

Summary of service provider complaint report

Eastern CYMHS

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:



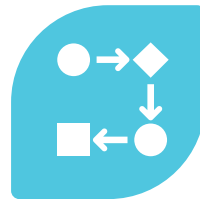
identify key themes
and emerging issues
across the sector



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

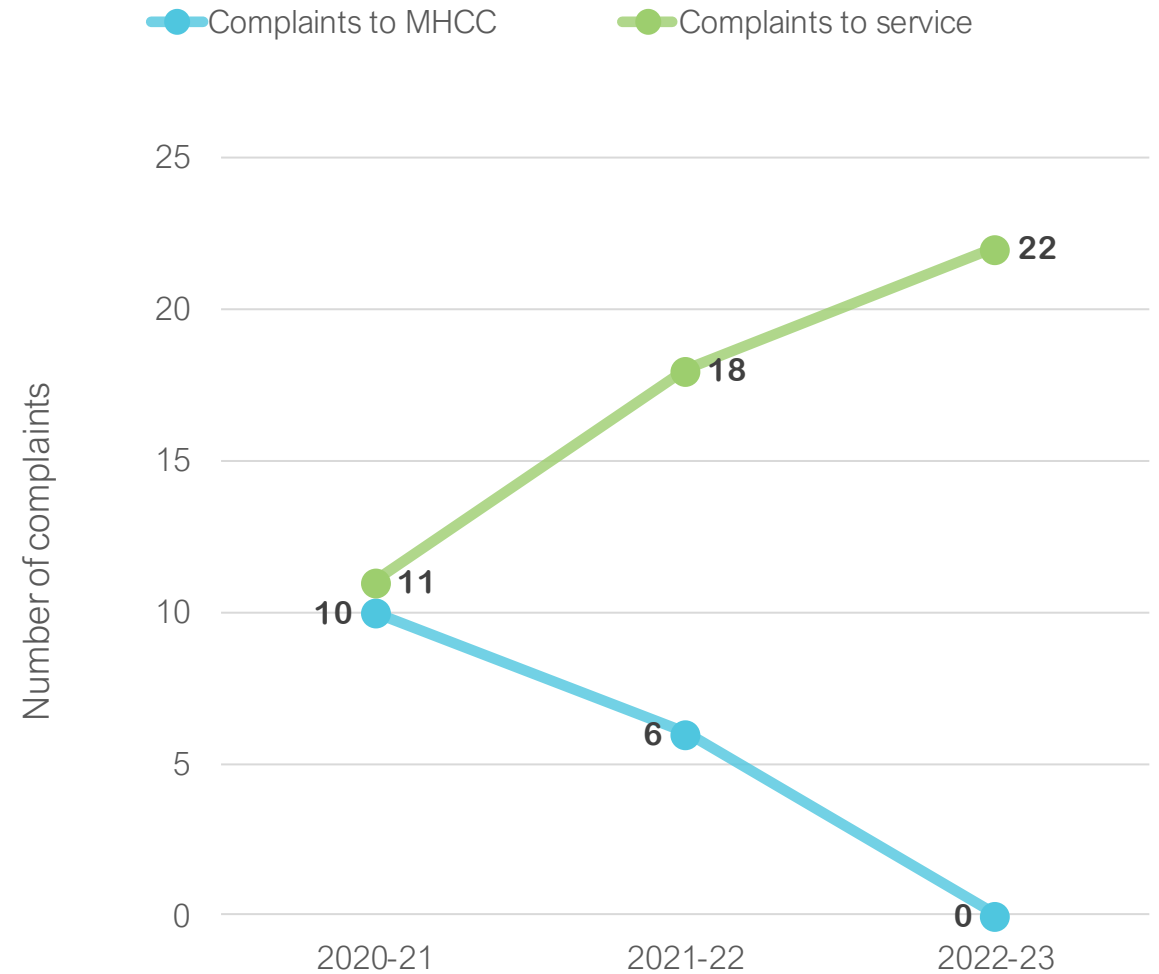
0

Complaints to the MHCC
about Eastern CYMHS

22

Complaints to
Eastern CYMHS

- The number of complaints made to the MHCC about Eastern CYMHS dropped to zero in 2022-23, while the number of complaints made directly to the service itself rose.
- In 2022-23, all the complaints concerning Eastern CYMHS were made directly to the service.

