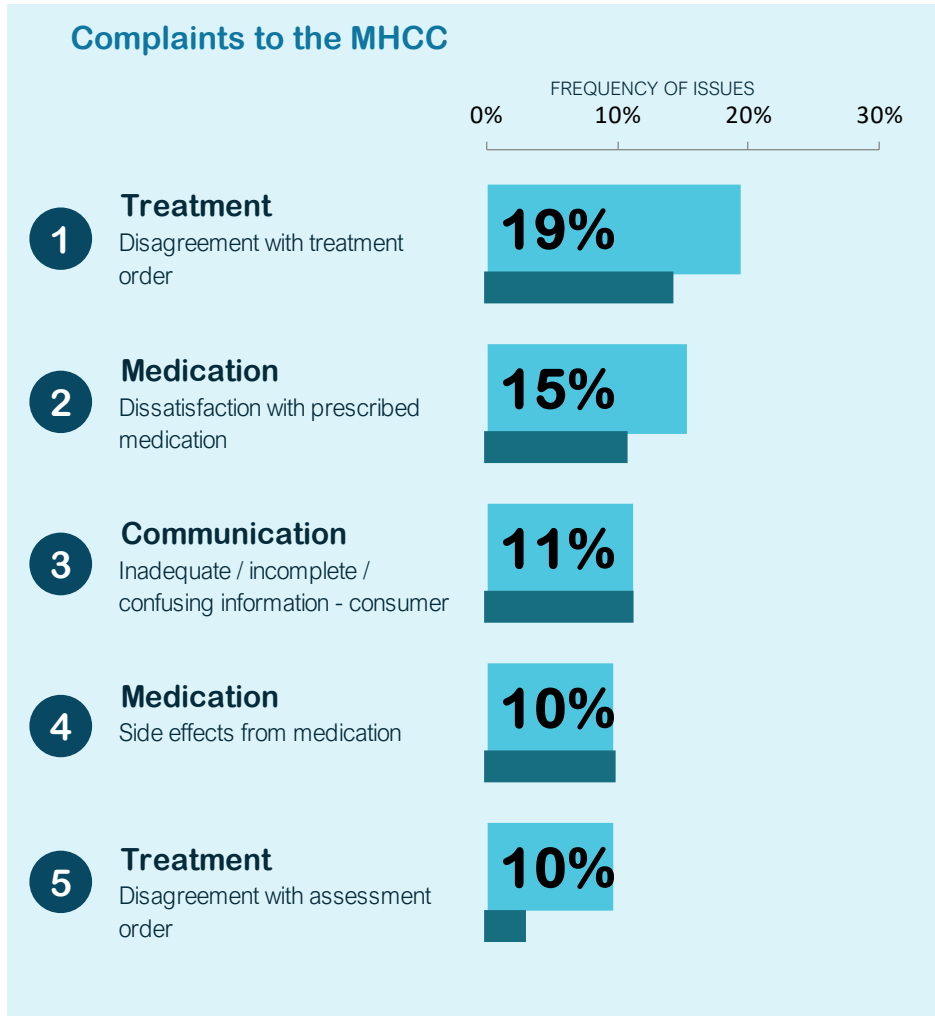


Issues raised by consumers 2022-23

Most frequent Level 3 issues raised about Alfred Health

- Dissatisfaction with treatment orders and dissatisfaction with prescribed medication were the most frequently occurring issues in complaints made by consumers to the MHCC about Alfred Health.
- Lost or damaged property, lack of empathy / compassion and lack of care / attention were the frequently occurring issues in complaints made by consumers directly to the service.

Complaints about Alfred Health		Sector-wide complaints	
●	to the MHCC (n=72)	●	to the MHCC (n=1074)
●	to the service (n=213)	●	to the service (n=1039)

