

Summary of service provider complaint report

Goulburn Valley 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:



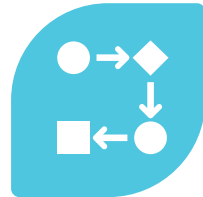
identify key themes
and emerging issues
across the sector



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

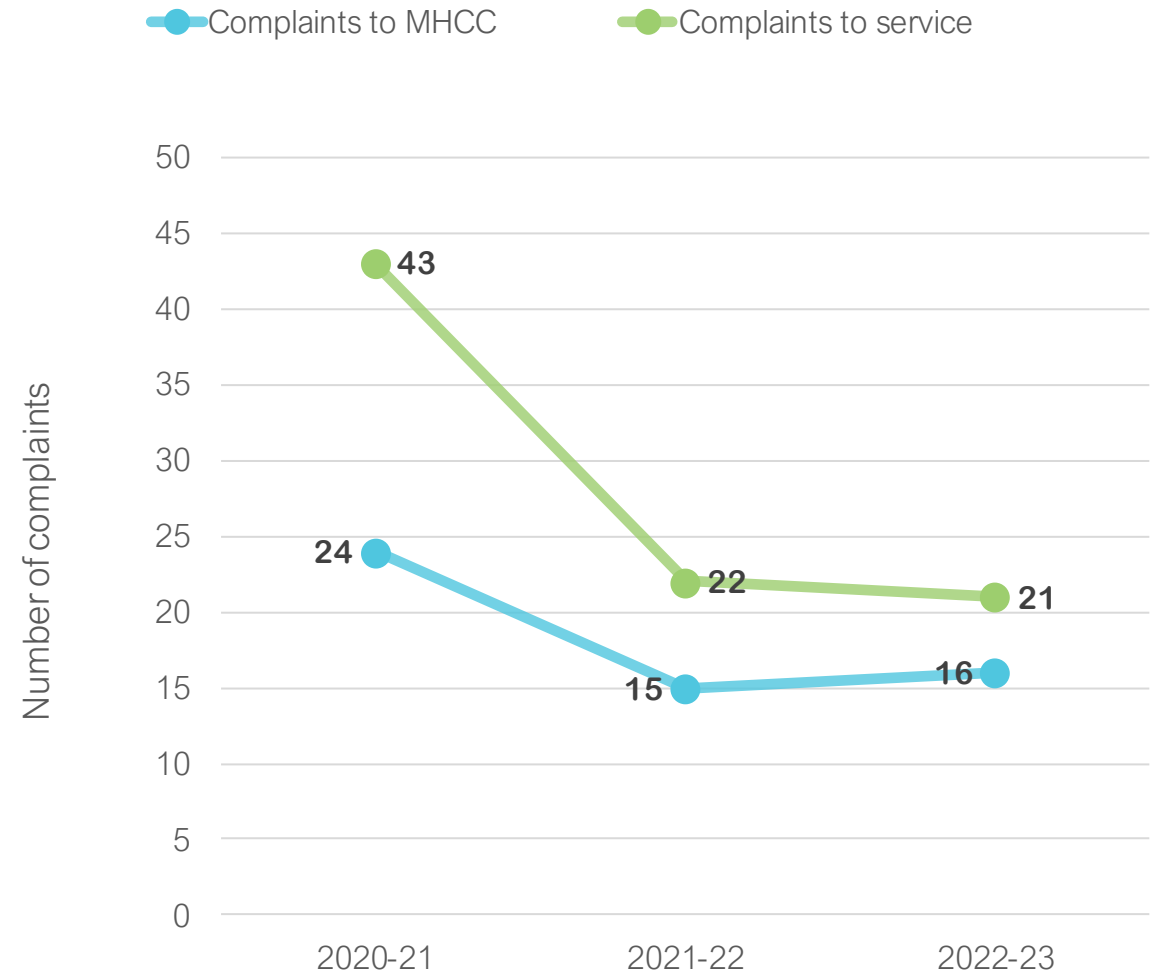
16

Complaints to MHCC
about Goulburn Valley
Health

21

Complaints to
Goulburn Valley
Health

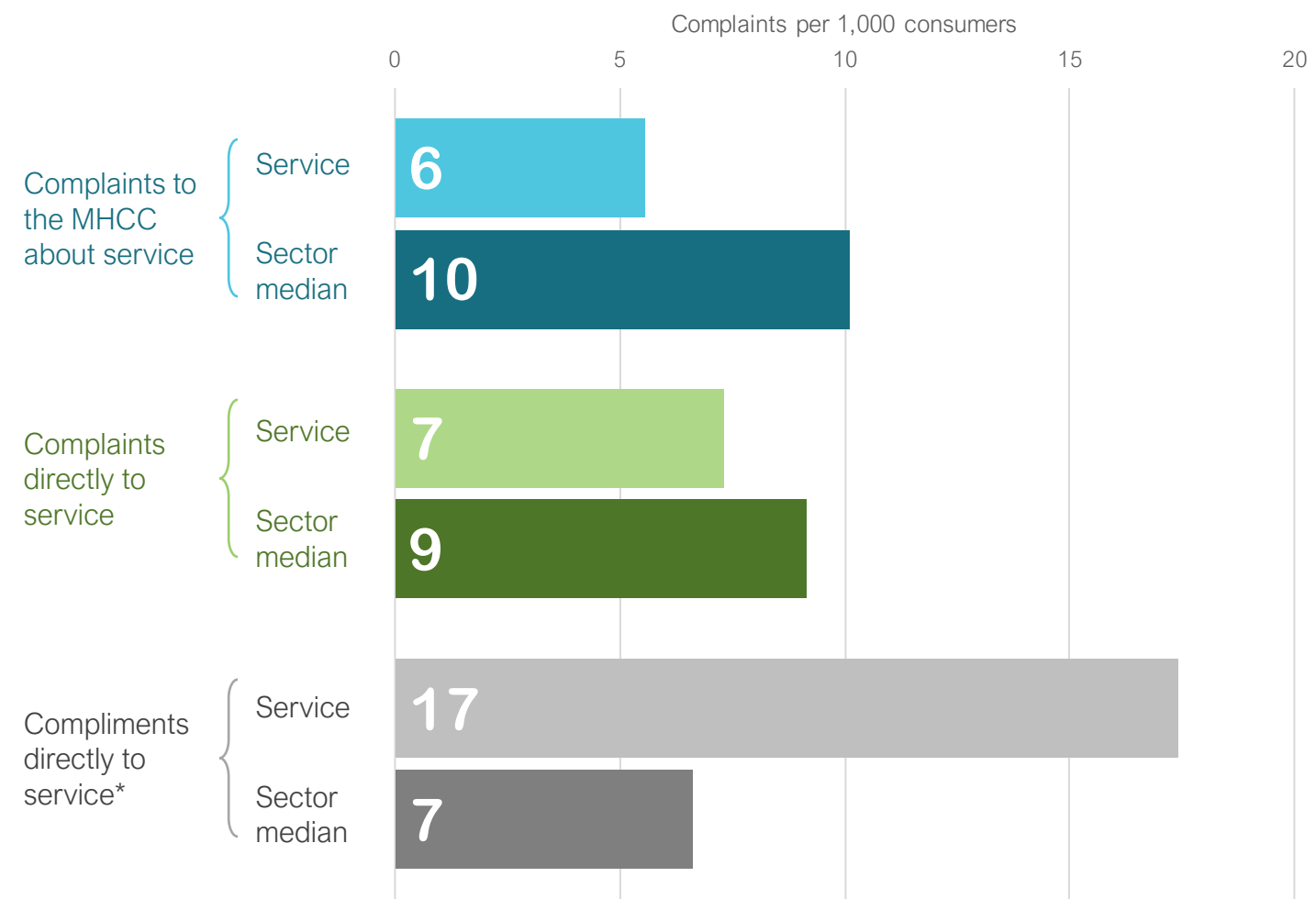
- The number of complaints to the MHCC about Goulburn Valley Health and the number of complaints made directly to the service in 2022-23 had a slight increase and decrease, respectively.
- Since 2020-21, the number of complaints made about Goulburn Valley Health either to the MHCC or directly to the service has trended lower.
- Complaints made directly to the service remains consistently at a higher amount than complaints made to the MHCC about Goulburn Valley Health.