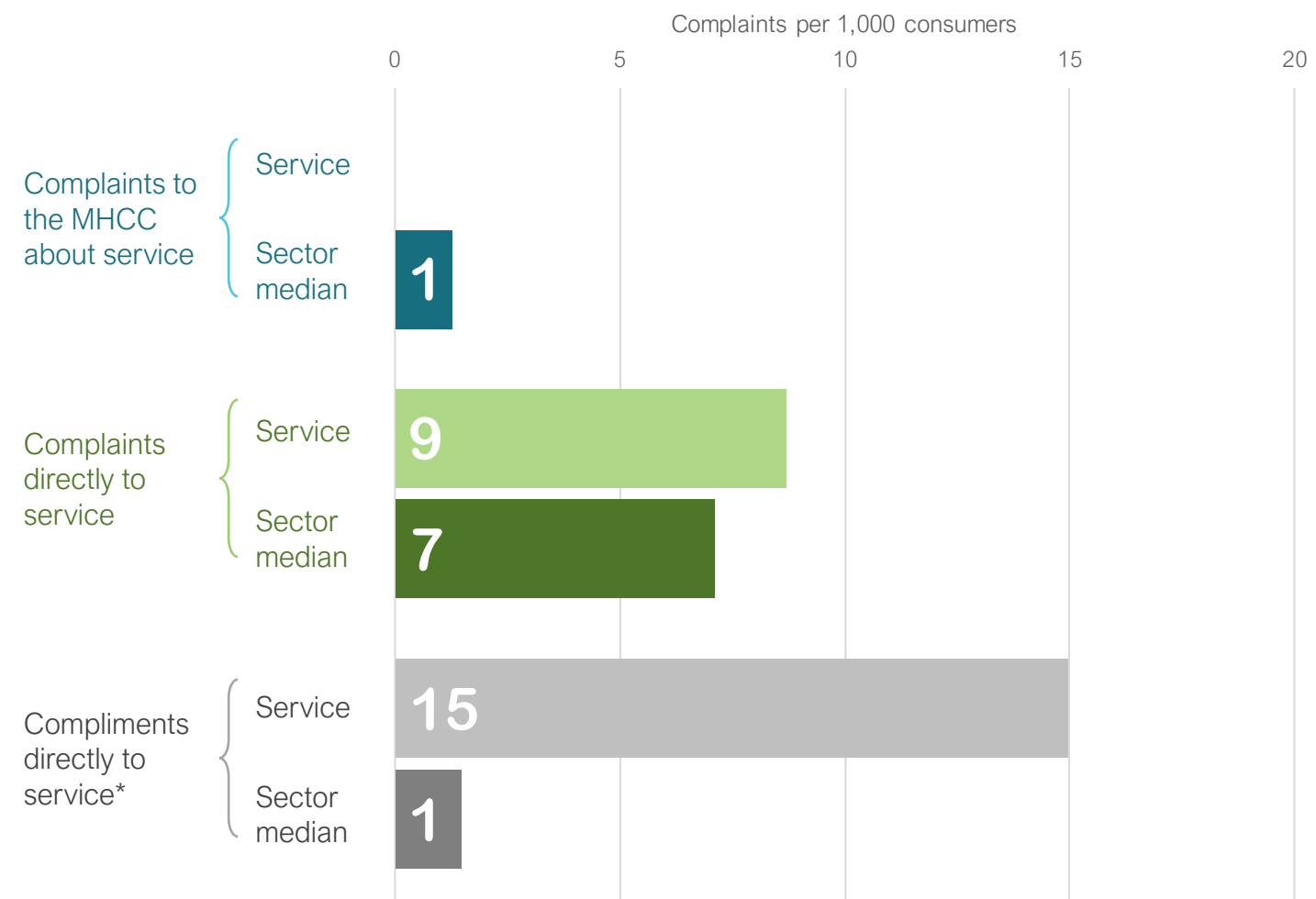


Complaint and compliment rates

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.
- Note that the sector in this report refers to other services that primarily provide services to children, adolescence and youth.
- At zero, the rate of complaints received by the MHCC about Eastern CYMHS was lower than the sector median.
- The rate of complaints directly to the service was slightly higher than the sector median, which was marginally higher than last year.
- The rate of compliments made to Eastern CYMHS was much higher than the sector median and much higher than recorded in the previous year.

