

Summary of service provider complaint report

Eastern 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:



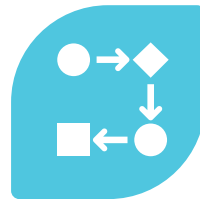
identify key themes
and emerging issues
across the sector



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

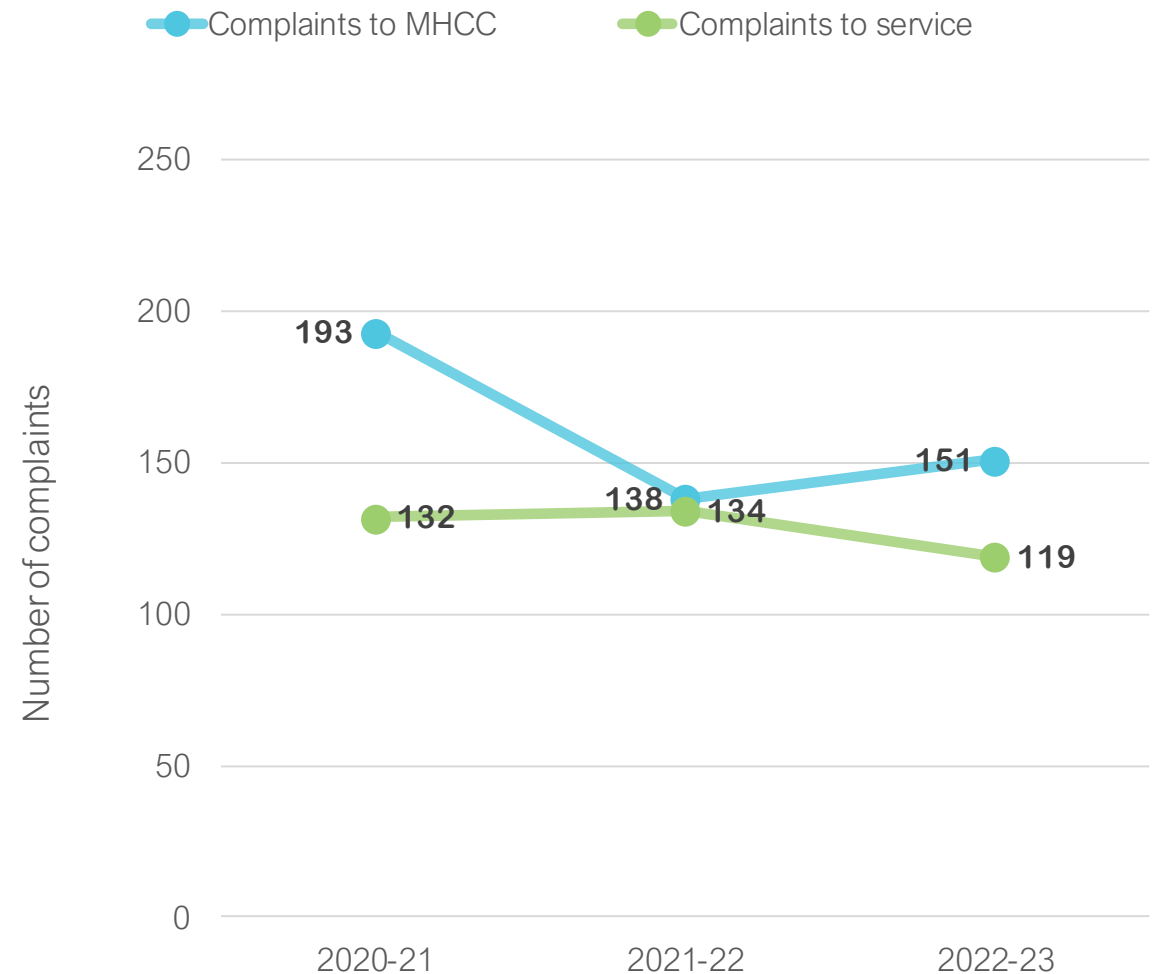
151

Complaints to MHCC
about Eastern Health

119

Complaints to
Eastern Health

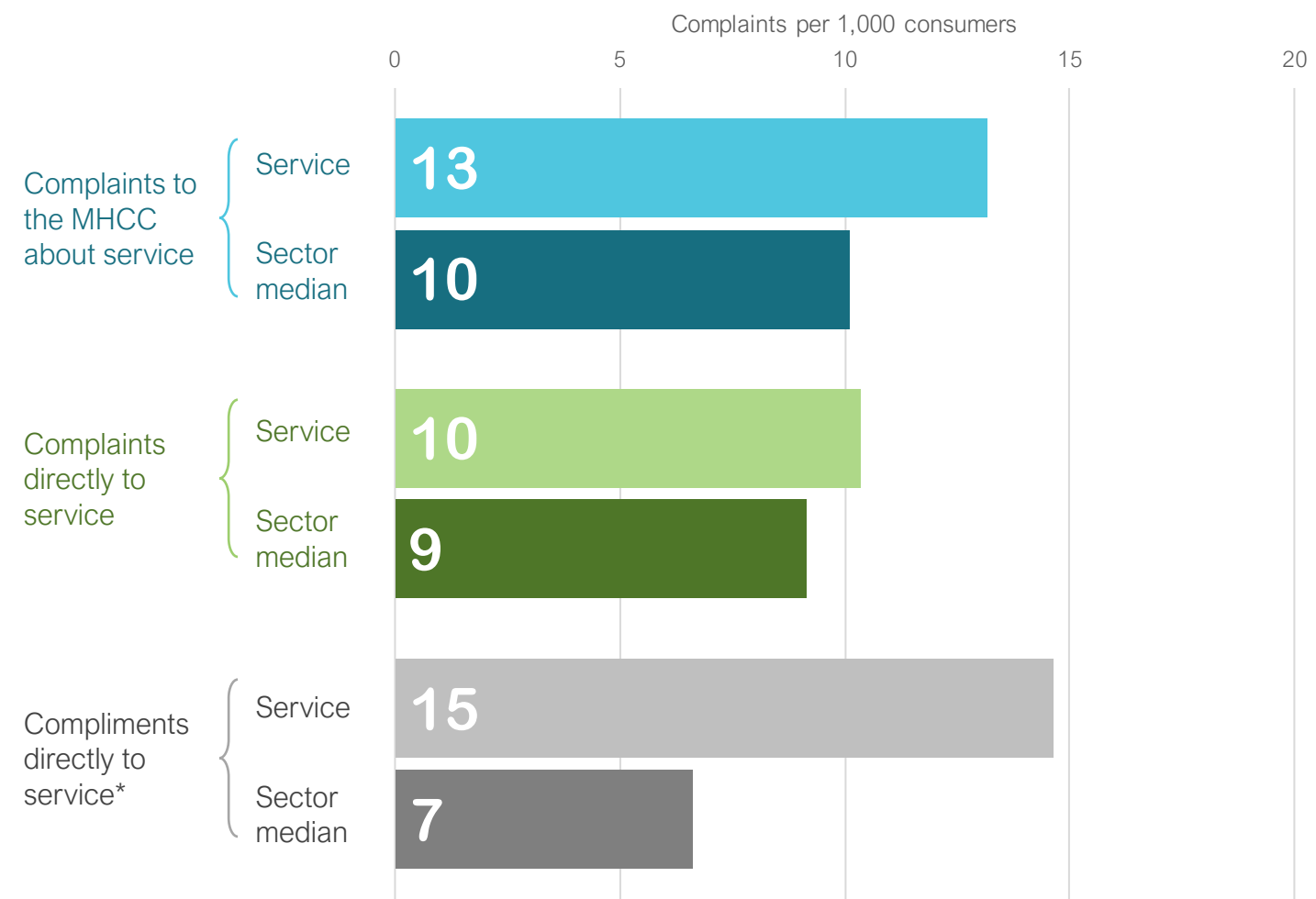
- The number of complaints to the MHCC about Eastern Health increased, while the number of complaints reported directly to the service decreased in 2022-23.
- Since 2020-21, the number of complaints made about Eastern Health either to the MHCC or directly to the service has trended lower.
- Since last year, the number of complaints made to the MHCC about Eastern Health became higher than that reported 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.
- The rate of complaint about Eastern Health made both to the MHCC and to the service directly was higher than the sector median. The rate of compliments made to Eastern Health was also higher than the sector.