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 made to both the MHCC about Goulburn Valley Health and directly to the service was lower compared to the sector. The rate of compliments for Goulburn Valley Health, however, was significantly higher than the sector median.

Complaints about Goulburn Valley Health	Sector-wide complaint
● to the MHCC (n=16)	● to the MHCC (n=1442)
● to the service (n=21)	● to the service (n=1671)
● Compliments to Goulburn Valley Health (n=50)	● Compliments to services sector-wide (n=1041)

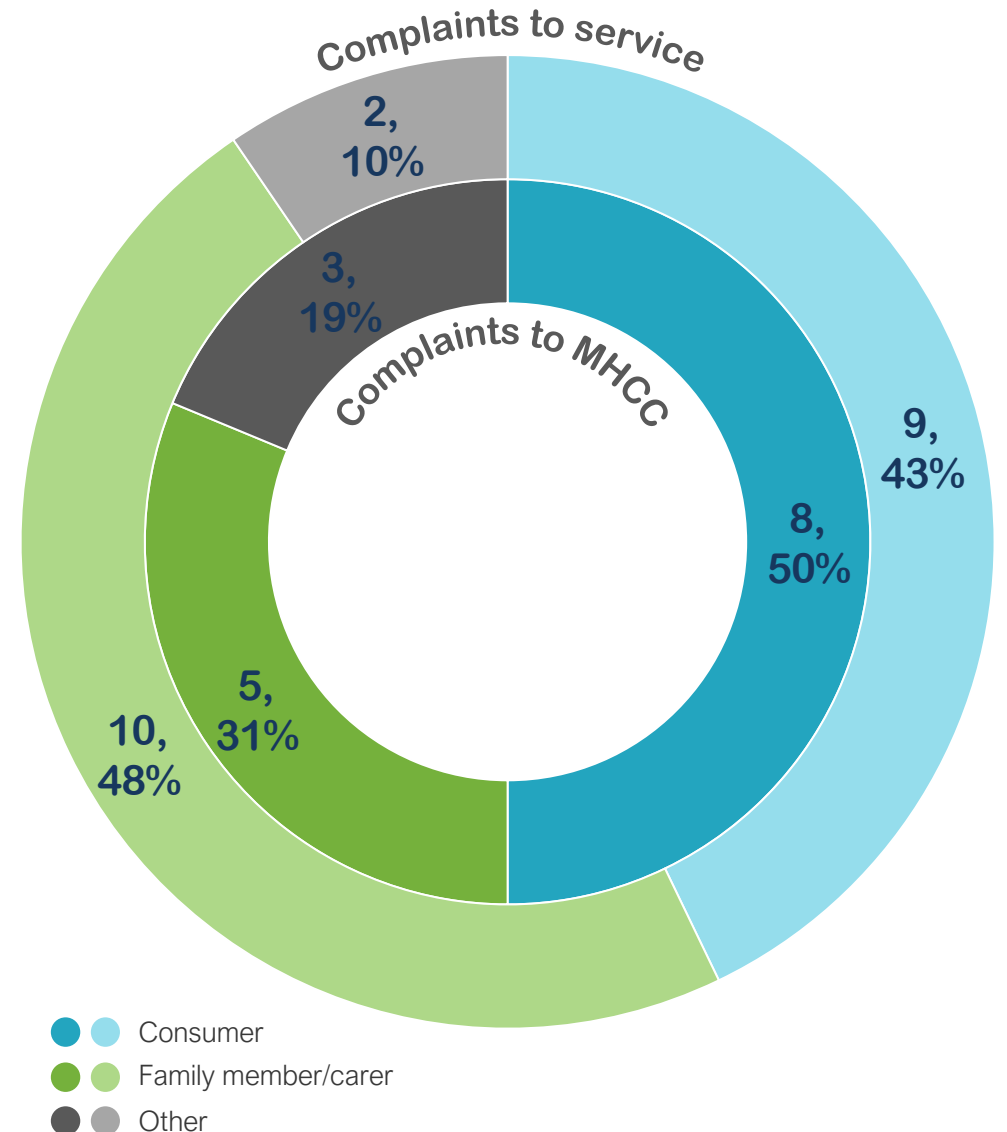


*Note: not all services reported compliments, and services likely used different approaches to capture compliments data

Who is making complaints? 2022-23

Complaints raised about Goulburn Valley Health

- Consumers made fifty percent of the complaints to MHCC about Goulburn Valley Health while just under half of them made the complaints directly to the service.
- Family members / cares made almost a third of the complaints to MHCC about Goulburn Valley Health while representing nearly half of the complaints directly to the service.