Complaints about Eastern CYMHS	Sector-wide complaint
● to the MHCC (n=0)	● to the MHCC (n=63)
● to the service (n=22)	● to the service (n=169)
● Compliments to Eastern CYMHS (n=38)	● Compliments to services sector-wide (n=138)

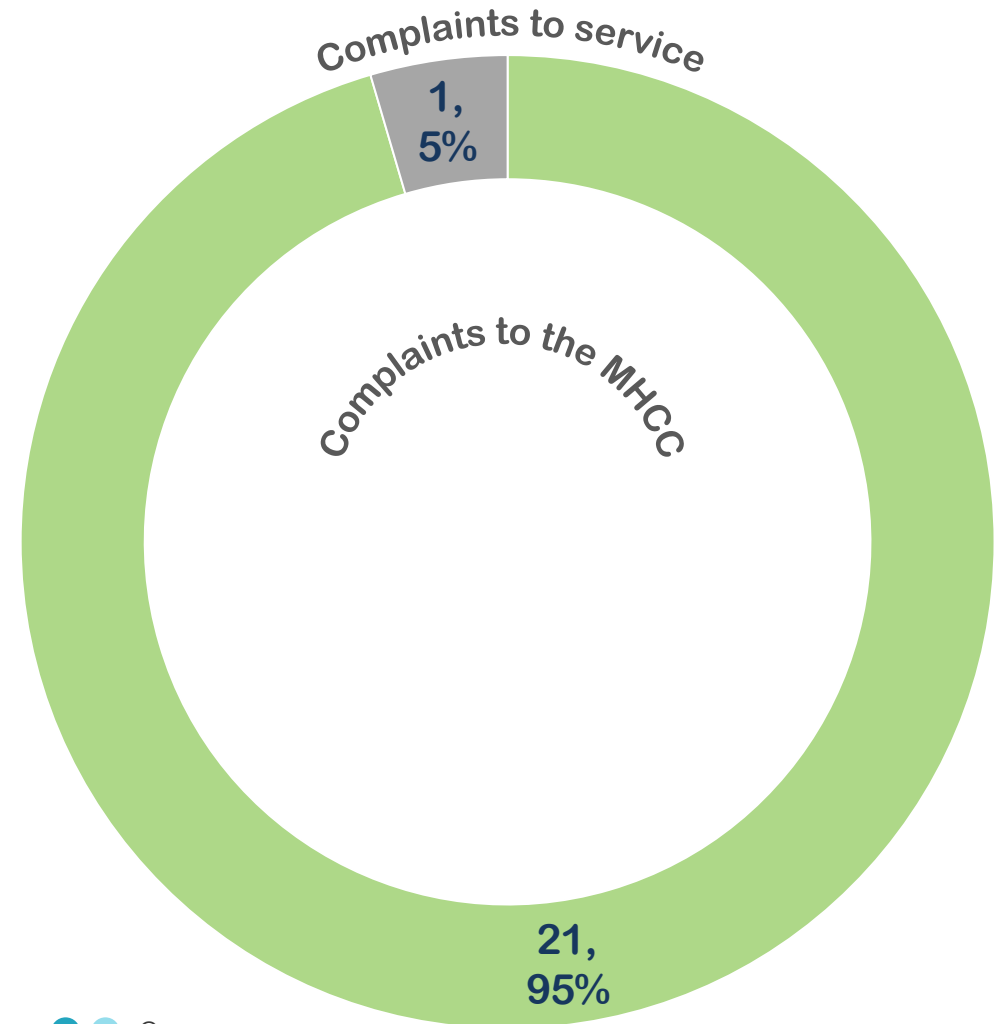


*Note: not all services reported compliments, and services likely used different approaches to capture compliments data

Who is making complaints? 2022-23

Complaints raised about Eastern CYMHS

- There were no complaints made to the MHCC about Eastern CYMHS.
- Nearly all the complaints made directly to the service were made by consumers (95%).



