

Summary of service provider complaint report

Bendigo 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:



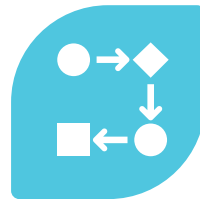
identify key themes
and emerging issues
across the sector



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

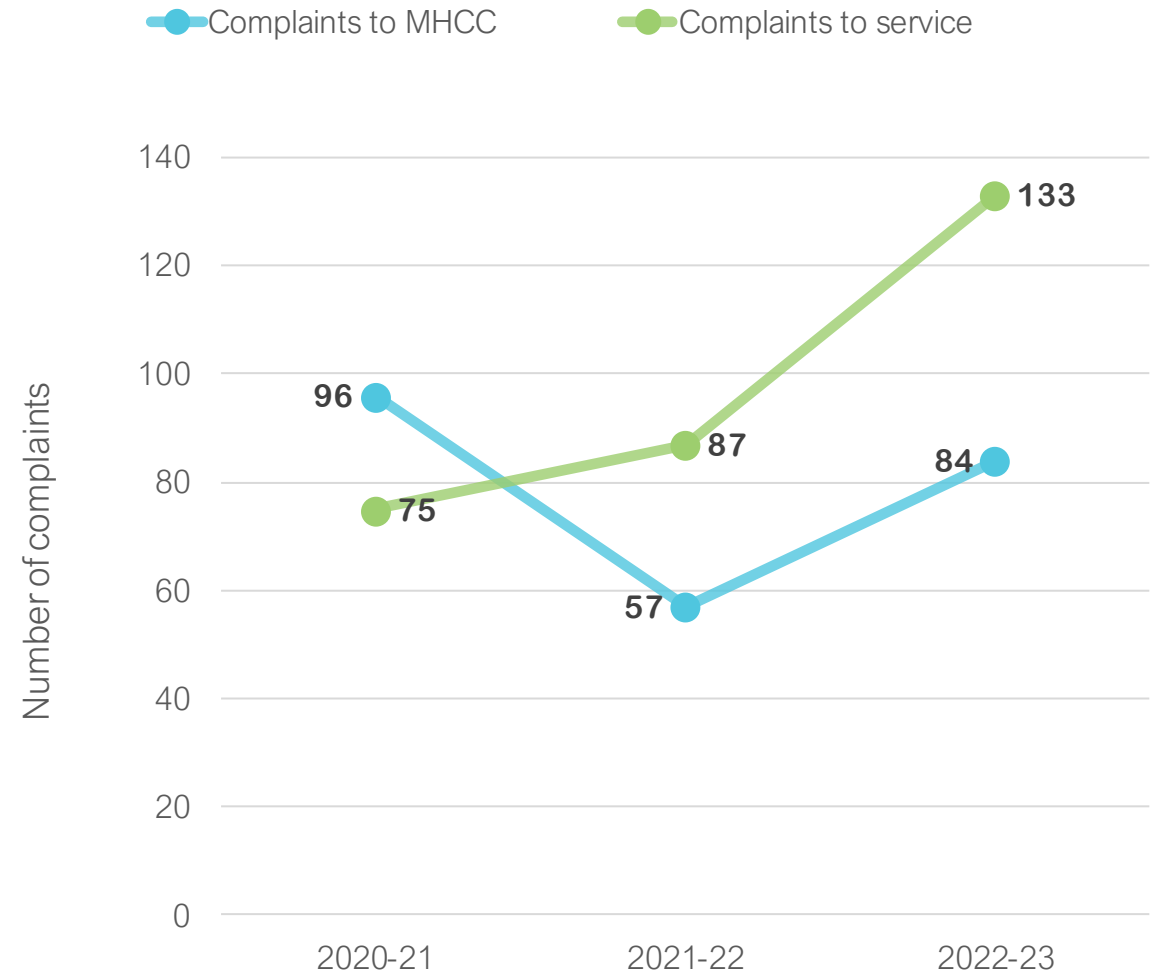
84

Complaints to MHCC
about Bendigo Health

133

Complaints to
Bendigo Health

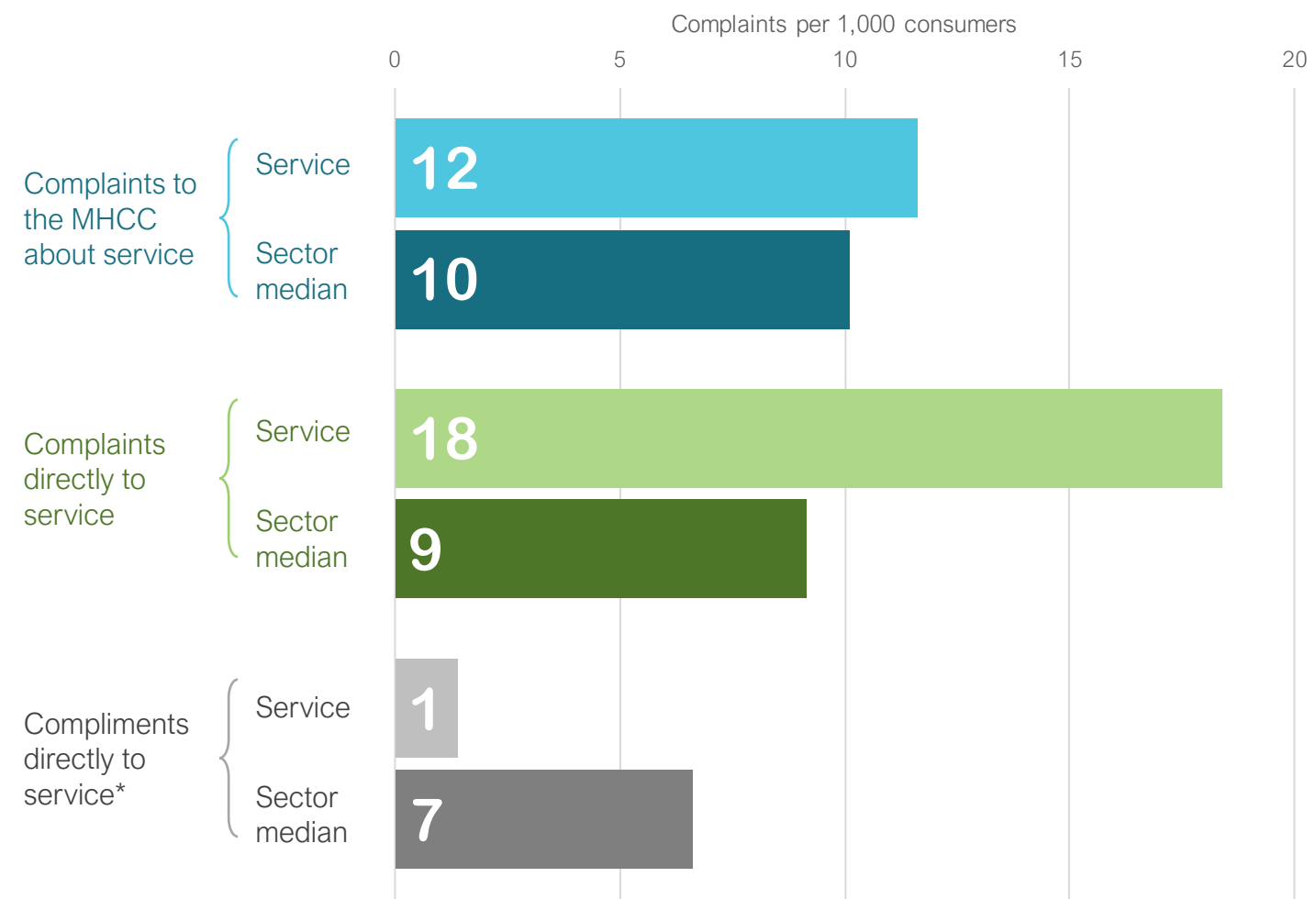
- Both the number of complaints made to the MHCC about Bendigo Health and complaints made directly to the service itself increased markedly between 2021-22 and 2022-23.
- The number of complaints made to the service remains notably higher than those submitted to the MHCC.