Complaints about Eastern Health	Sector-wide complaint
● to the MHCC (n=151)	● to the MHCC (n=1442)
● to the service (n=119)	● to the service (n=1671)
● Compliments to Eastern Health (n=168)	● Compliments to services sector-wide (n=1041)

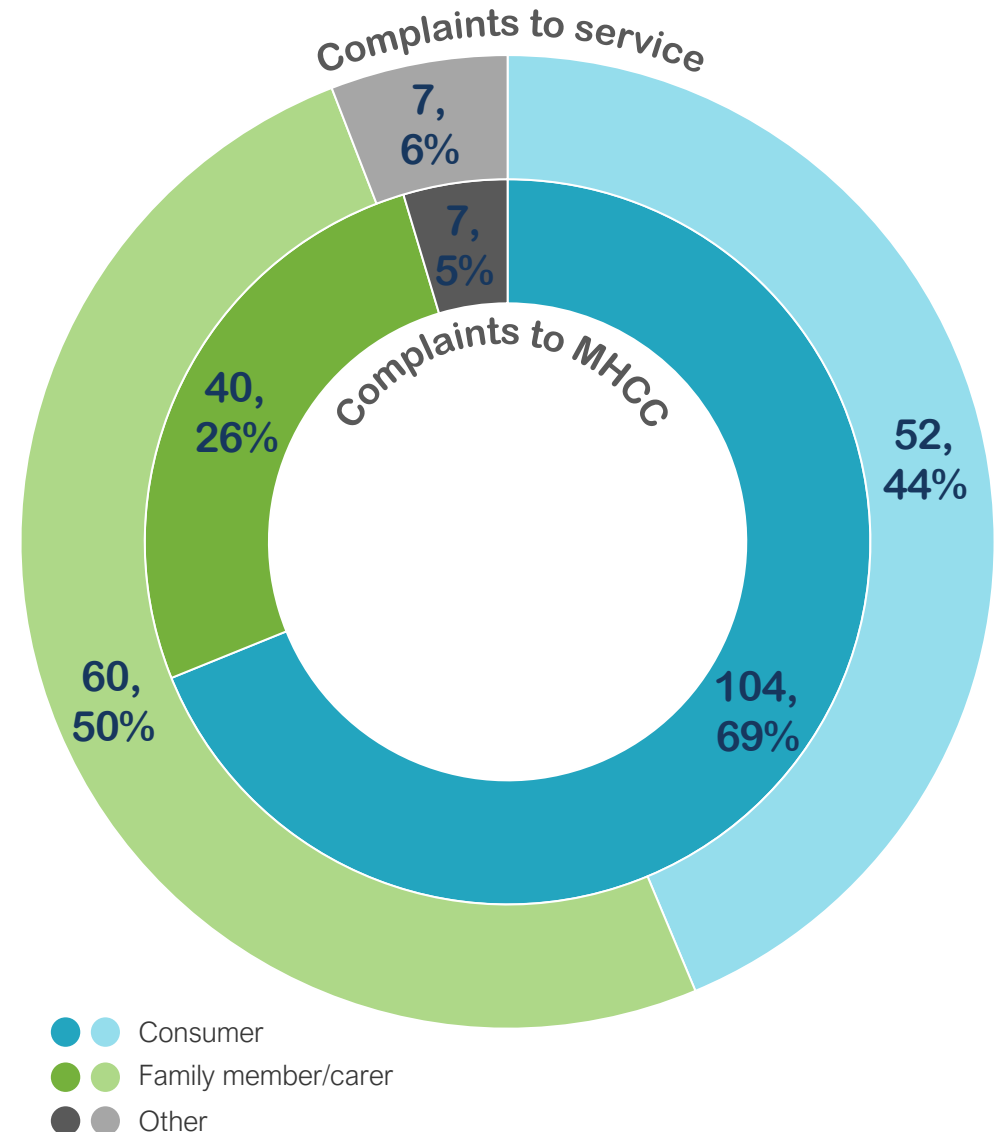


*Note: not all services reported compliments, and services likely used different approaches to capture compliments data

Who is making complaints? 2022-23

Complaints raised about Eastern Health

- Consumers made the majority of complaints to the MHCC about Eastern Health and just under half to Eastern Health directly.
- Family members / carers made a quarter of all complaints to the MHCC while representing one in two complaints made directly to the service.