- Consumer
- Family member/carer
- Other

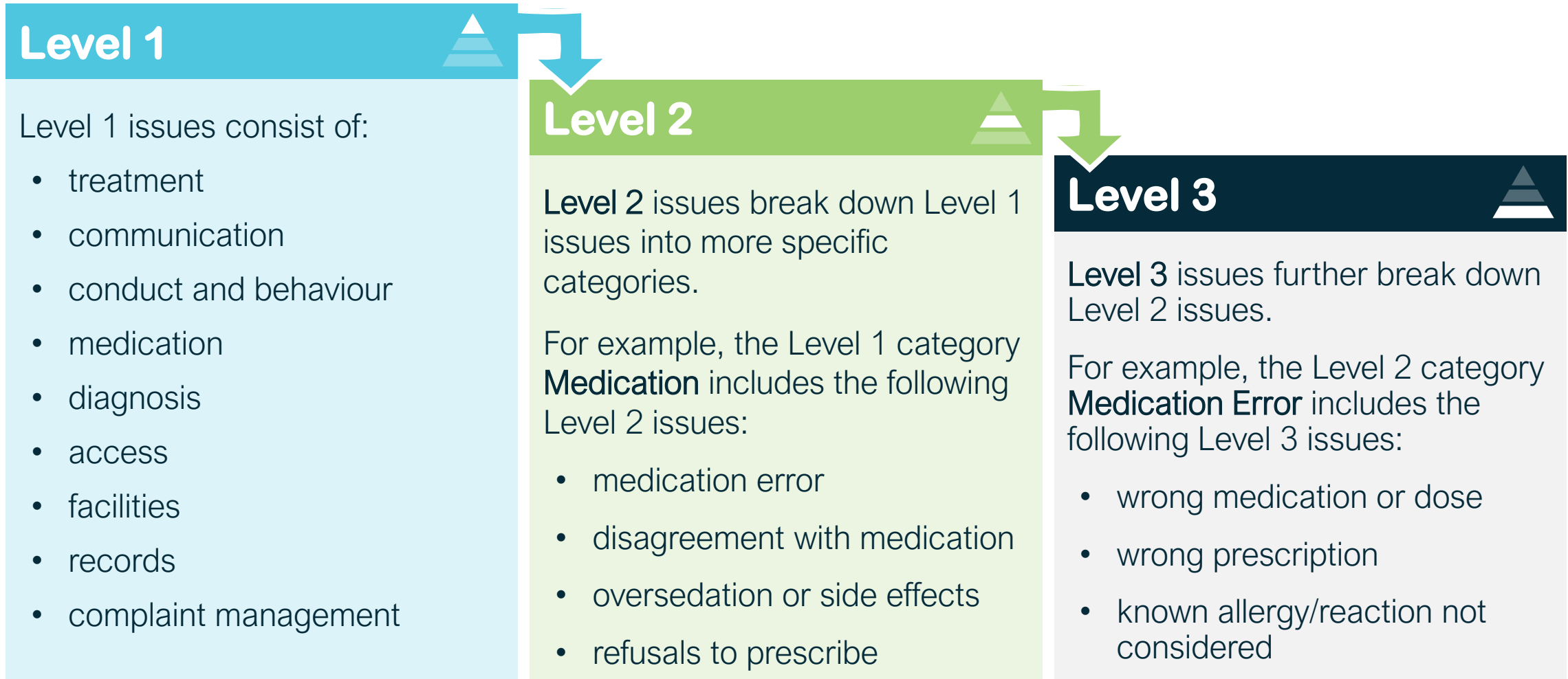
Note: this graphic does not include complaints where the complainant status was unknown.