Complaint and compliment rates 2022-23

- Sector medians instead of averages are shown, as most 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 with the sector, Bendigo Health received a higher rate of complaints to the MHCC and double the rate of complaints made directly to the service itself.
- Bendigo Health received a lower rate of compliments than the sector median.

Complaints about Bendigo Health	Sector-wide complaint
● to the MHCC (n=84)	● to the MHCC (n=1442)
● to the service (n=133)	● to the service (n=1671)
● Compliments to Bendigo Health (n=10)	● Compliments to services sector-wide (n=1041)

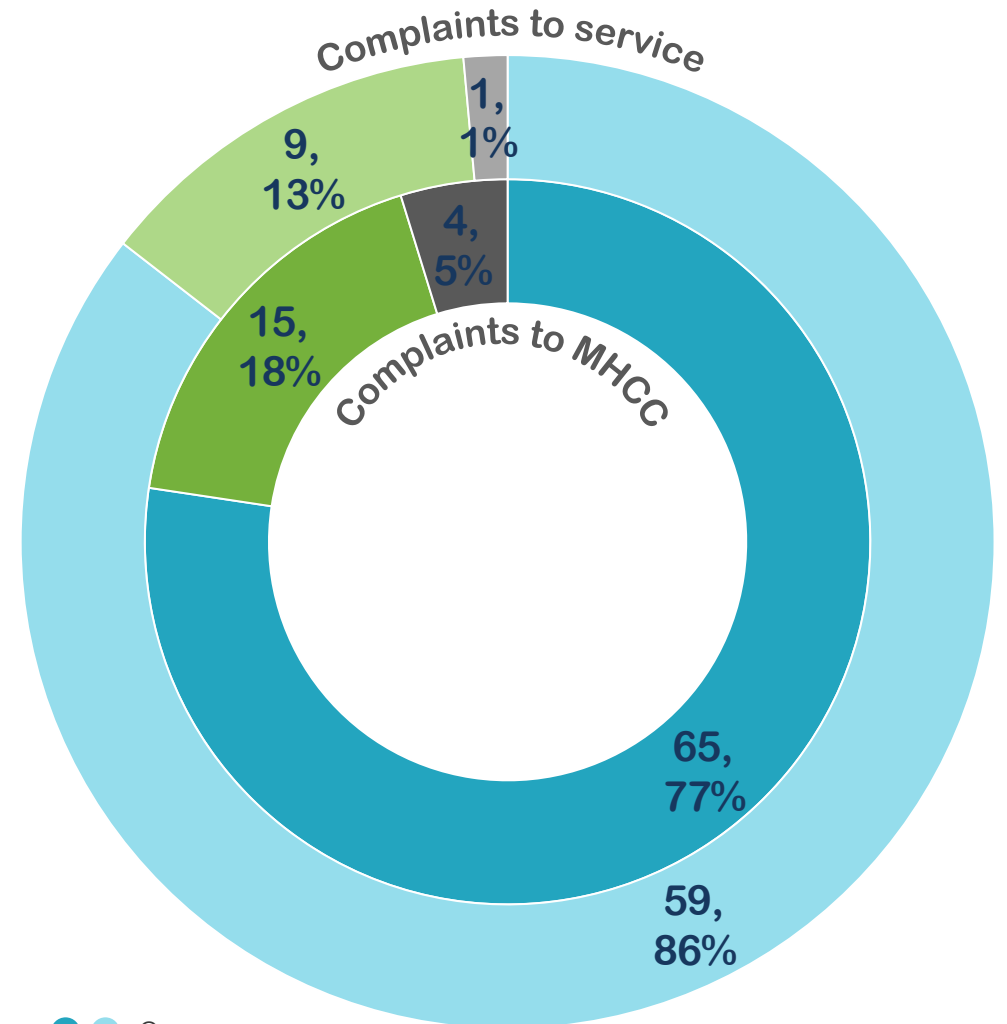


*Note: not all services reported compliments, and services likely used different approaches to capture compliments data

Who is making complaints? 2022-23

Complaints raised about Bendigo Health

- Consumers made the vast majority of complaints to the MHCC about Bendigo Health and the complaints to the service itself.
- Family members / carers made 18% of complaints to the MHCC and 13% of the complaints directly to the service.