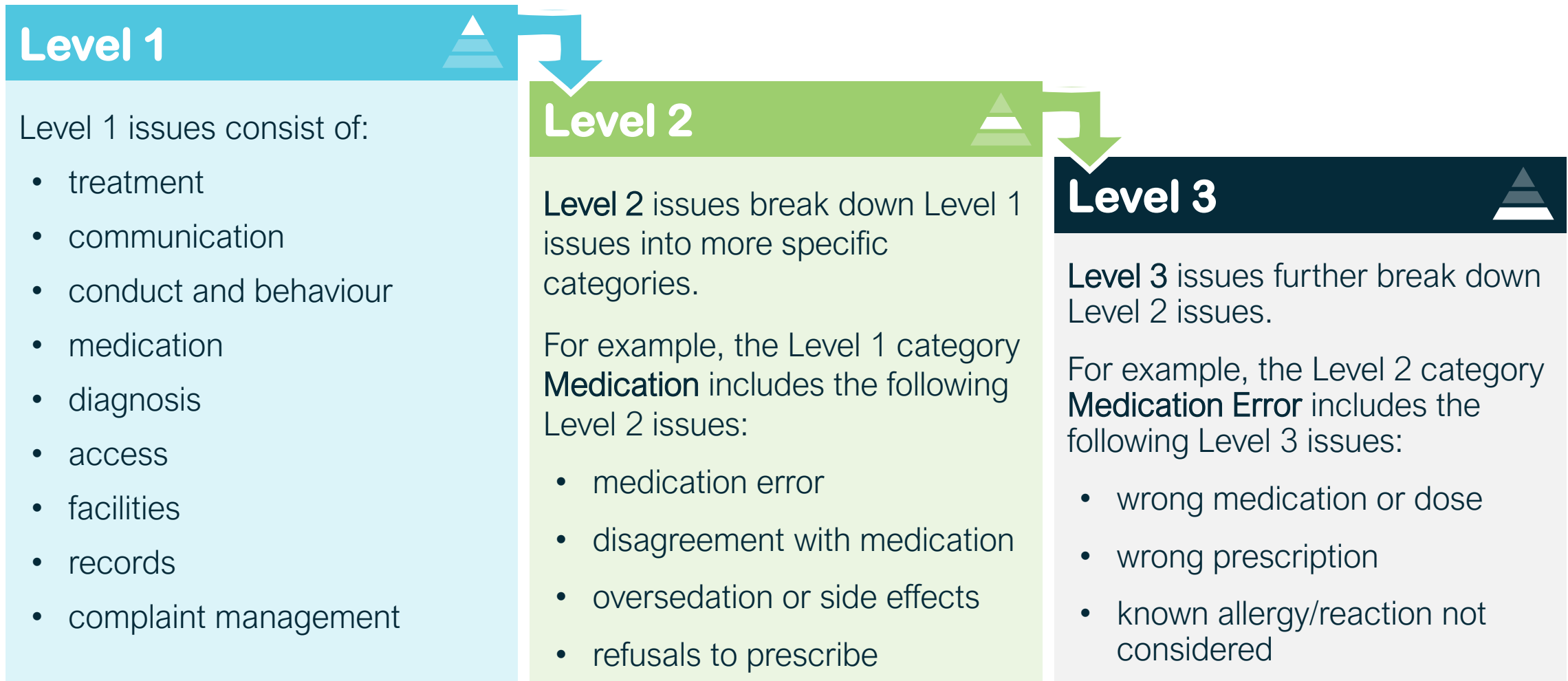
Note: this graphic does not include complaints where the complainant status was unknown.



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 Health

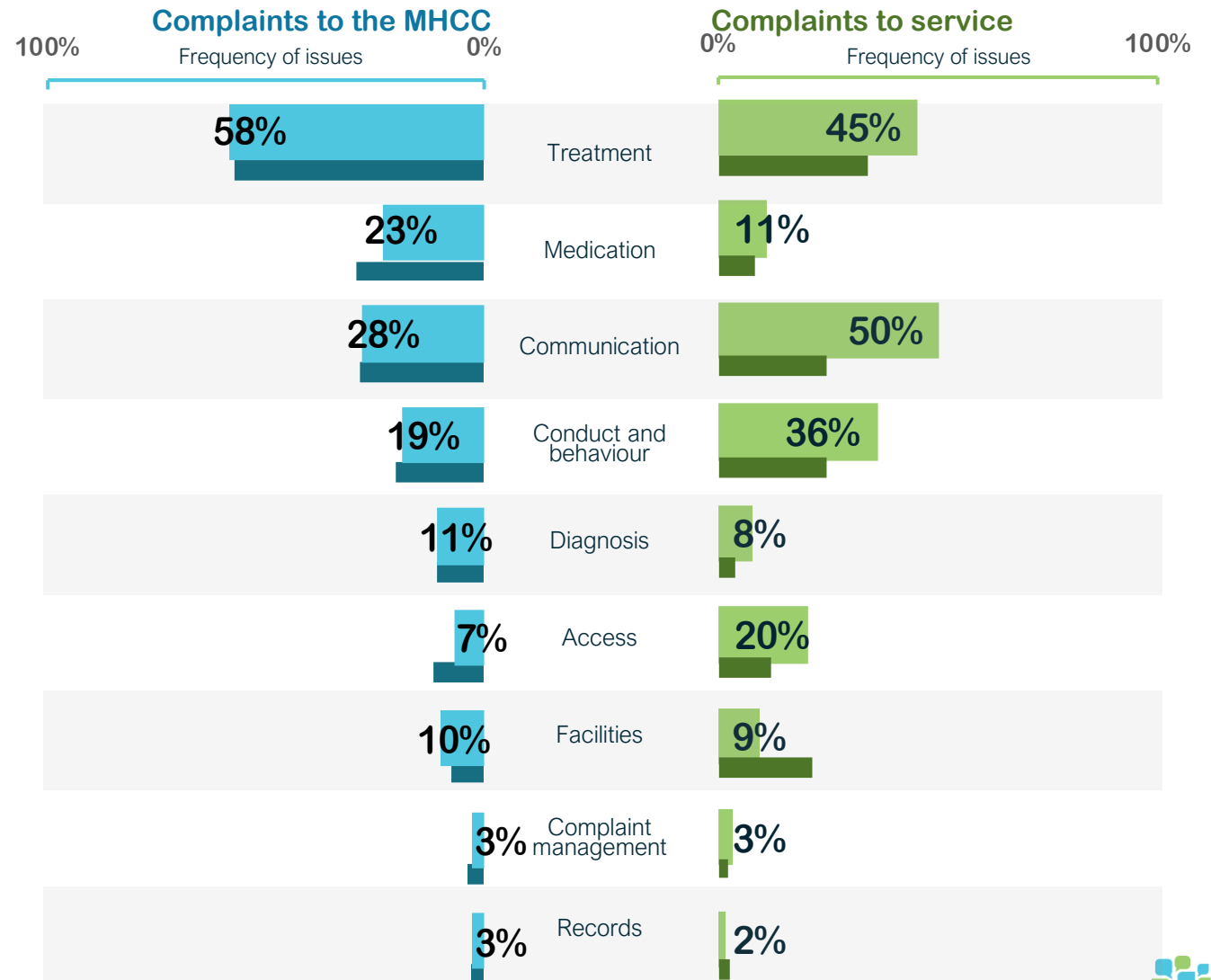
- The complaints shown on this page consist of all those made by consumers, family members / carers and any other persons.
- Issues raised in complaints to the MHCC about Eastern Health often related to Treatment, Communication, and Medication. The issues raised were consistent with those raised to the MHCC for the sector.
- Issues raised in complaints made directly to Eastern Health were commonly about Communication and Treatment issues – these issues were raised at a higher rate when compared to the sector.