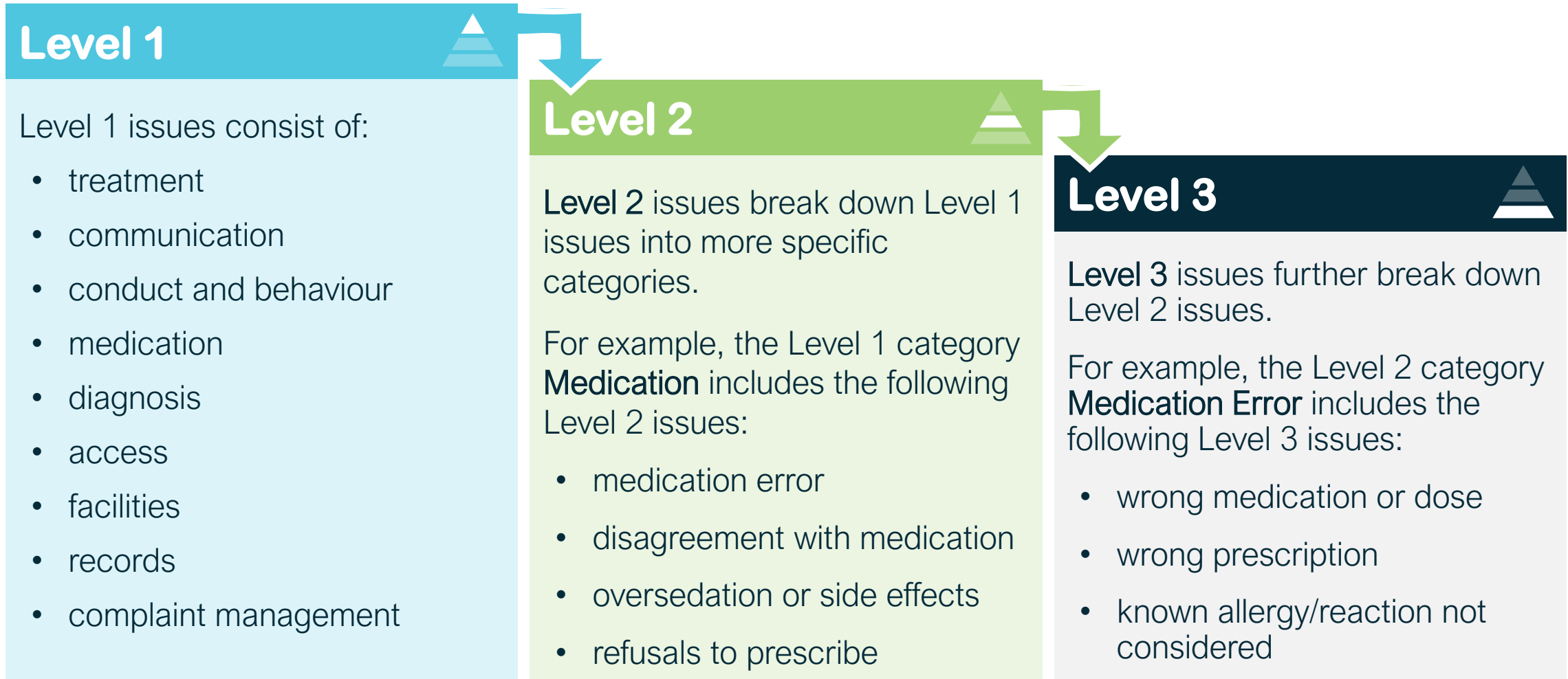
Note: this graphic does not include complaints where the complainant status was unknown.



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 Goulburn Valley Health

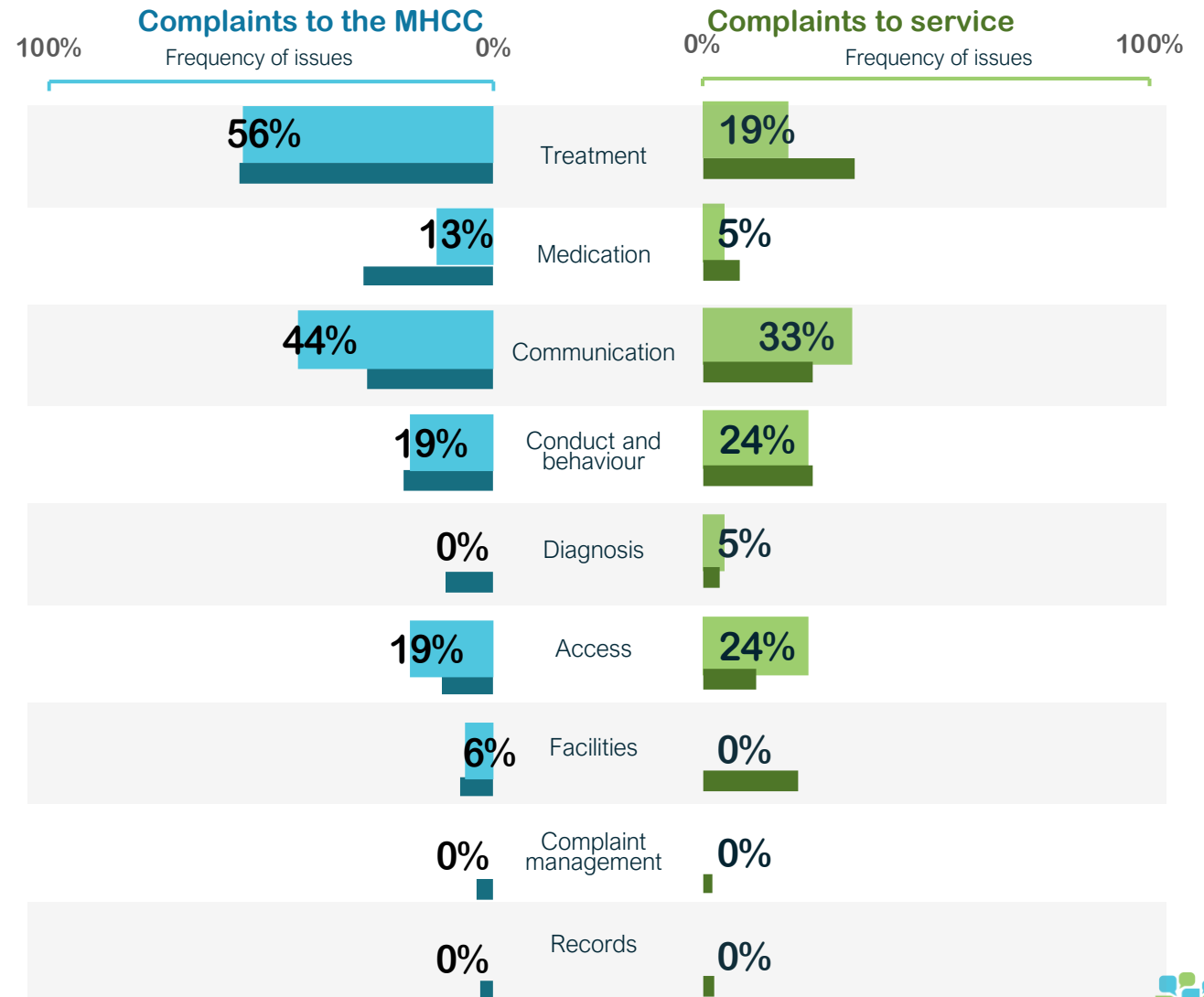
- The complaints shown on this page consist of all those made by consumers, family members / carers and any other persons.
- Commonly raised issues in complaints to the MHCC about Goulburn Valley Health were about Treatment, Communication, and Access.
- Issues raised in complaints made directly to Goulburn Valley Health were frequently about Communication, Conduct and behaviour, and Access.