- Consumer
- Family member/carer
- Other

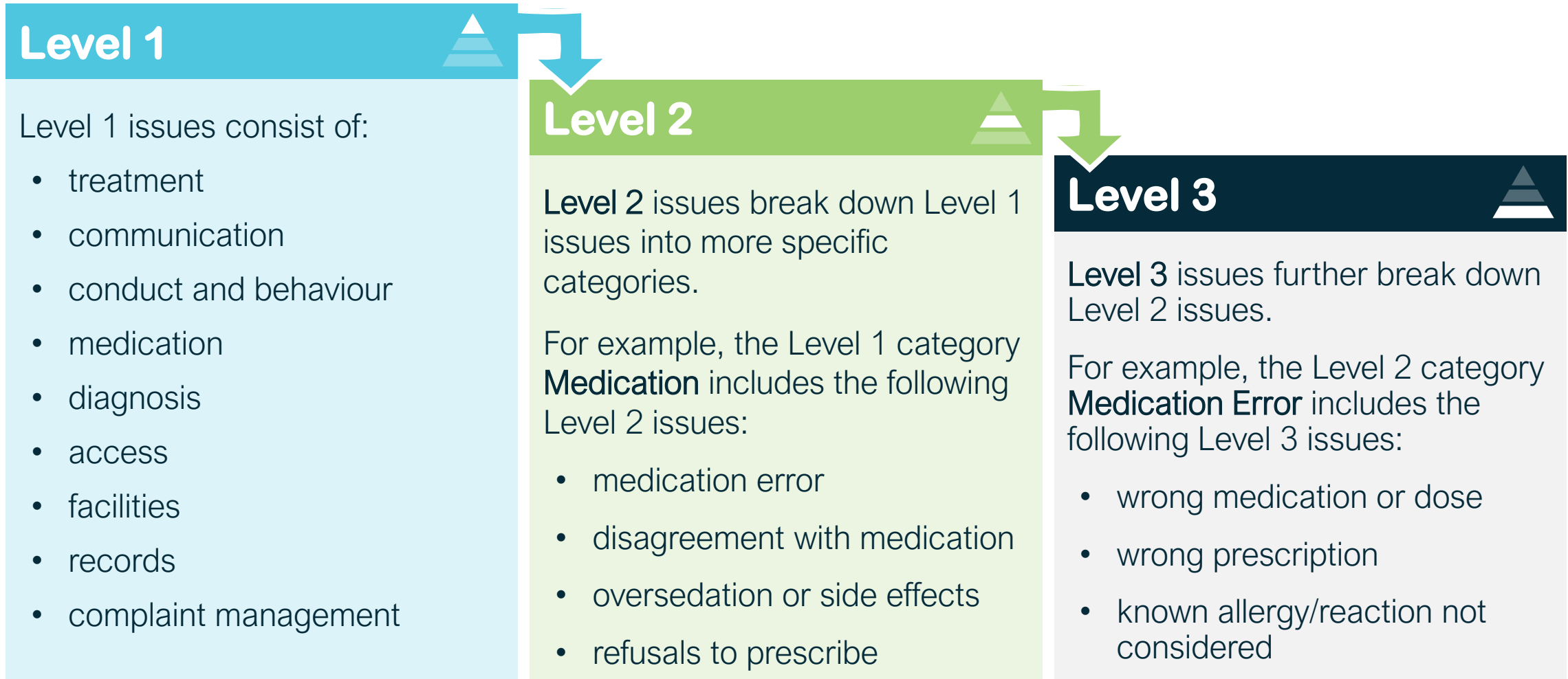
Note: this graphic does not include complaints where the complainant status was unknown.



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 Bendigo Health

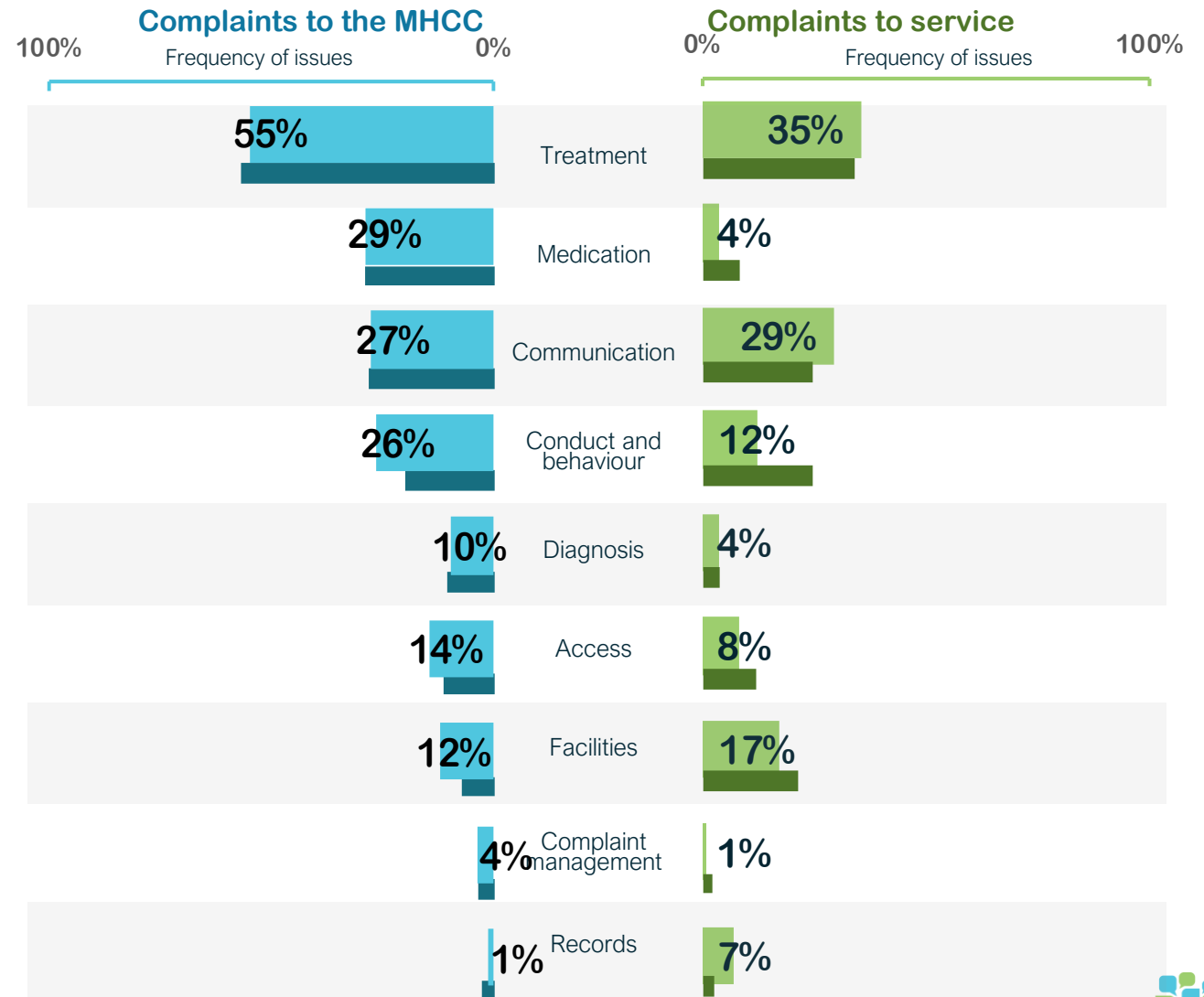
- The complaints shown on this page consist of all those made by consumers, family members / carers and any other persons.
- Issues raised in complaints to the MHCC about Bendigo Health were consistent with those raised in complaints to the MHCC for the sector, with Treatment, Medication and Communication commonly mentioned.
- Issues raised in complaints made directly to Bendigo Health were also broadly consistent with those raised in complaints to services for the sector, with Treatment, Communication and Facilities being the most common issues.