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 Eastern CYMHS

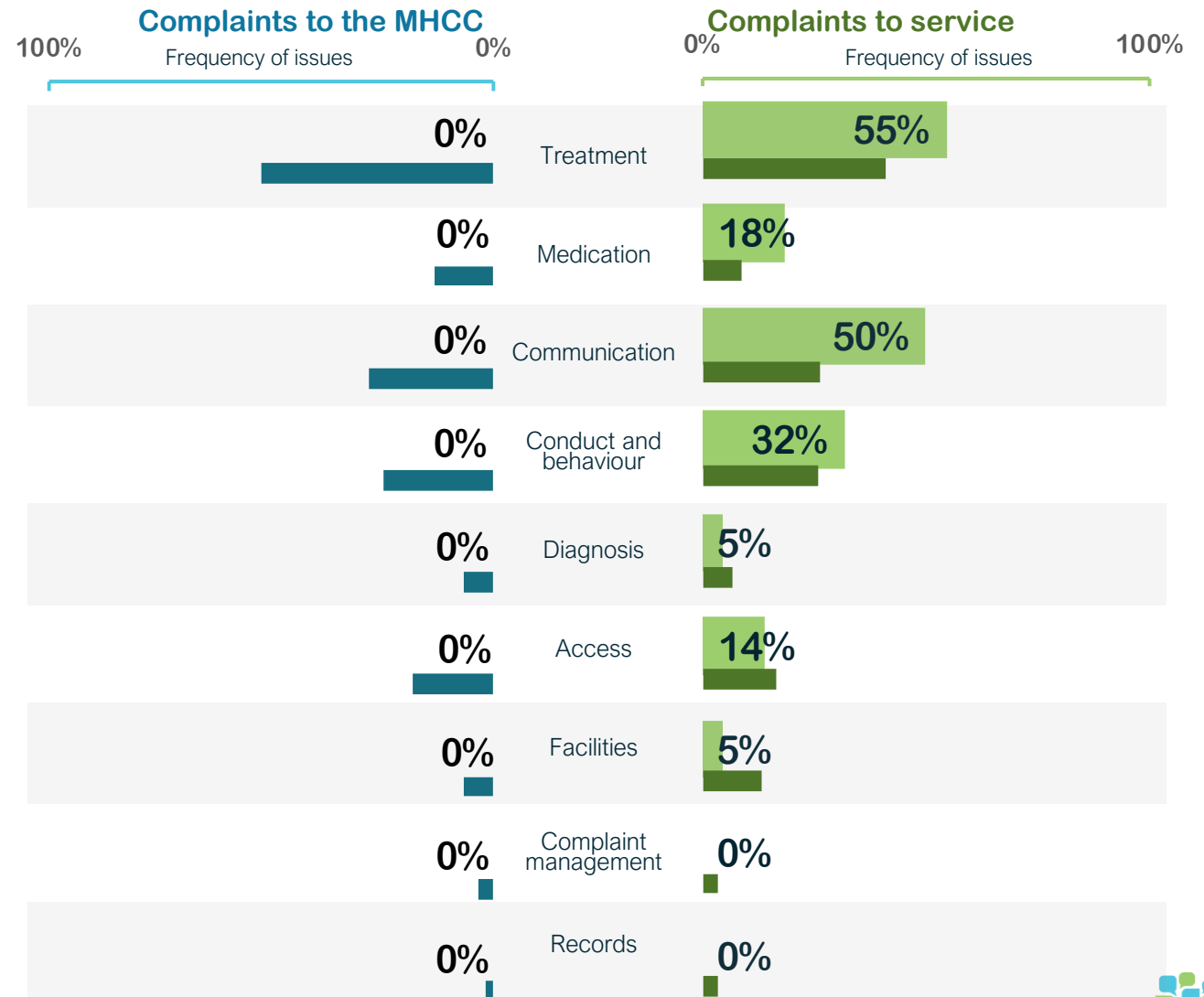
- The complaints shown on this page consist of all those made by consumers, family members / carers and any other persons.
- There were no complaints made to the MHCC about Eastern CYMHS.
- Issues raised in complaints made directly to the service were broadly consistent with sector wide distribution, with Treatment, Communication and Conduct & behaviour as commonly mentioned issues.