Complaints about Eastern Health

- to the MHCC (n=151)
- to the service (n=119)

Sector-wide complaints

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

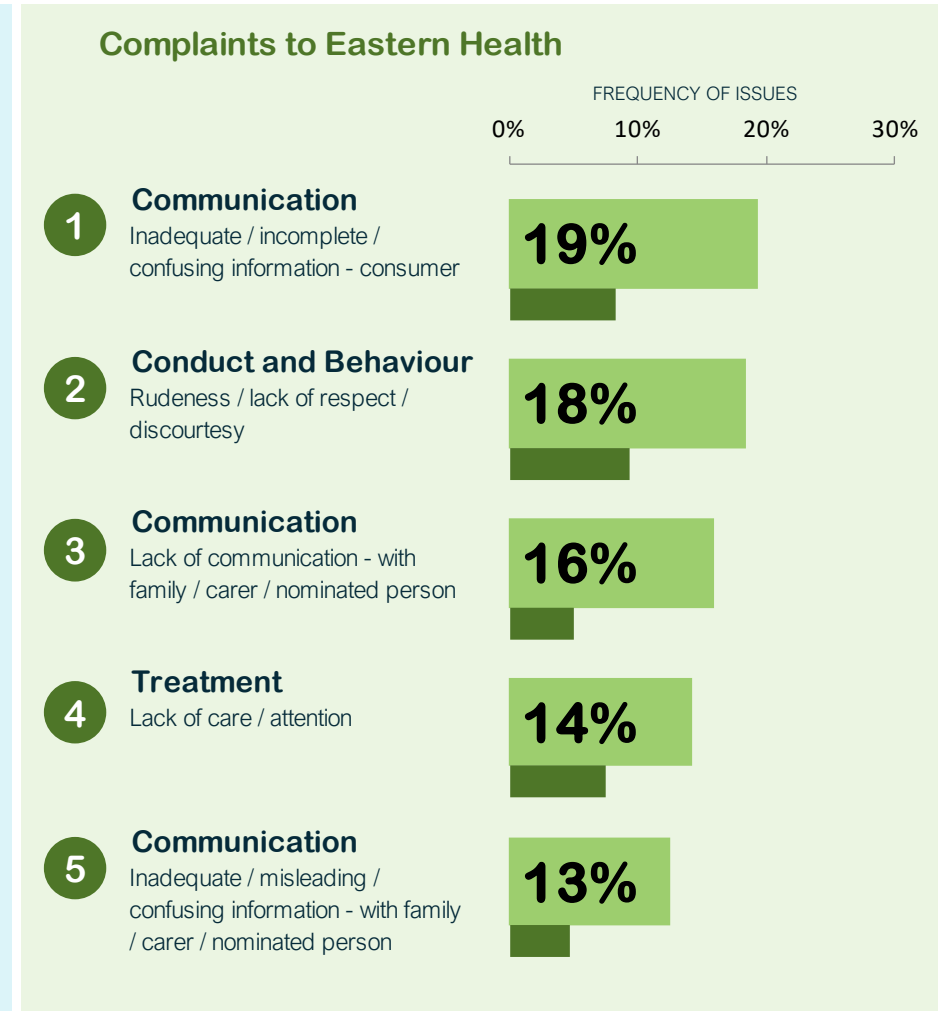
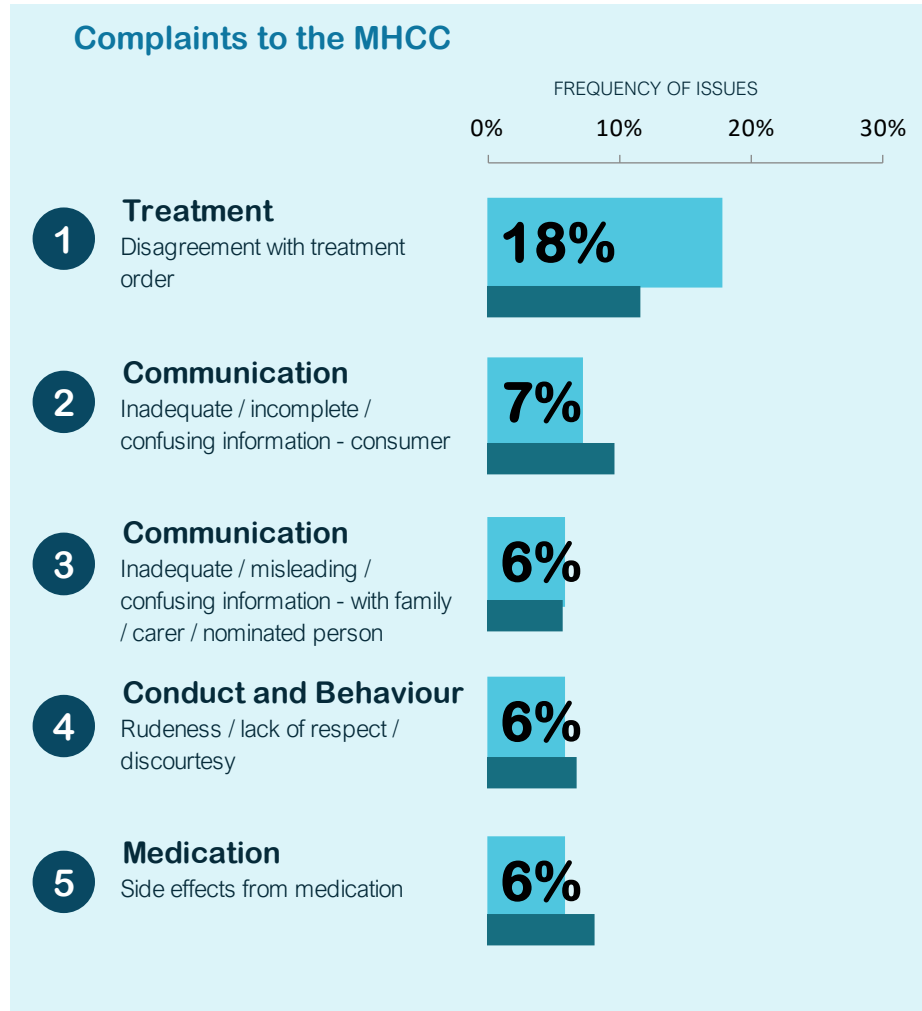