Complaints about Bendigo Health

- to the MHCC (n=84)
- to the service (n=133)

Sector-wide complaints

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

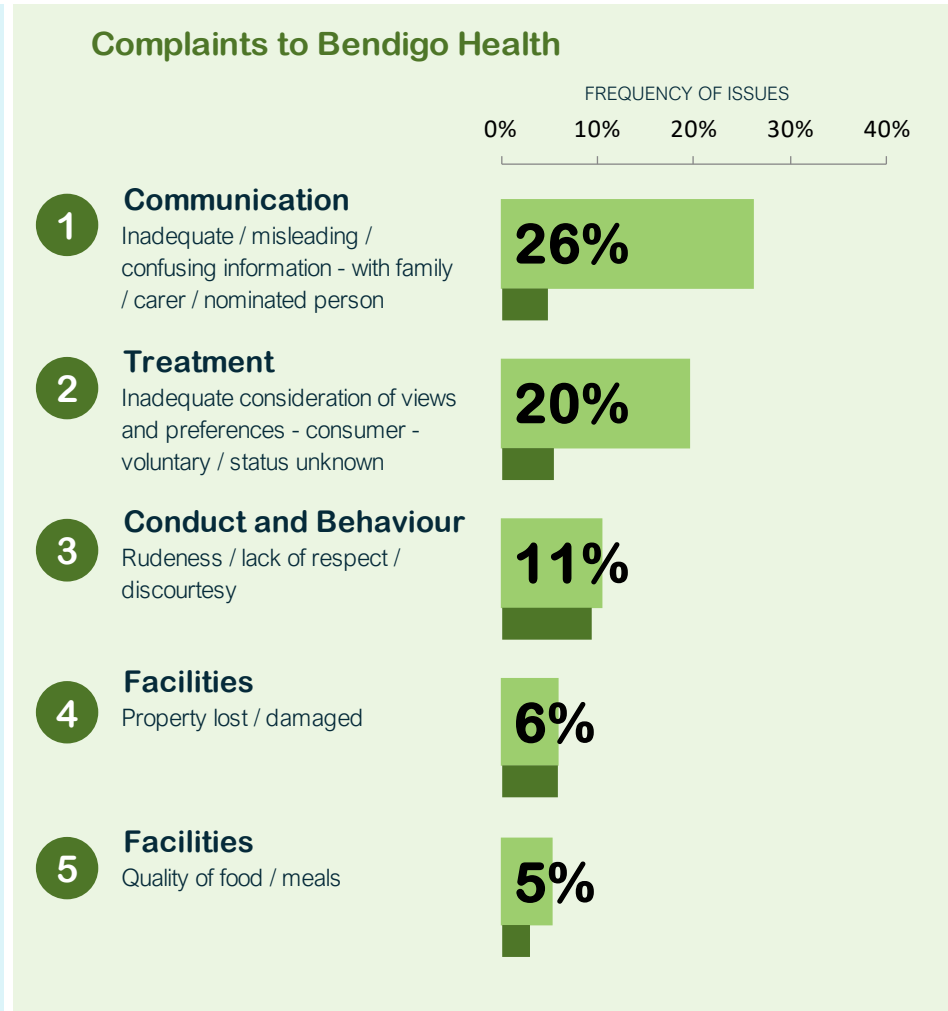
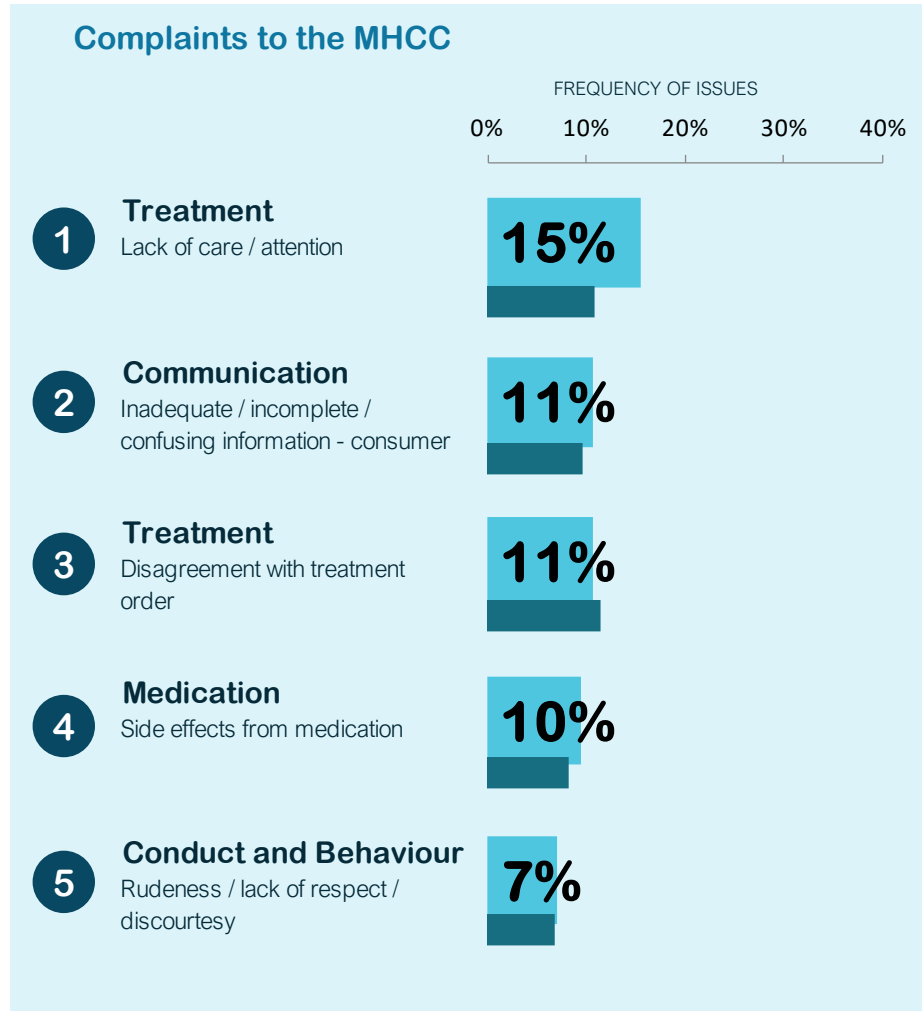