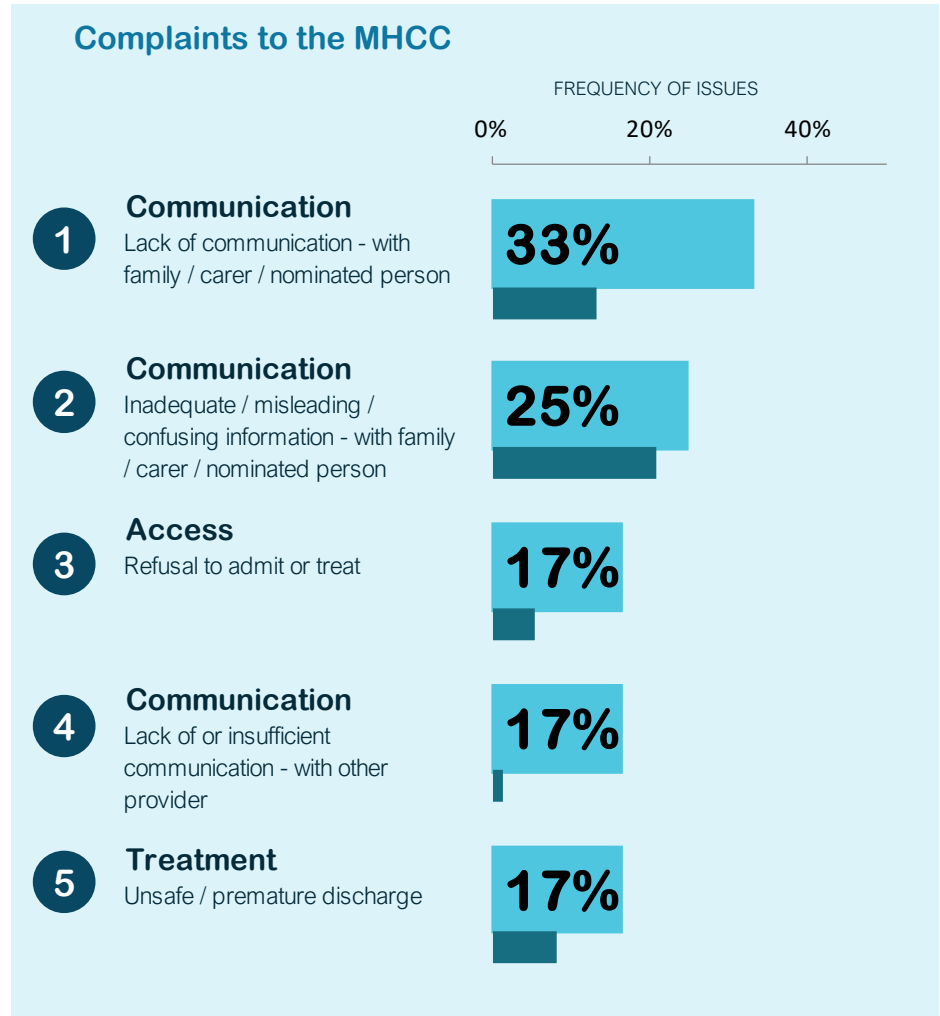


Issues raised by carers 2022-23

Most frequent Level 3 issues raised about Alfred Health

- The issues most frequently raised in complaints by carers to the MHCC about Alfred Health were related to communication, including a lack of communication and inadequate / misleading / confusing information.
- Lack of communication with family / carer were also the most frequently raised in complaints by carers directly to Alfred Health.

Complaints about Alfred Health	Sector-wide complaints
● to the MHCC (n=12)	● to the MHCC (n=320)
● to the service (n=19)	● to the service (n=380)