What were complaints about? 2022-23

Most frequent Level 3 issues raised about Eastern Health

Complaints about Eastern Health ● to the MHCC (n=151) ● to the service (n=119)	Sector-wide complaints ● to the MHCC (n=1442) ● to the service (n=1671)
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- Disagreement with treatment order was the most frequently raised issue among complaints to the MHCC about Eastern Health, which were raised in higher proportion than complaints made sector-wide.
- Inadequate / incomplete / confusing information for the consumer and rudeness / lack of respect / discourtesy were commonly mentioned raised issues among complaints made directly to Eastern Health. This issue was higher in proportion compared to complaints made sector-wide.

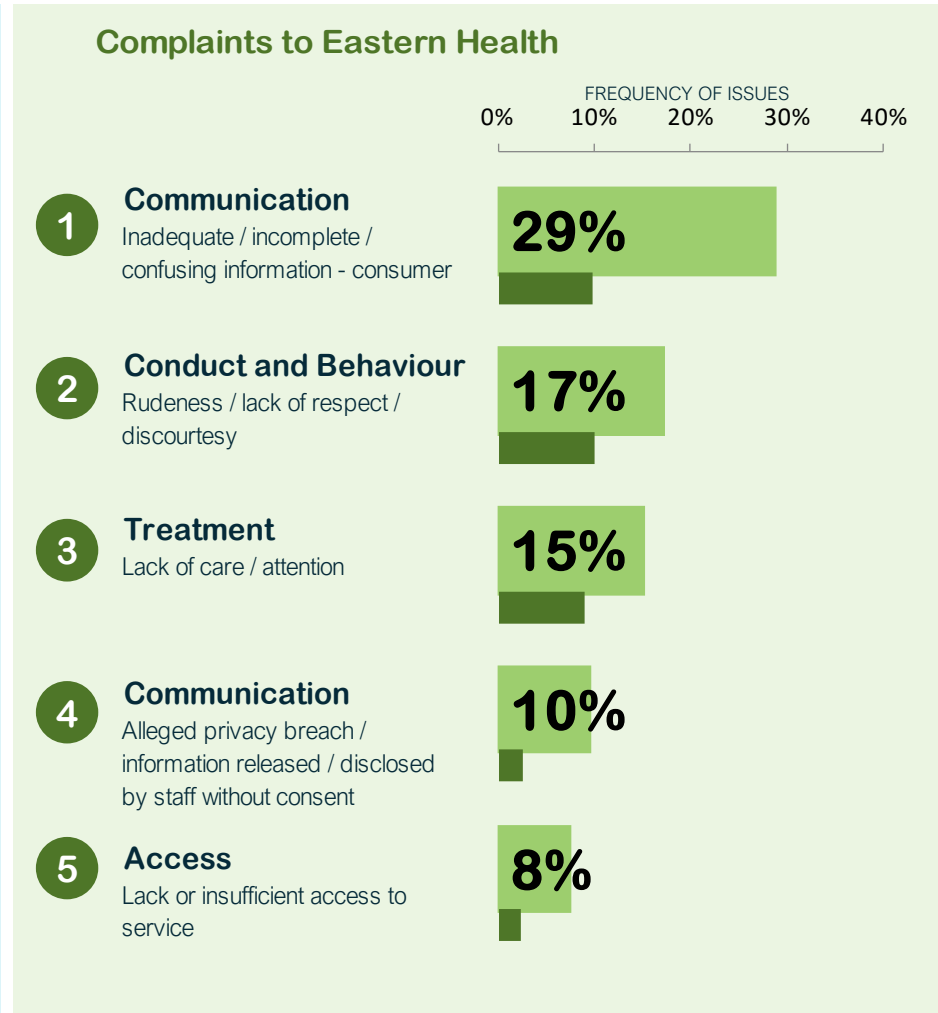
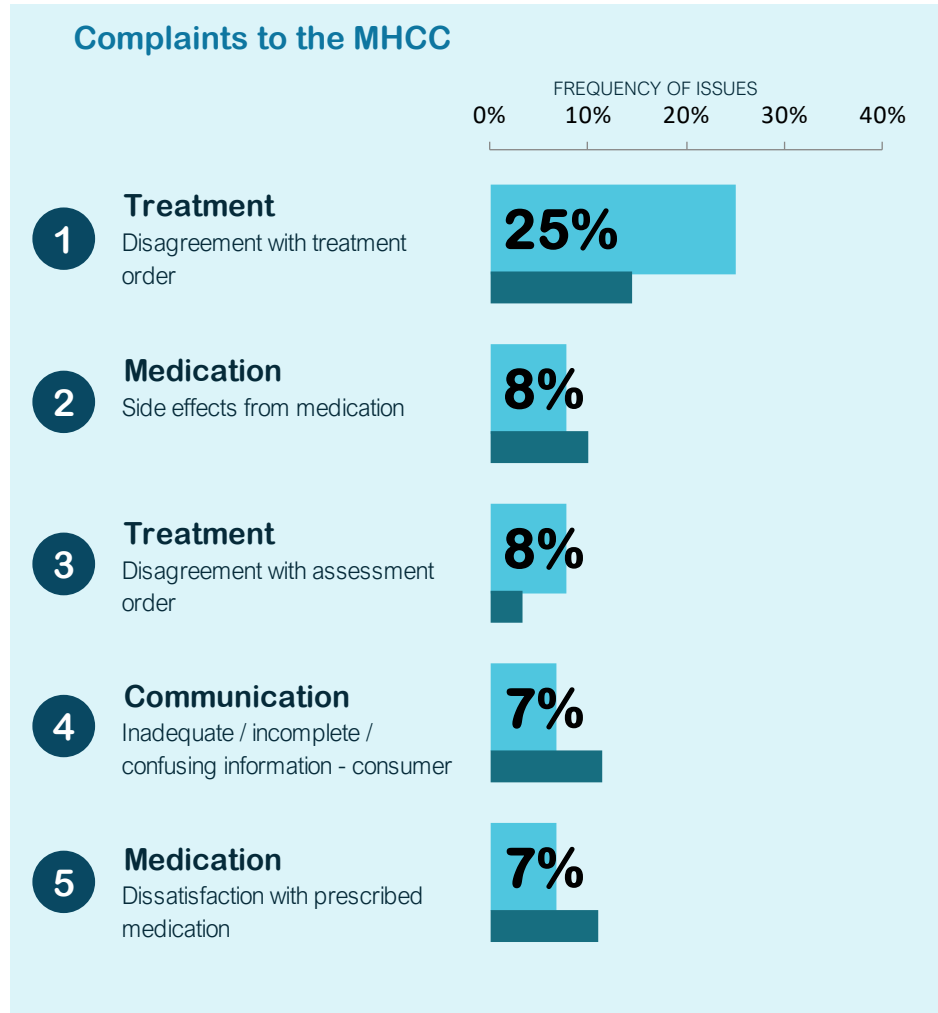