What were complaints about? 2022-23

Most frequent Level 3 issues raised about Bendigo Health

Complaints about Bendigo Health		Sector-wide complaints	
●	to the MHCC (n=84)	●	to the MHCC (n=1442)
●	to the service (n=133)	●	to the service (n=1671)

- Lack of care / attention, inadequate / incomplete / confusing information provided to consumers, and disagreement with treatment order were the frequently raised issues in complaints made to the MHCC about Bendigo Health.
- Inadequate / misleading / confusing information provided to families, carers & nominated persons, and inadequate consideration of consumer views and preferences were the most frequently raised issues in complaints made directly to Bendigo Health.

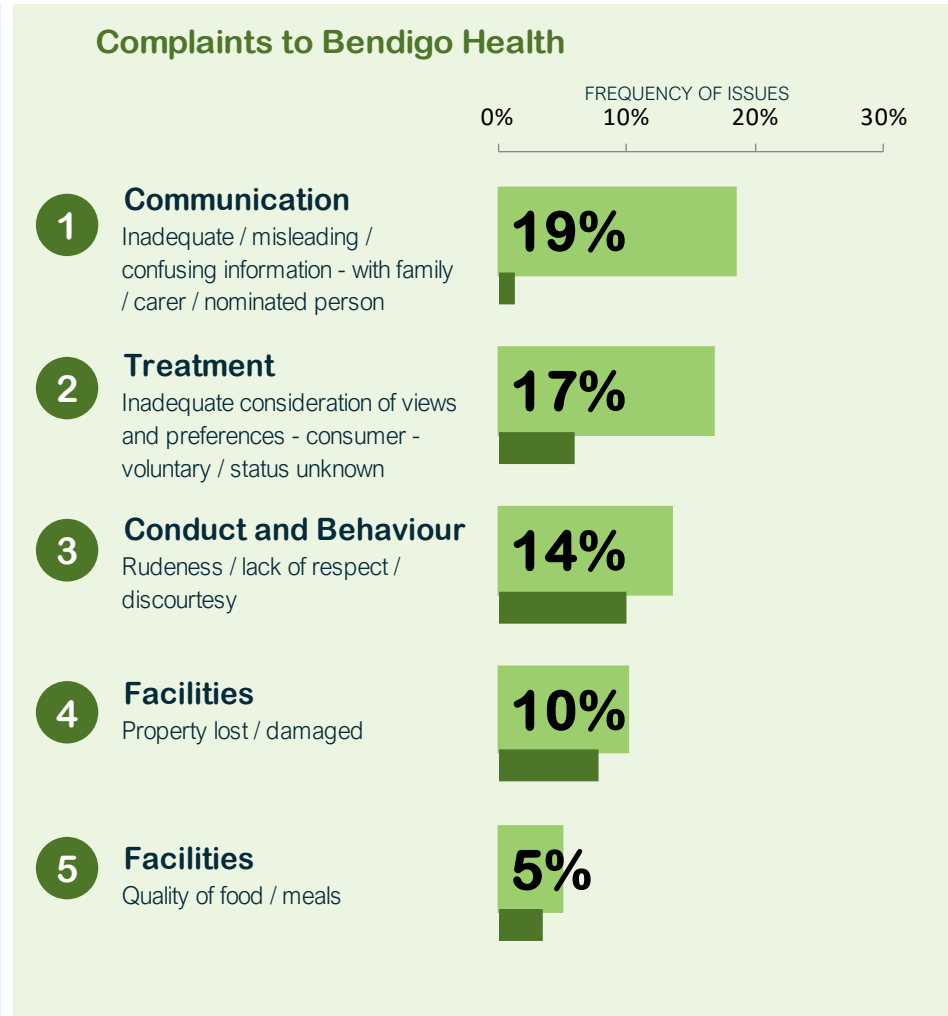
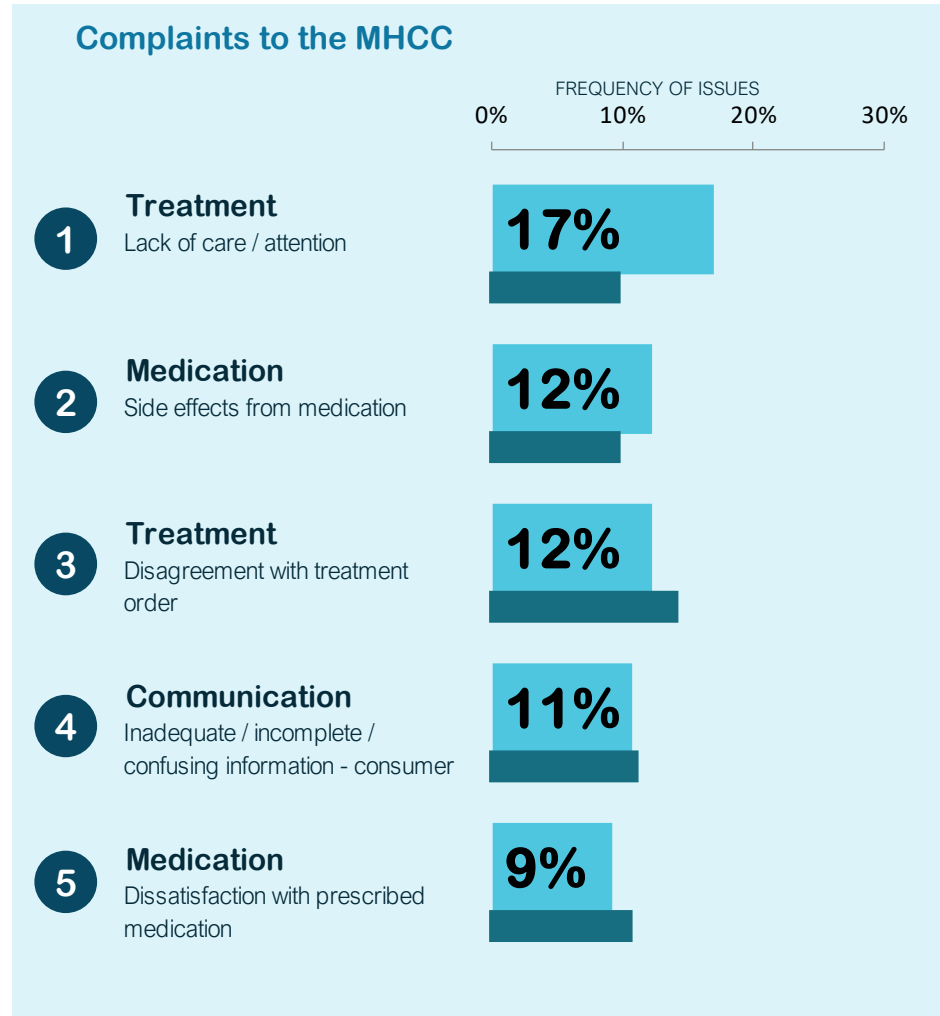