Complaints about Goulburn Valley Health

- to the MHCC (n=16)
- to the service (n=21)

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 Goulburn Valley Health

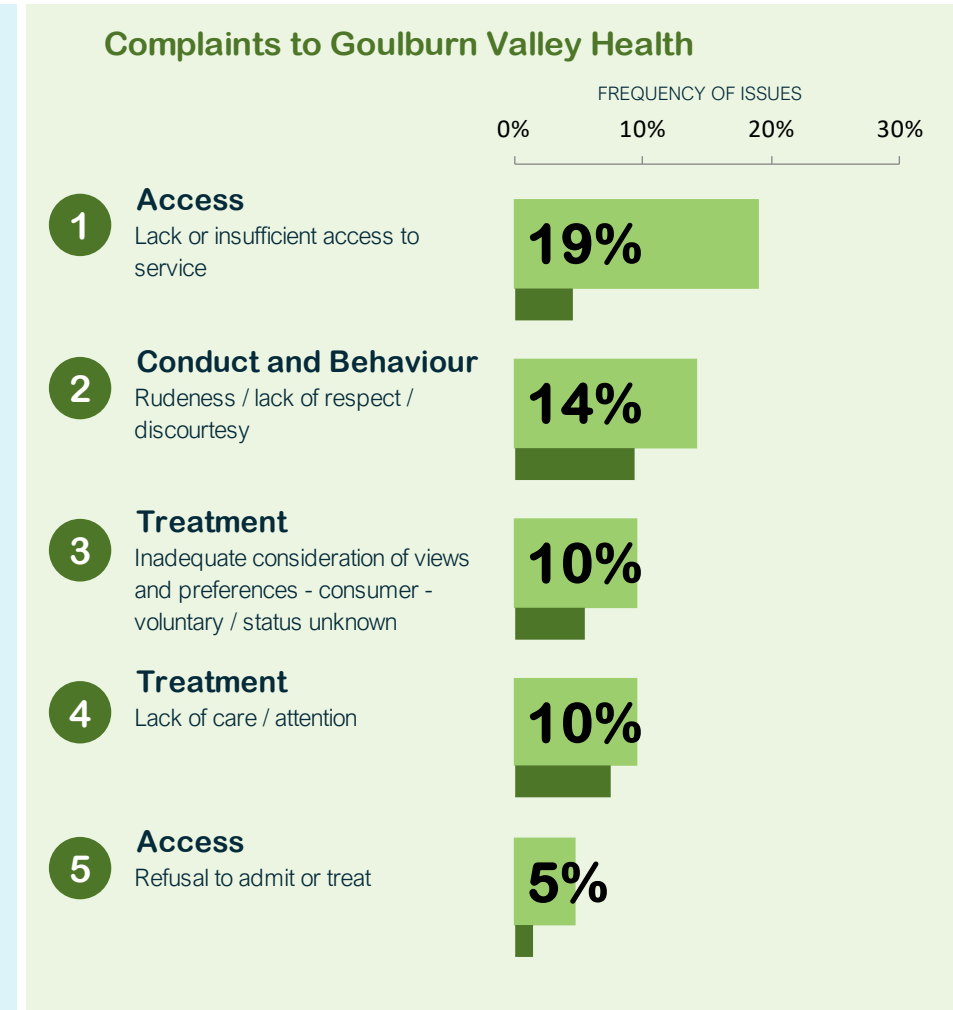
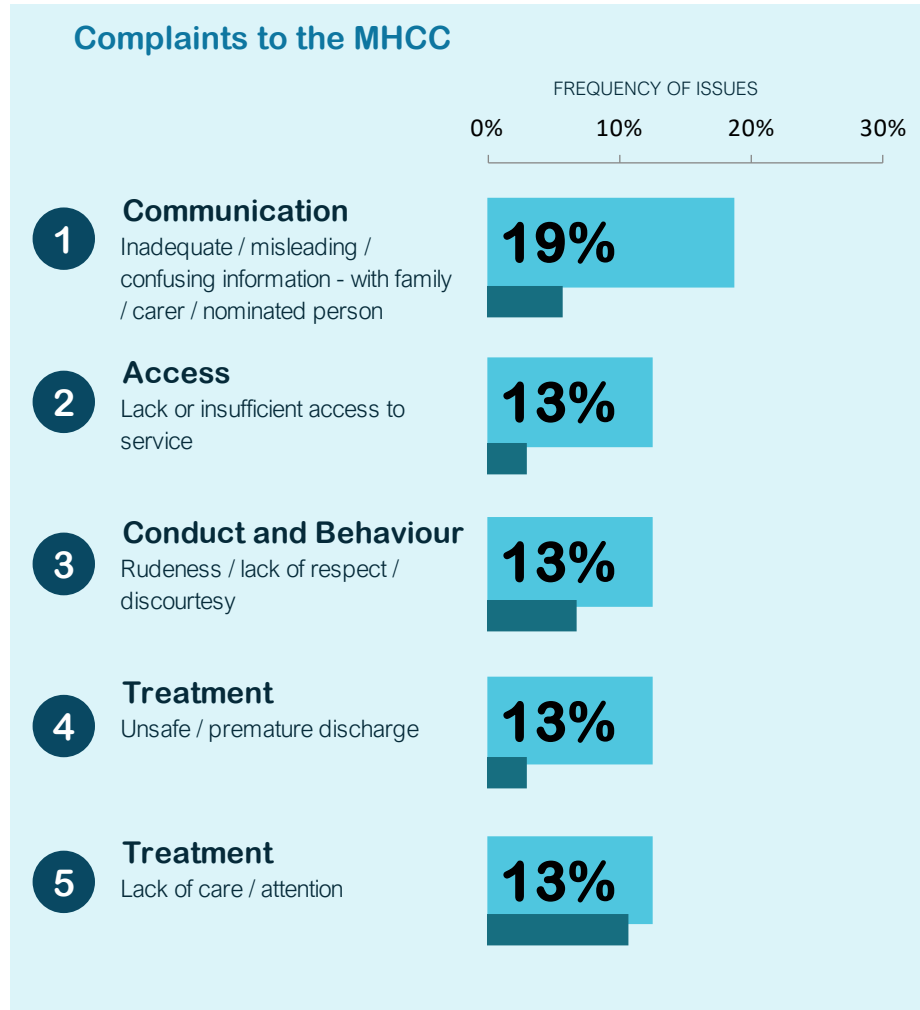
Complaints about Goulburn Valley Health