Issues raised by consumers 2022-23

Most frequent Level 3 issues raised about Eastern Health

Complaints about Eastern Health	Sector-wide complaints
● to the MHCC (n=104)	● to the MHCC (n=1074)
● to the service (n=52)	● to the service (n=1039)

- The most commonly raised issue among complaints to the MHCC about Eastern Health made by consumers was disagreement with treatment order. This issue was raised at a higher rate compared to the sector-wide proportion.
- The most frequently raised issue by consumers in their complaints made directly to Eastern Health was inadequate / incomplete/ confusing information for the consumer – this was raised in a higher proportion than that recorded sector-wide.



Issues raised by carers 2022-23

Most frequent Level 3 issues raised about Eastern Health

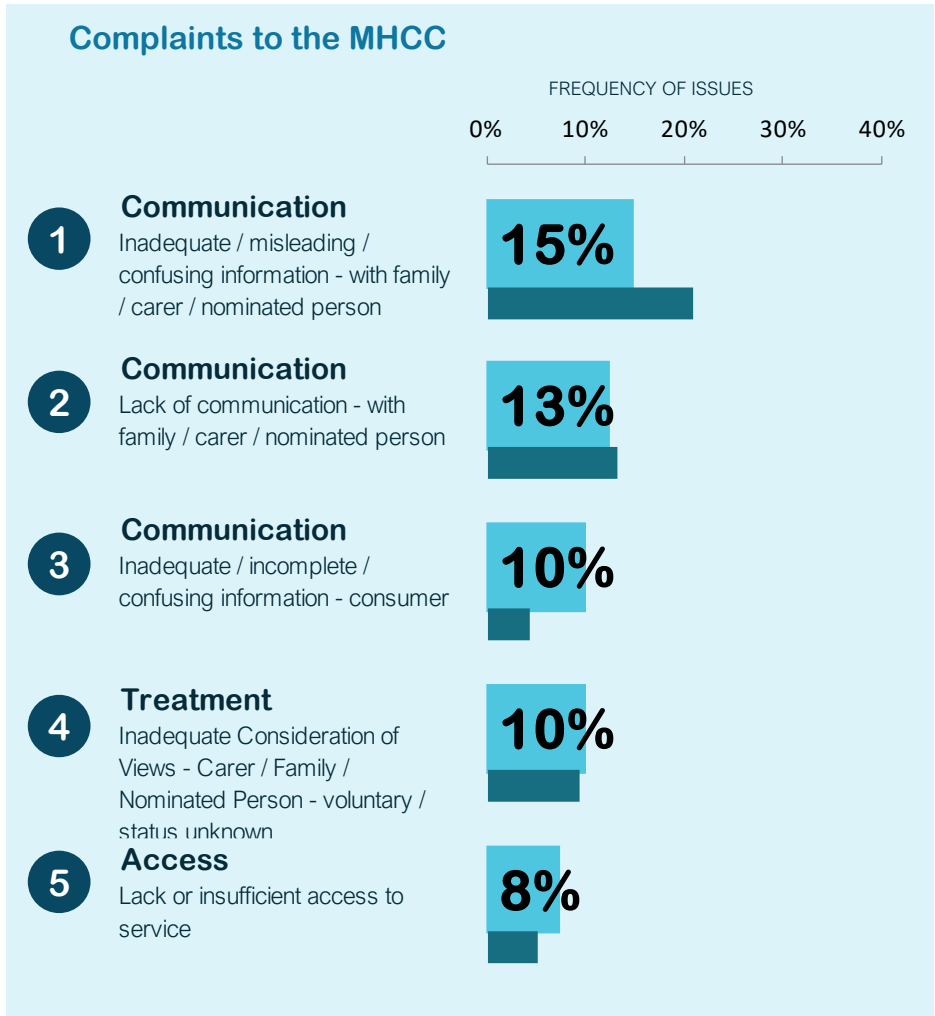
- Inadequate / misleading / confusing information for family / carer / nominated person, and lack of communication for family / carer / nominated person were commonly raised issues among complaints made by family and carers to MHCC about Eastern Health.
- The most frequently raised issues by carers in complaints made directly to the service was lack of communication for family / carer / nominated person.