Issues raised by consumers 2022-23

Most frequent Level 3 issues raised about Bendigo Health

- Lack of care / attention, side effects from medication, and disagreement with treatment order were the frequently raised issues among complaints made by consumers to the MHCC about Barwon Health.
- Inadequate / incomplete / confusing information, inadequate consideration of views and preferences, and rudeness / lack of respect / discourtesy were the most frequently raised issues among complaints made by consumers directly to Bendigo Health.

Complaints about Bendigo Health	Sector-wide complaints
● to the MHCC (n=65)	● to the MHCC (n=1074)
● to the service (n=59)	● to the service (n=1039)



Issues raised by carers 2022-23

Most frequent Level 3 issues raised about Bendigo Health

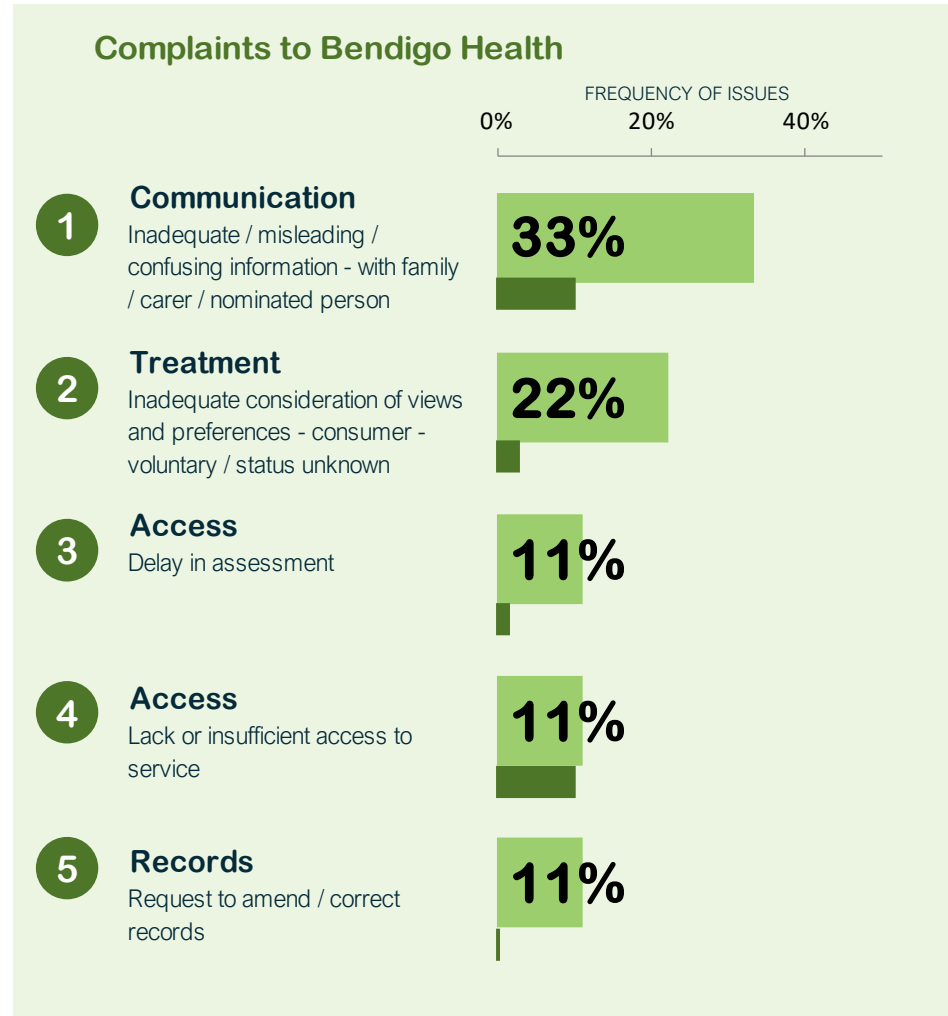
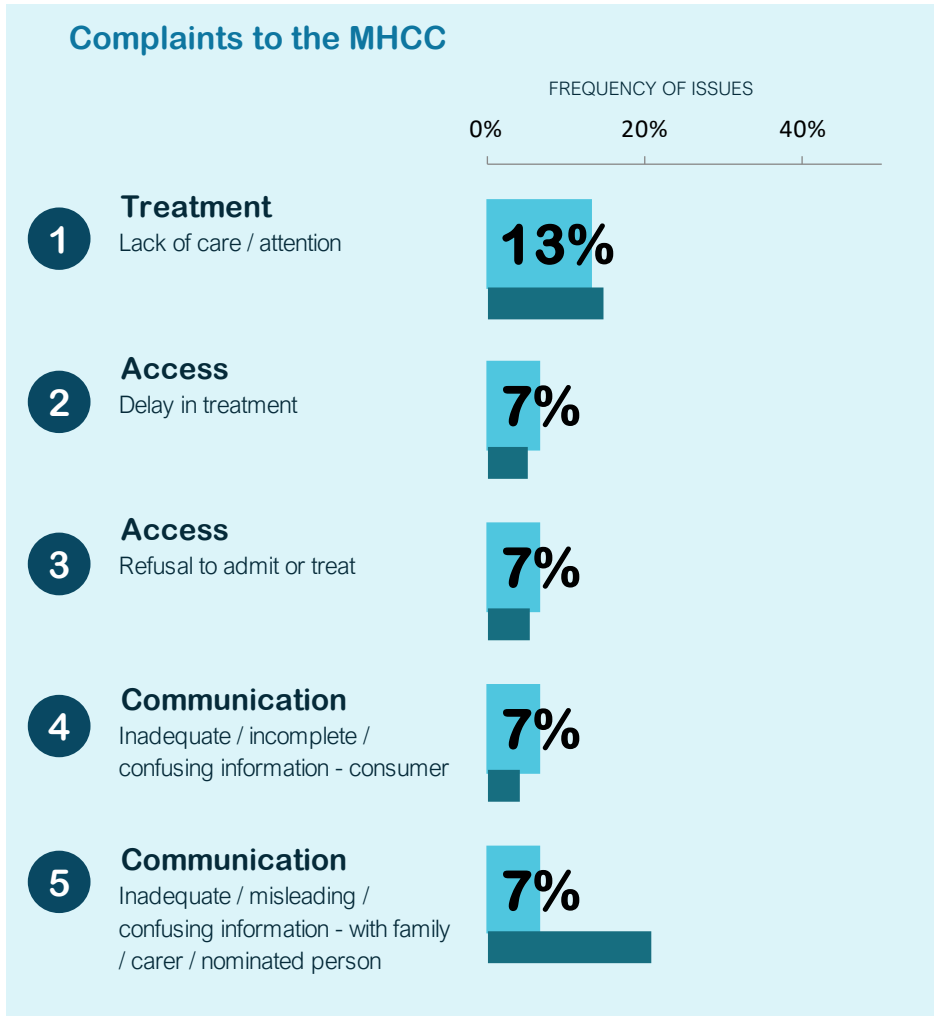
- Lack of care / attention was the standout issue among complaints made by carers to the MHCC about Bendigo Health.
- Inadequate / misleading / confusing information, and inadequate consideration of views and preferences were the most frequently raised issues in complaints made by carers directly to the service.