- to the MHCC (n=16)
- to the service (n=21)

Sector-wide complaints

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

- Inadequate / misleading / confusing information for carers / family members / nominated person was the most frequently occurring issue raised to the MHCC about Goulburn Valley Health, which had a significantly higher proportion than complaints made sector-wide.
- Lack or insufficient access to service was the most frequently occurring issue raised directly to Goulburn Valley Health – This also had a much higher rate than the sector proportions.

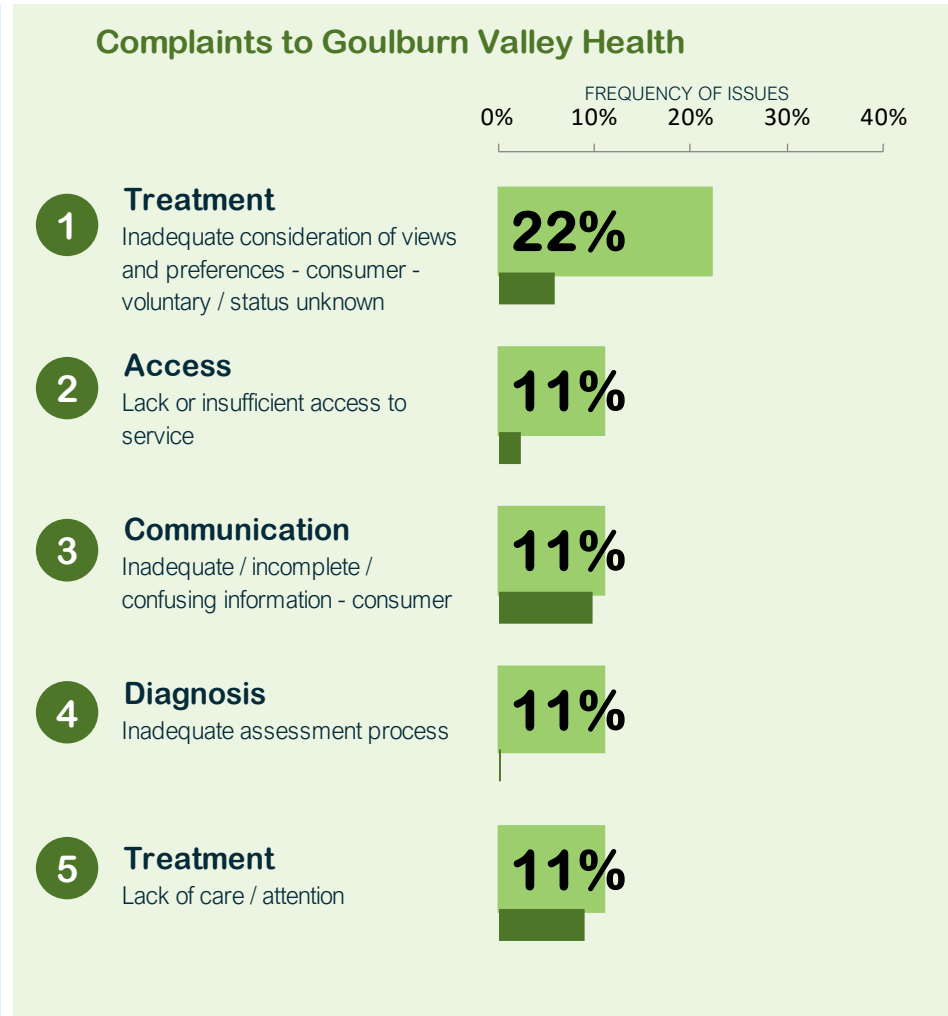


Issues raised by consumers 2022-23

Most frequent Level 3 issues raised about Goulburn Valley Health

- Rudeness / lack of respect / discourtesy was the most common issue raised by consumers to the MHCC about Goulburn Valley Health. This was reported at a higher proportion compared to sector-wide.
- The most frequently raised issue by consumers in their complaints made directly to Goulburn Valley Health was inadequate consideration of views and preferences for the consumer – this was reported at a higher proportion than that recorded sector-wide.