Complaints about Eastern CYMHS

- to the MHCC (n=0)
- to the service (n=22)

Sector-wide complaints

- to the MHCC (n=63)
- to the service (n=169)

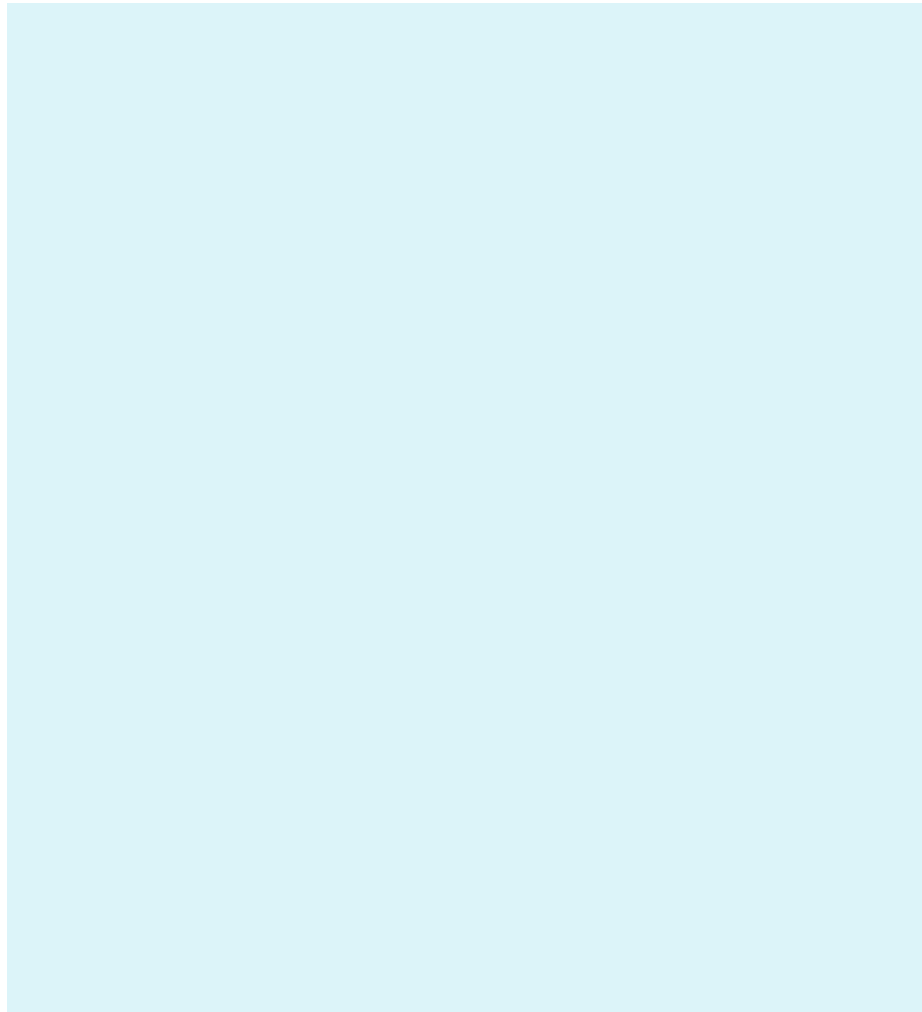


What were complaints about? 2022-23

Most frequent Level 3 issues raised about Eastern CYMHS

Complaints about Eastern CYMHS ● to the MHCC (n=0) ● to the service (n=22)	Sector-wide complaints ● to the MHCC (n=63) ● to the service (n=169)
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- The issues most frequently raised in complaints by carers made directly to the service were a lack of communication with carers, and rudeness / lack of respect / discourtesy.
- Almost all the complaints made directly to the service were made by consumers (95%).