Complaints about Bendigo Health

- to the MHCC (n=15)
- to the service (n=9)

Sector-wide complaints

- to the MHCC (n=320)
- to the service (n=380)



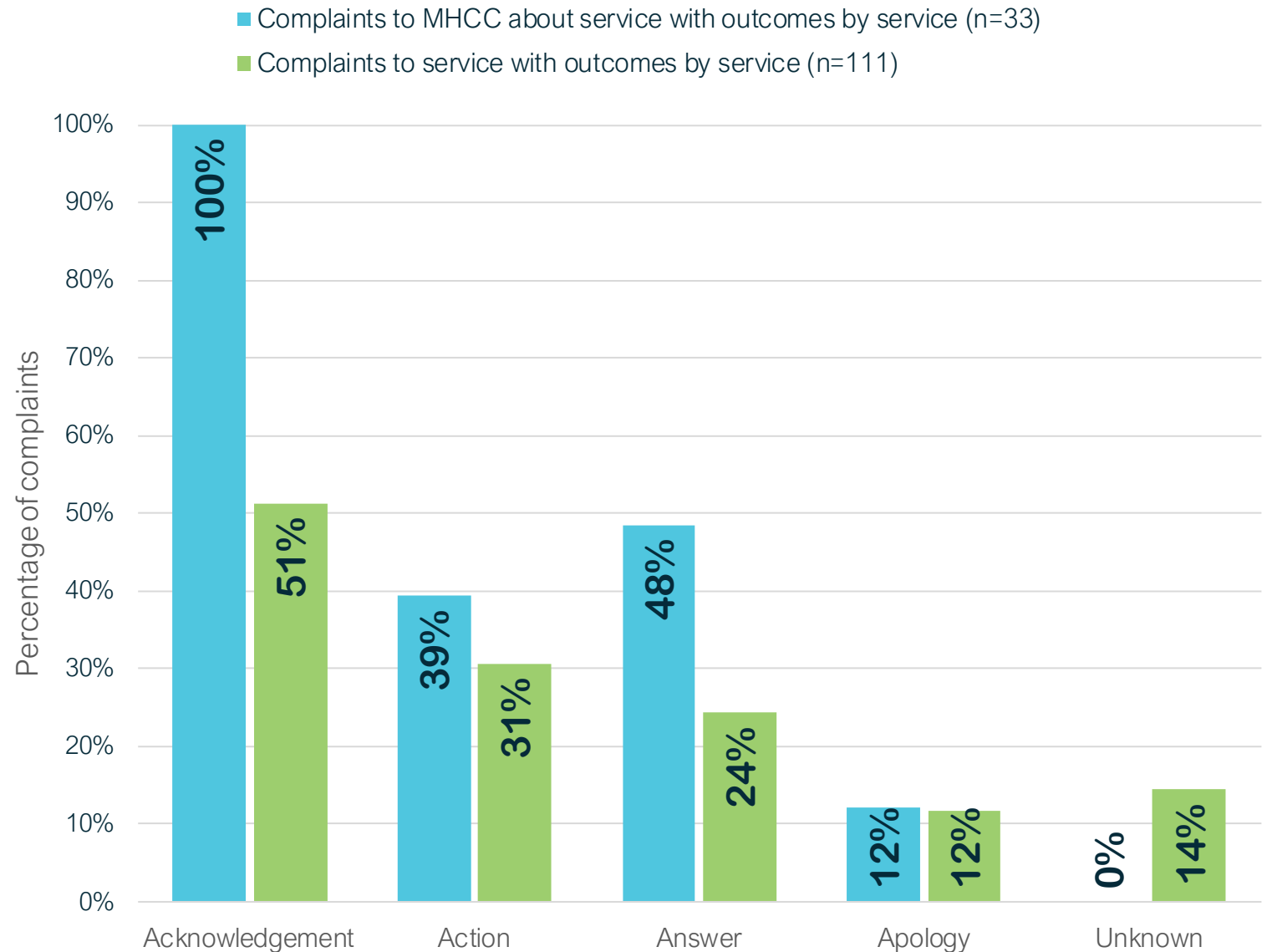


Outcomes of complaints

What were the outcomes of complaints? 2022-23

Closed complaints about Bendigo Health

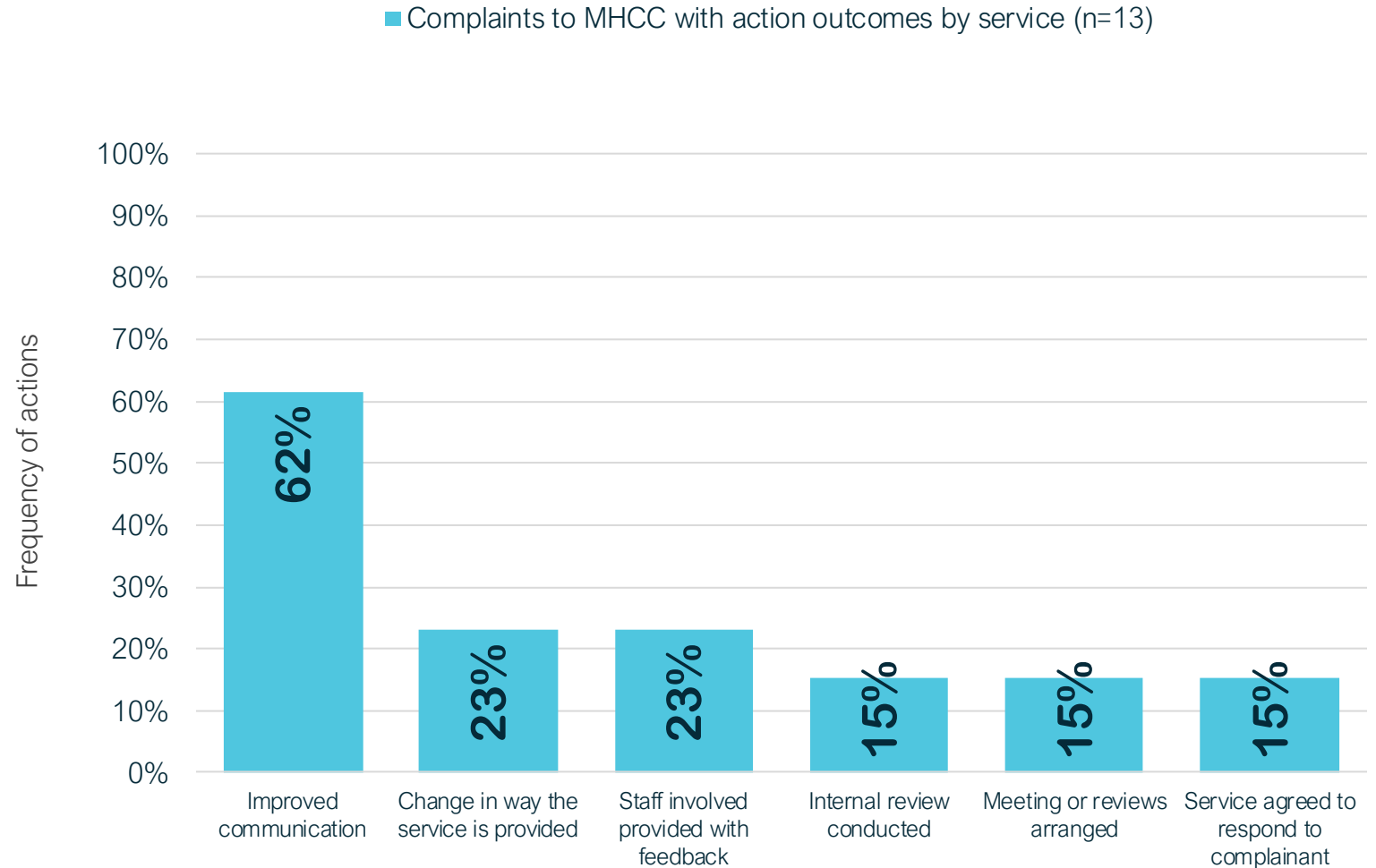
- Outcomes of complaints are framed in terms of the '4 A's' of complaint resolution - acknowledgement, action, answers and apology.
- This chart only includes complaints to the MHCC about Bendigo Health that were assessed as being in scope for resolution and/or having a known service outcome. The most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



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 Bendigo Health in response to complaints to the MHCC included:
 - Improved communication/resolution of misunderstandings
 - Change in the way the service is provided
 - Staff involved provided with feedback





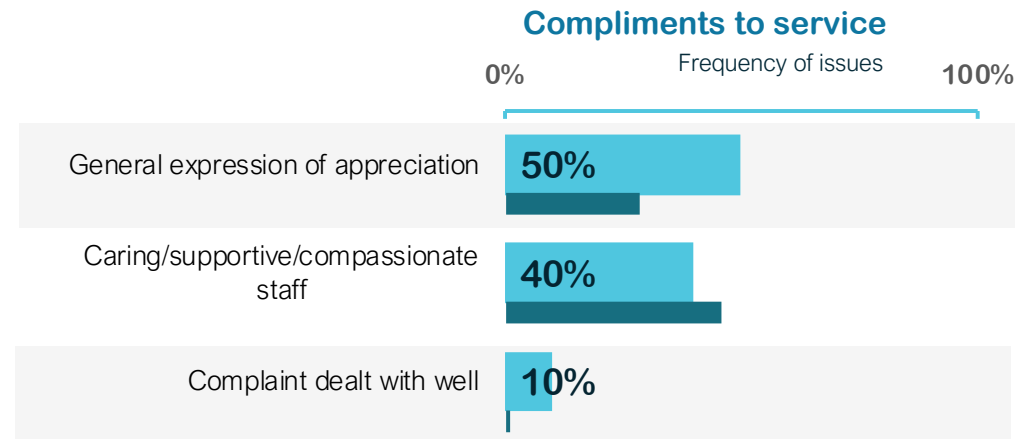
Themes in compliments

What were compliments about? 2022-23

● Compliments to Bendigo Health (n=10) ● Compliments to services sector-wide (n=1041)

Issues raised in compliments about Bendigo Health

- The most frequently raised compliment issue was general expression of appreciation for the service. This was followed by mentions of caring / supportive / compassionate staff.
- A considerable level of detail was provided by Bendigo Health about their compliments data that enabled the MHCC to identify more specific themes.



Key points to consider



Complaint numbers

- Both the number of complaints made to the MHCC about Bendigo Health and complaints made directly to the service itself increased markedly between 2021-22 and 2022-23.
- The number of complaints made to the service remains notably higher than those submitted to the MHCC.
- Consumers made the vast majority of complaints to the MHCC about Bendigo Health and the complaints to the service itself.



Issues raised

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Outcomes

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