Complaints about Goulburn Valley Health	Sector-wide complaints
● to the MHCC (n=8)	● to the MHCC (n=1074)
● to the service (n=9)	● to the service (n=1039)

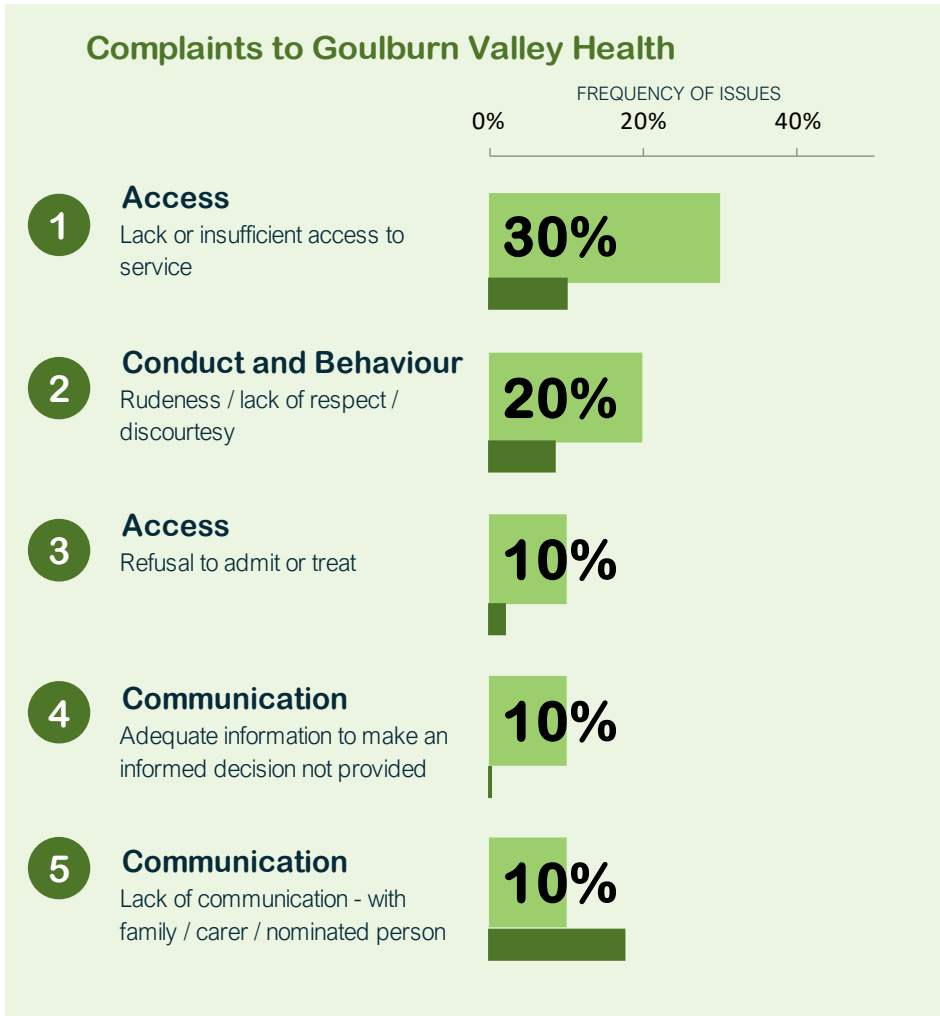
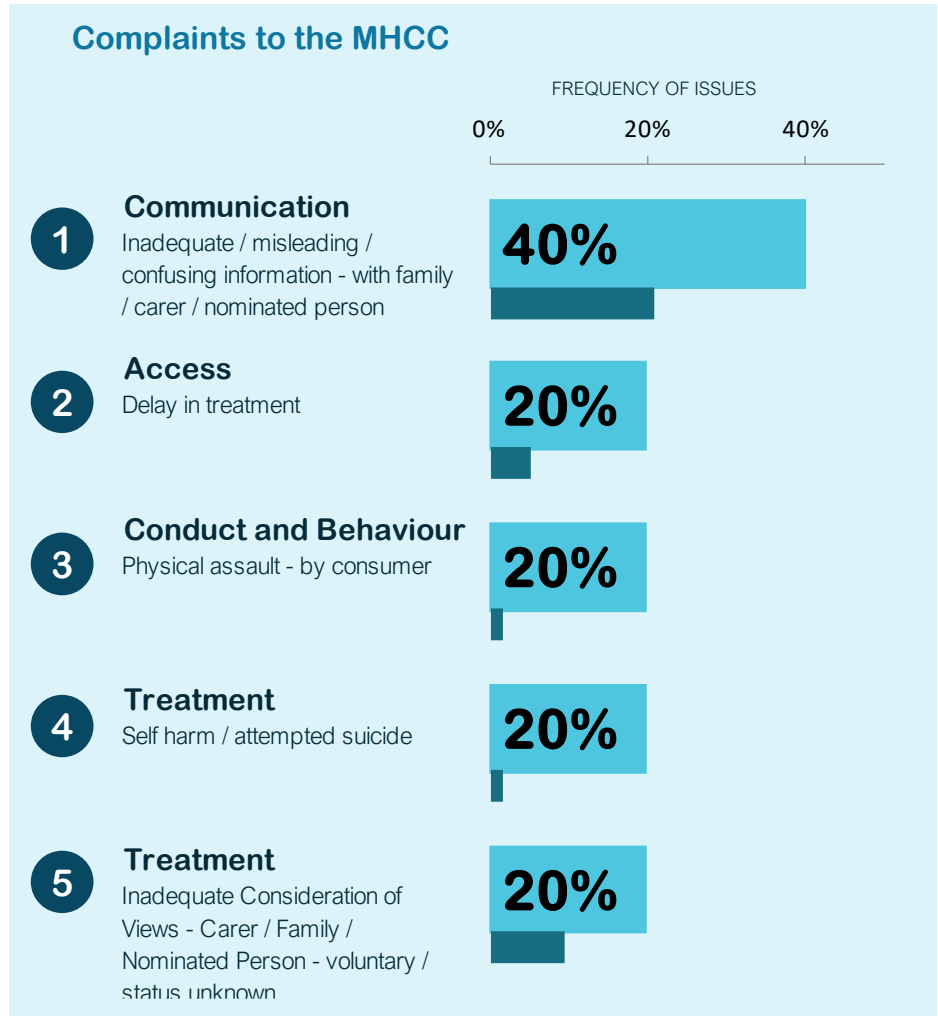


Issues raised by carers 2022-23

Most frequent Level 3 issues raised about Goulburn Valley Health

- Inadequate / misleading / confusing information for family / carer / nominated person, was the most frequently raised issue among complaints made by family and carers to MHCC about Goulburn Valley Health.
- Lack or insufficient access to service and rudeness / lack of respect / discourtesy are the most common issues raised directly to Goulburn Valley Health by family members / carers.