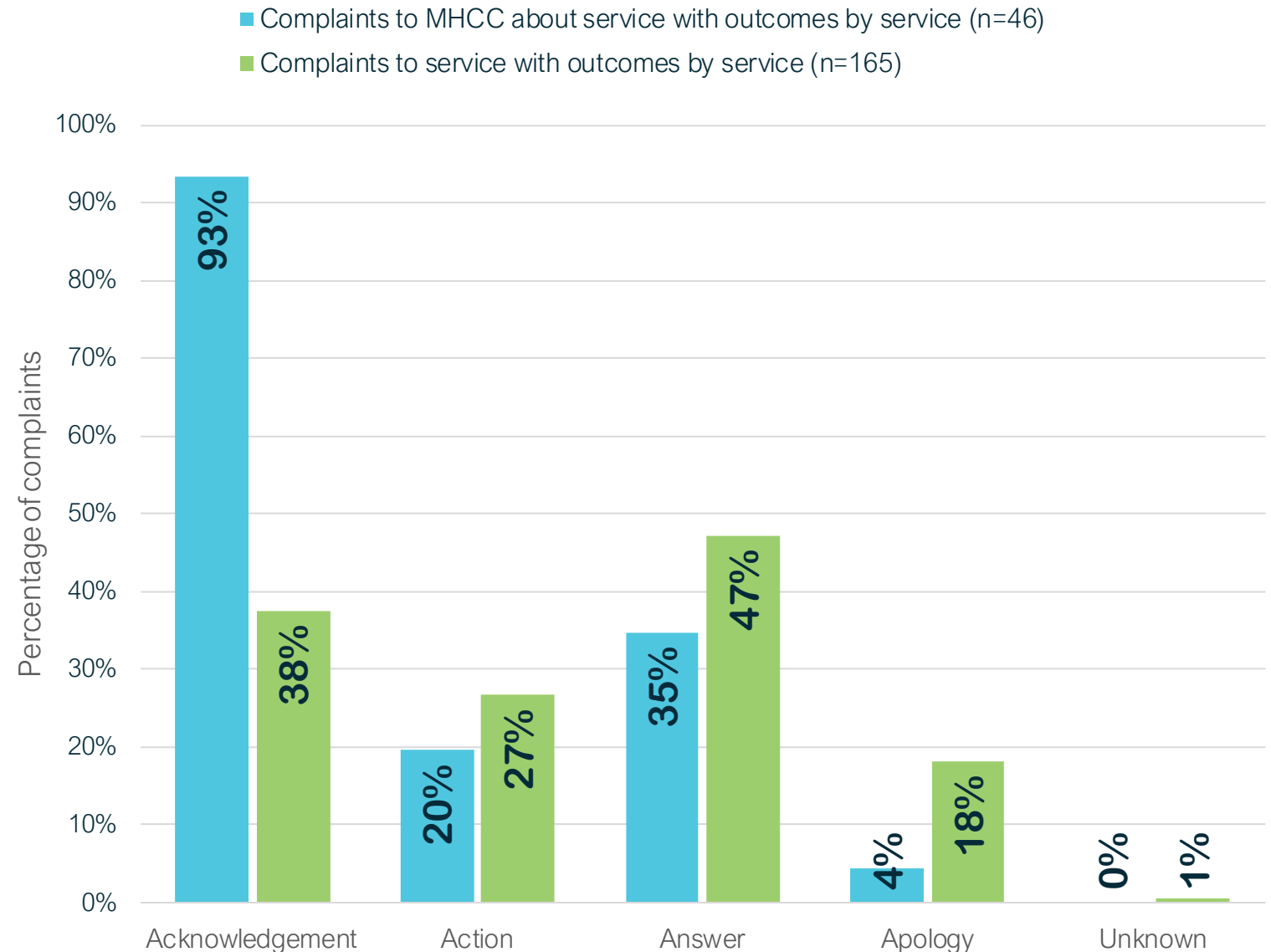


Outcomes of complaints

What were the outcomes of complaints? 2022-23

Closed complaints about Alfred Health

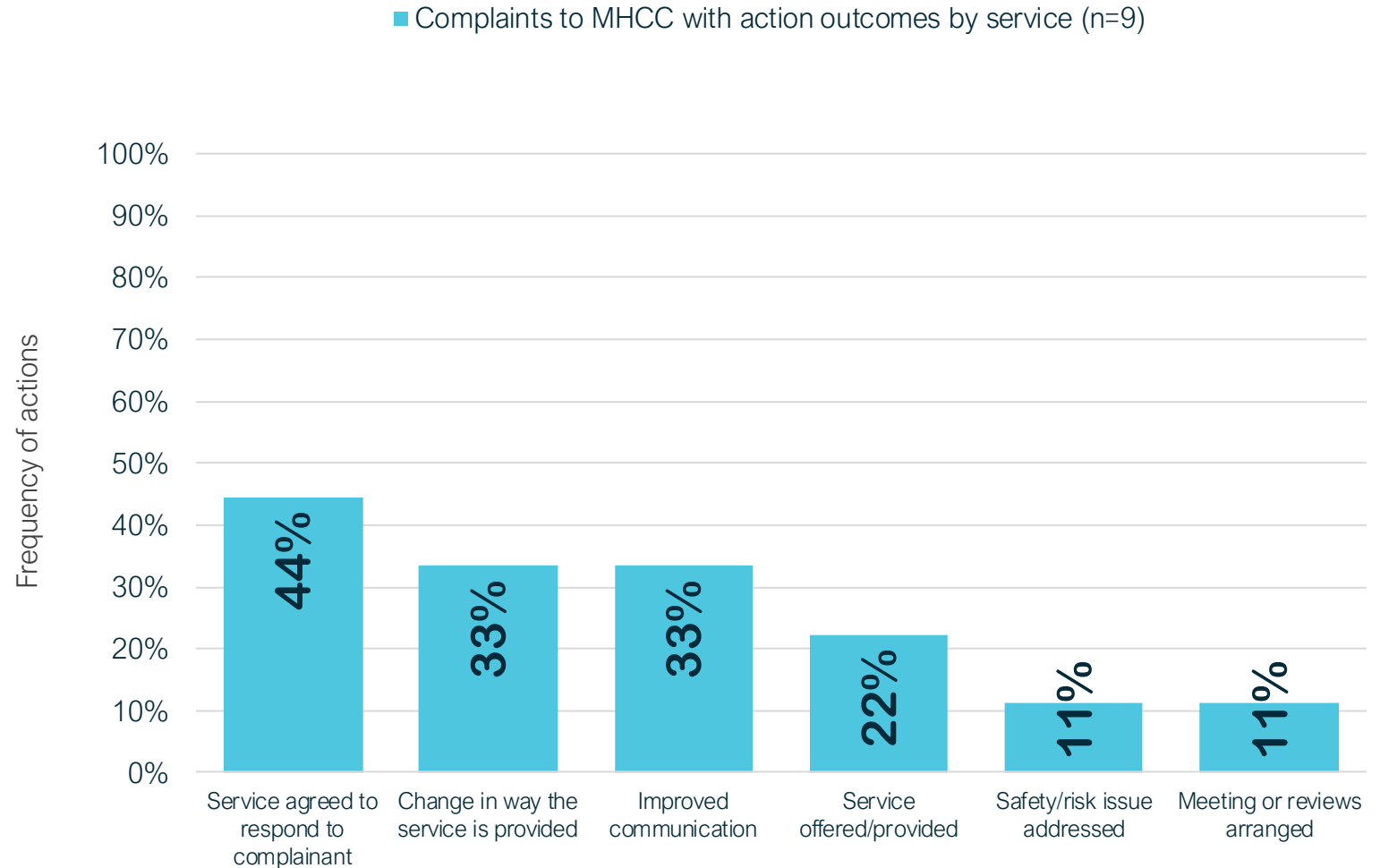
- Outcomes of complaints are framed in terms of the '4 A's' of complaint resolution - acknowledgement, action, answers and apology.
- This chart only includes complaints to the MHCC about Alfred Health that were assessed as being in scope for resolution or having a known service outcome. The most common outcome for these complaints was acknowledgement of the issue(s) raised by the complainant followed by an answer in response to the complaint.
- The most common outcome of complaints made directly to Alfred Health was an answer given in response to the complaint, followed by acknowledgement of the issue(s).



What actions were taken by the service? 2022-23

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

- Actions most frequently undertaken by Alfred Health in response to complaints to the MHCC included:
 - agreeing to respond to the complainant
 - change in the way a service is provided
 - improving communication