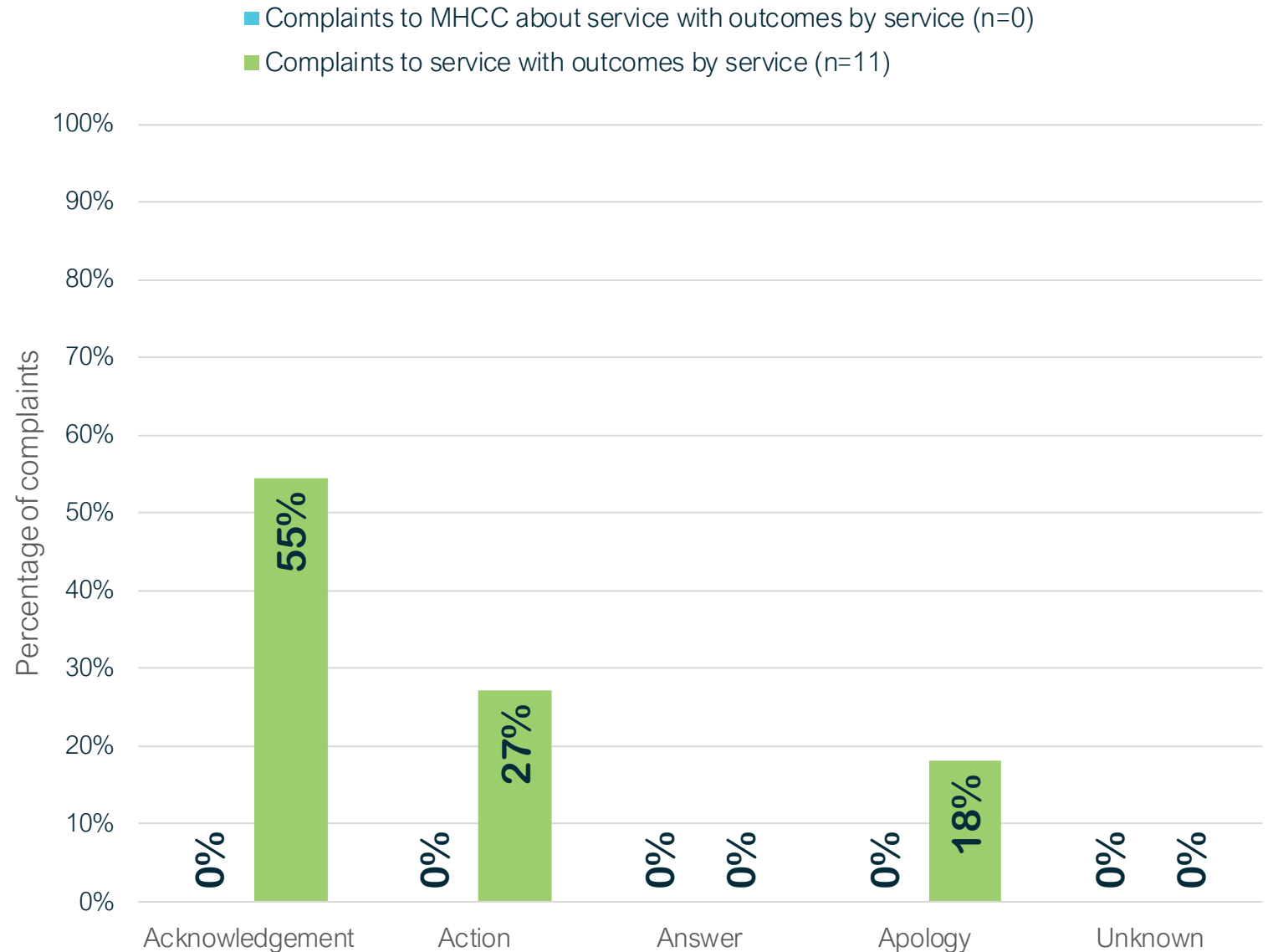


Outcomes of complaints

What were the outcomes of complaints? 2022-23

Closed complaints about Eastern CYMHS

- Outcomes of complaints are framed in terms of the '4 A's' of complaint resolution - acknowledgement, action, answers and apology.
- There were no complaints made to the MHCC about Eastern CYMHS.
- The most common outcome for complaints made directly to Eastern CYMHS was acknowledgement of the issue(s) raised by the complainant followed by a responsive action.