Complaints about Goulburn Valley Health	Sector-wide complaints
● to the MHCC (n=5)	● to the MHCC (n=320)
● to the service (n=10)	● to the service (n=380)



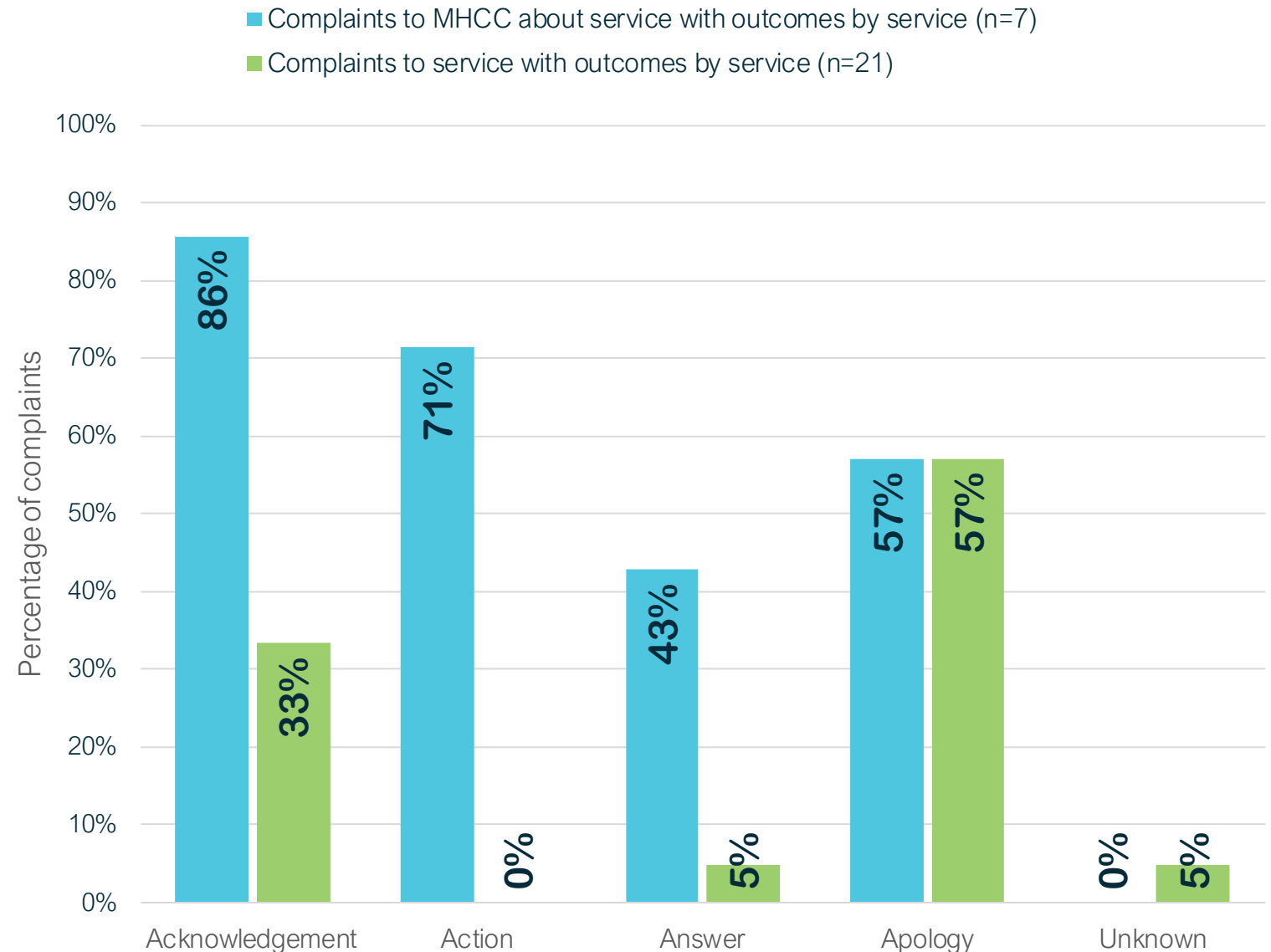


Outcomes of complaints

What were the outcomes of complaints? 2022-23

Closed complaints about Goulburn Valley 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 Goulburn Valley Health that were assessed as being in scope for resolution and / or having a known service outcome. The most common outcome by Goulburn Valley Health for these complaints were acknowledging of the concerns raised and apologising for the inconvenience.
- The most frequent outcome for complaints made directly to Goulburn Valley Health was in the form of an apology for the inconvenience caused.