Complaints about Eastern Health

- to the MHCC (n=40)
- to the service (n=60)

Sector-wide complaints

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



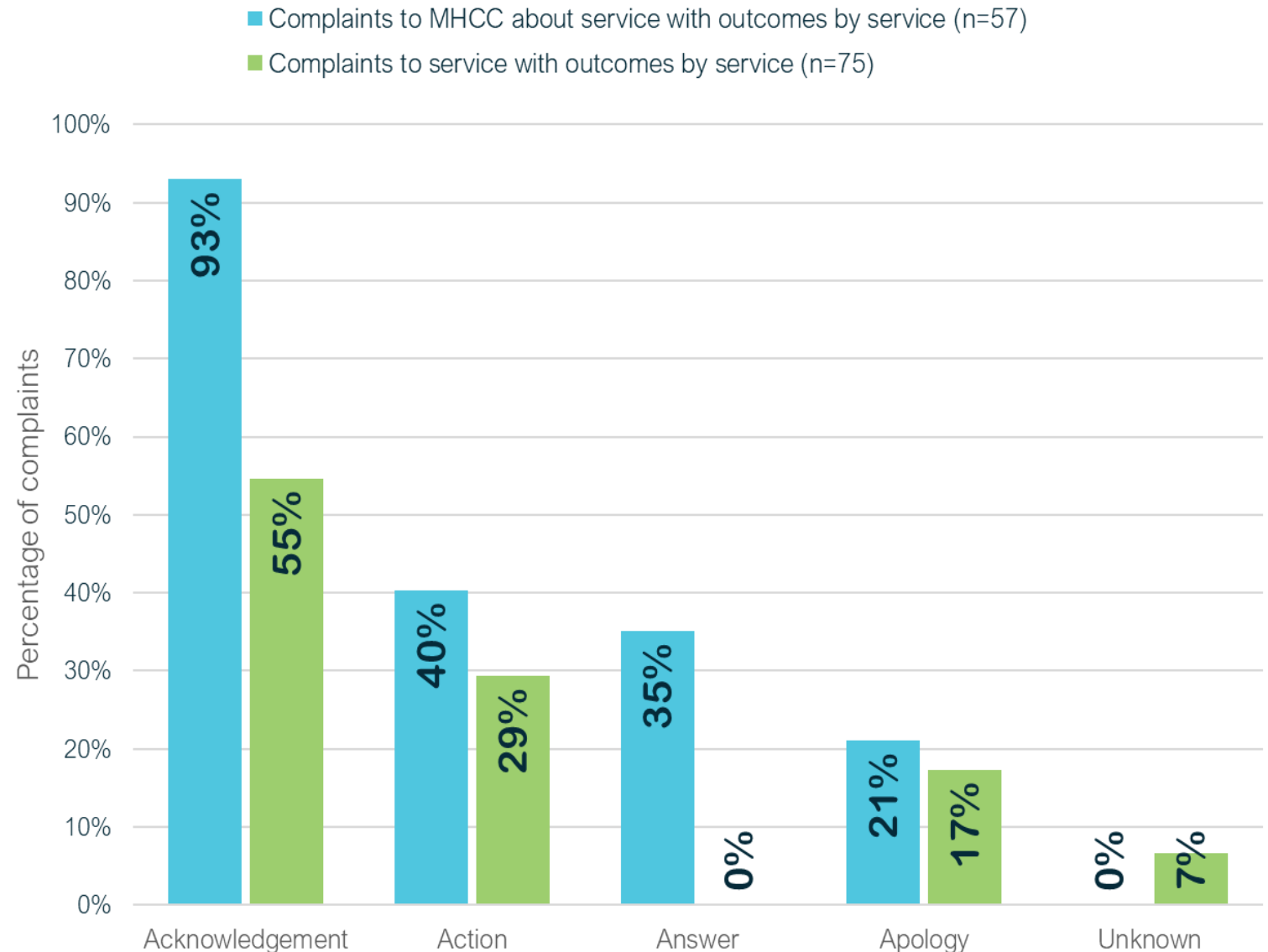


Outcomes of complaints

What were the outcomes of complaints? 2022-23

Closed complaints about Eastern Health

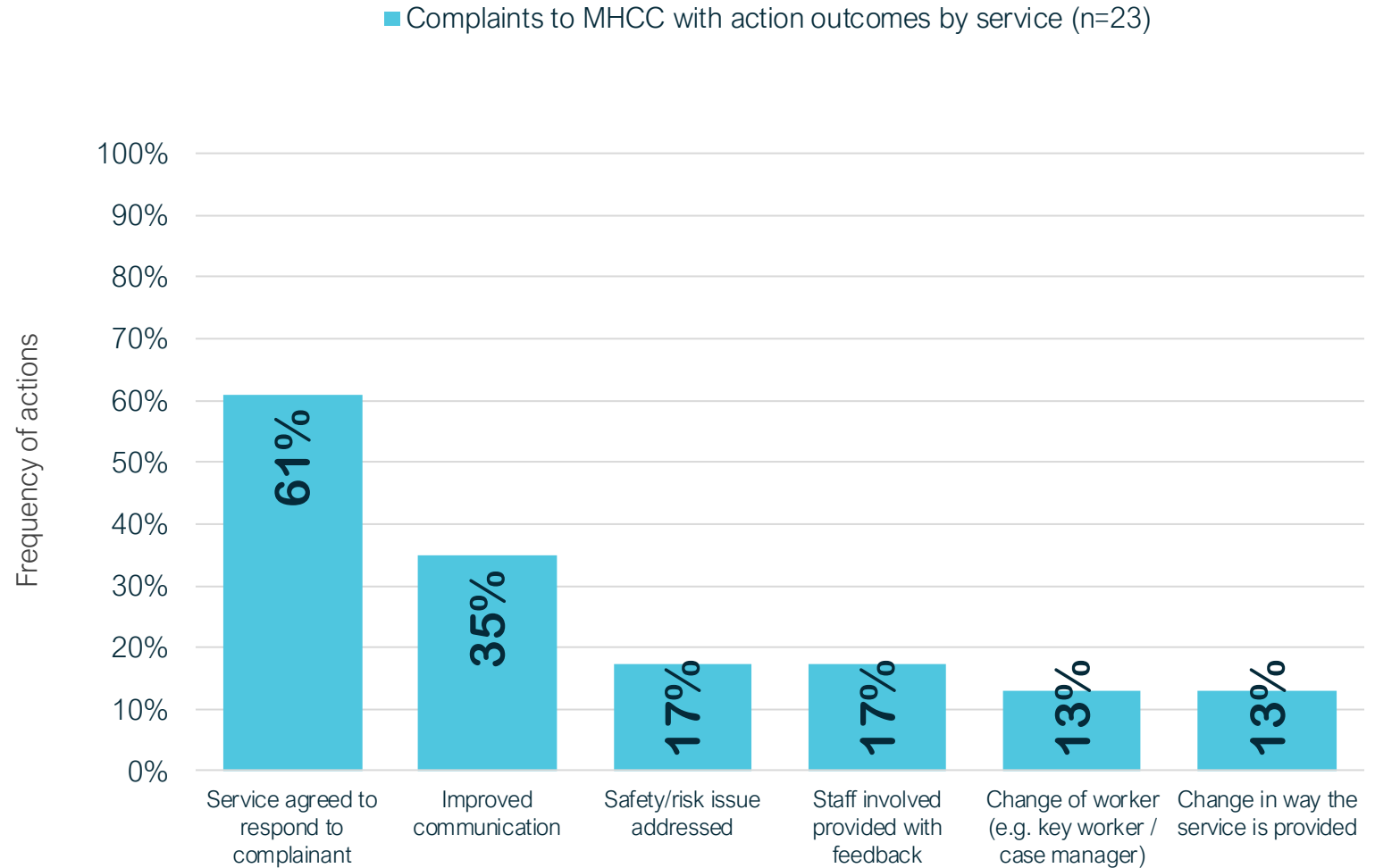
- Outcomes of complaints are framed in terms of the '4 A's' of complaint resolution - acknowledgement, action, answers and apology.
- This chart only includes complaints to the MHCC about Eastern Health that were assessed as being in scope for resolution and/or having a known service outcome. The most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