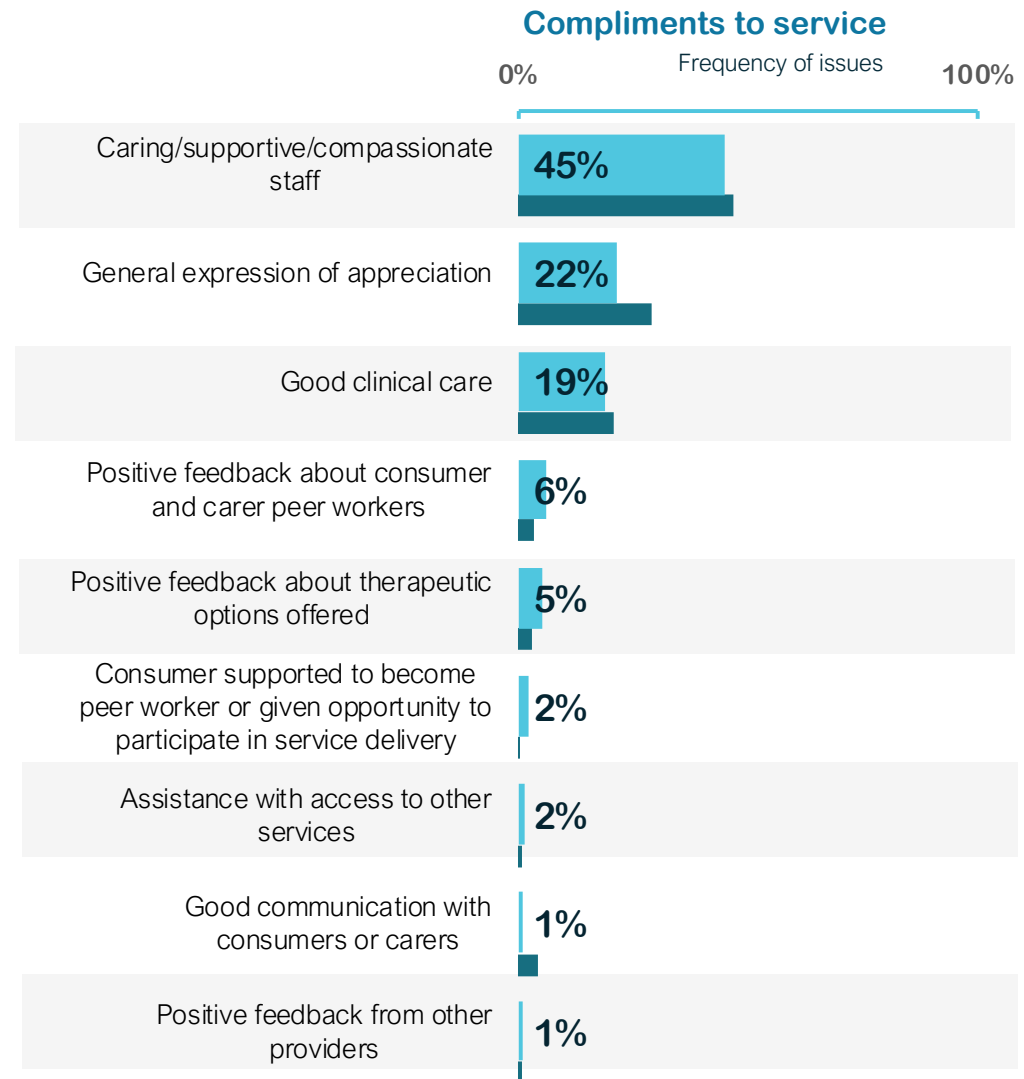
Themes in compliments

What were compliments about? 2022-23

● Compliments to Alfred Health (n=186)
 ● Compliments to services sector-wide (n=1041)

Issues raised in compliments about Alfred Health

- The most frequently raised compliment topic was caring / supportive / compassionate staff.
- Other notable compliment issues include general expression of appreciation (22%) and good clinical care (19%).
- A considerable level of detail was provided by Alfred Health about their compliments data that enabled the MHCC to identify more specific themes.



Key points to consider



Complaint numbers

- The number of complaints made to the MHCC about Alfred Health declined from 2021-22 to 2022-23, continuing the trend from between 2020-21 and 2021-2022.
- The number of complaints made directly to the service increased markedly between 2021-22 and 2022-23.
- Consumers made majority of complaints to the MHCC about Alfred Health (85%) and complaints to Alfred Health directly (88%).



Issues raised

- Issues raised in complaints to the MHCC about Alfred Health were consistent with those raised in complaints to the MHCC for the sector, with commonly raised issues related to Treatment, Medication and Communication.
- Issues raised in complaints directly to the service were less consistent with those raised across the sector, with Treatment, Facilities and Conduct & behaviour being the most frequently raised issues.



Outcomes

- The most common outcome of complaints made directly to Alfred Health was an answer given in response to the complaint, followed by acknowledgement of the issue(s).
- The most common action undertaken by Alfred Health in response to complaints to the MHCC was agreeing to respond to the complainant.