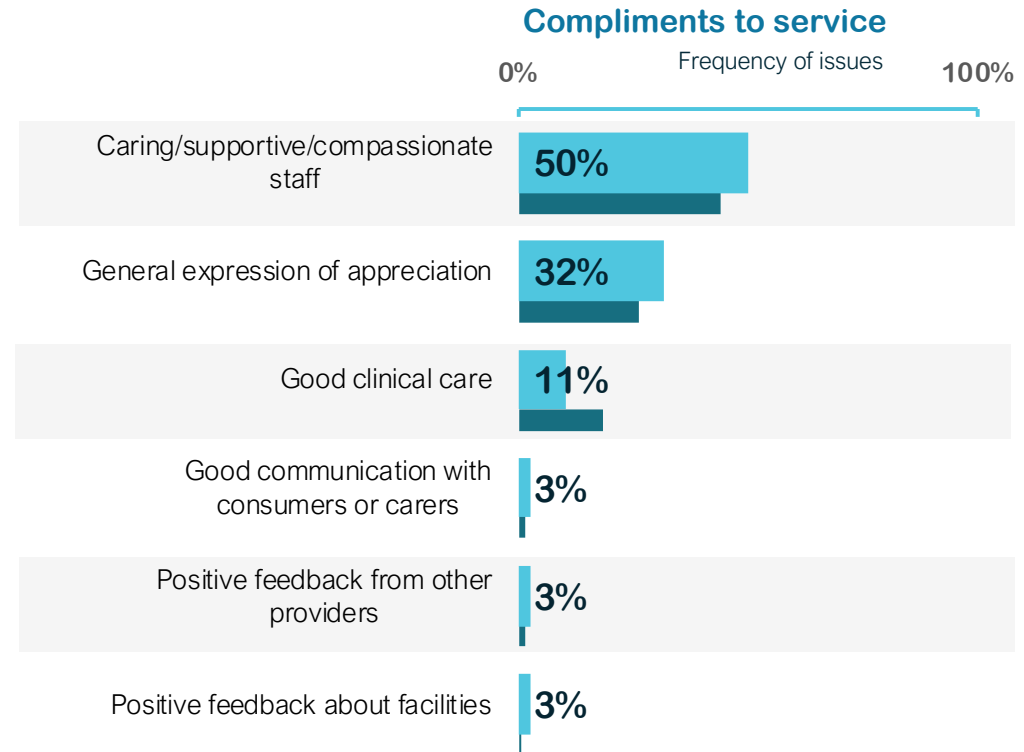
Themes in compliments

What were compliments about? 2022-23

● Compliments to Eastern CYMHS (n=38) ● Compliments to services sector-wide (n=138)

Issues raised in compliments about Eastern CYMHS

- The most frequently raised compliment topic was caring / supportive / compassionate staff.
- Other notable compliment issues were general expressions of appreciation (32%), and good clinical care (11%).
- A considerable level of detail was provided by Eastern CYMHS 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 Eastern CYMHS dropped to zero in 2022-23, while the number of complaints made directly to the service itself rose.
- In 2022-23, all the complaints concerning Eastern CYMHS were made directly to the service.
- Nearly all the complaints made directly to the service were made by consumers (95%).



Issues raised

- Issues raised in complaints made directly to the service were broadly consistent with sector wide distribution, with Treatment, Communication (lack of communication) and Conduct & behaviour (rudeness / lack of respect / discourtesy) as commonly mentioned issues.



Outcomes

- The most common outcome for complaints made directly to Eastern CYMHS was acknowledgement of the issue(s) raised by the complainant followed by a responsive action.