What actions were taken by the service? 2022-23

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

- The action most frequently undertaken by Eastern Health in response to complaints to the MHCC was the service agreeing to respond to the complainant.





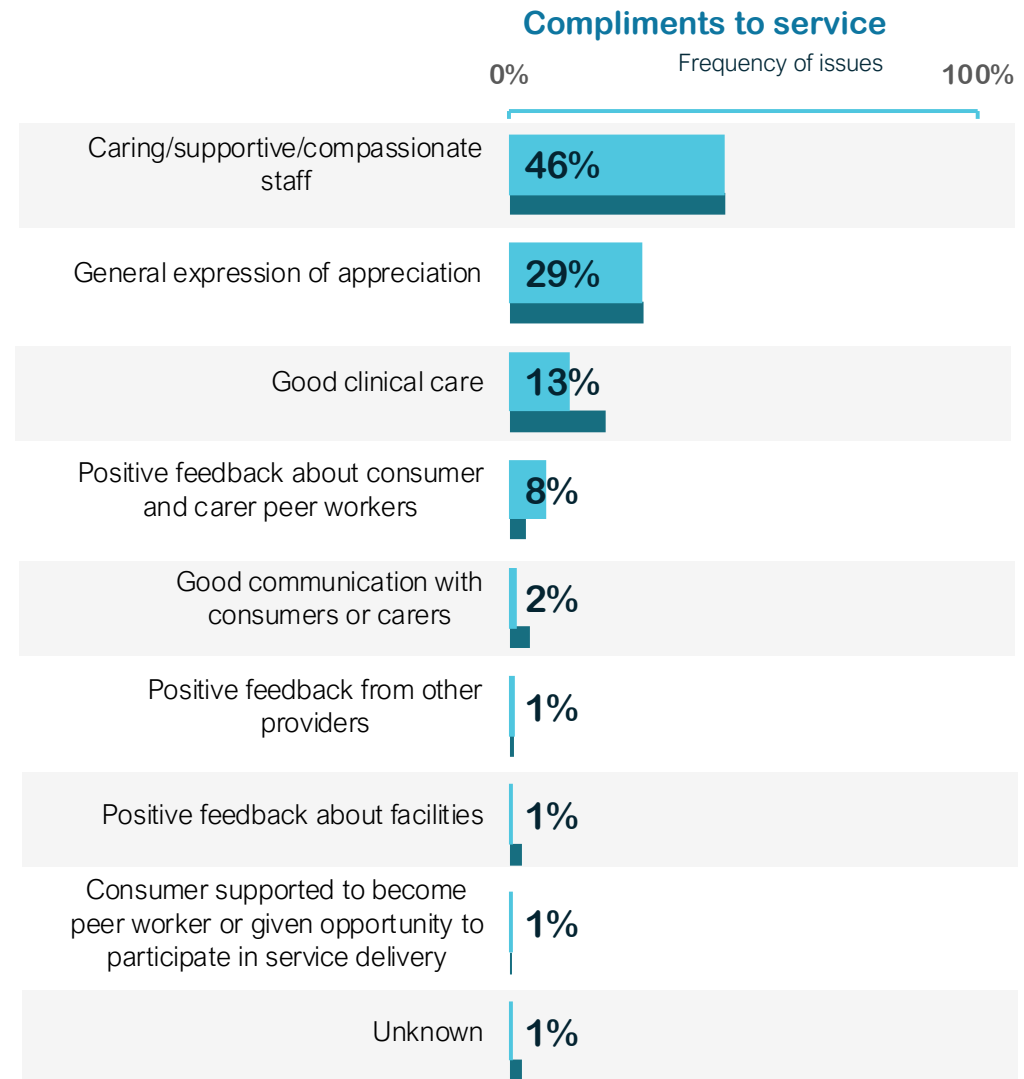
Themes in compliments

What were compliments about? 2022-23

● Compliments to Eastern Health (n=168) ● Compliments to services sector-wide (n=1041)

Issues raised in compliments about Eastern Health

- The most common compliment issue raised to Eastern Health were positive feedback about caring / supportive and compassionate staff, which was similar to the proportions reported sector-wide.
- Other frequently mentioned compliment issues included general expression of appreciation, and good clinical care.
- A considerable level of detail was provided by Eastern Health about their compliments data that enabled the MHCC to identify more specific themes.



Key points to consider



Complaint numbers

- The number of complaints to the MHCC about Eastern Health increased, while the number of complaints reported directly to the service decreased in 2022-23.
- Consumers made the majority of complaints to the MHCC about Eastern Health and just under half to Eastern Health directly.



Issues raised

- Issues raised in complaints to the MHCC about Eastern Health often related to Treatment, Communication, and Medication. The issues raised were consistent with those raised to the MHCC for the sector.
- Issues raised in complaints made directly to Eastern Health were commonly about Communication and Treatment issues – these issues were raised at a higher rate when compared to the sector.



Outcomes

- The most common outcome by Eastern Health for complaints made to MHCC and service was an acknowledgement of the concerns raised in response to the complainant.
- The action most frequently undertaken by Eastern Health in response to complaints to the MHCC was the service agreeing to respond to the complainant.