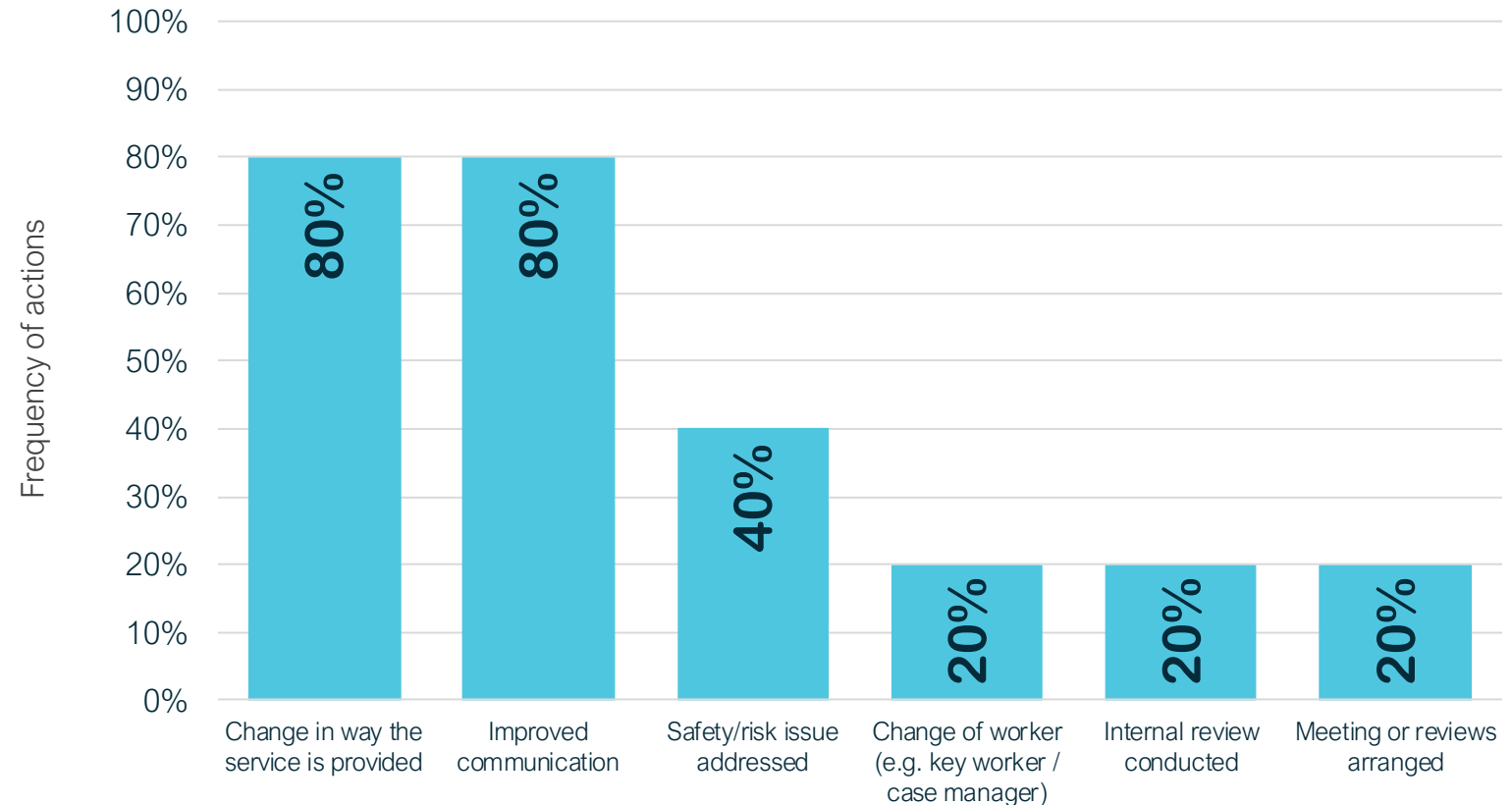


What actions were taken by the service? 2022-23

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

■ Complaints to MHCC with action outcomes by service (n=5)

- The two most common actions undertaken by Goulburn Valley Health in response to complaints to the MHCC were by changing the way services are provided and improving communication.





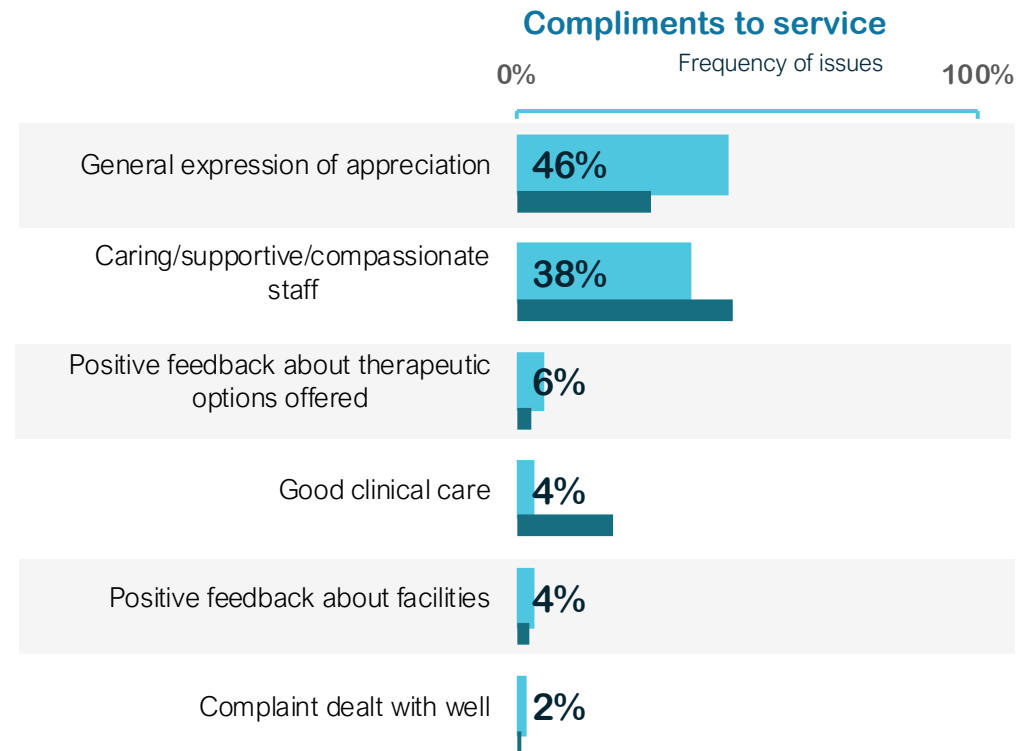
Themes in compliments

What were compliments about? 2022-23

● Compliments to Goulburn Valley Health (n=50) ● Compliments to services sector-wide (n=1041)

Issues raised in compliments about Goulburn Valley Health

- General expression of appreciation and caring / supportive / compassionate staff were the most common compliments made to Goulburn Valley Health with varying proportion of compliments made to services sector-wide.
- A considerable level of detail was provided by Goulburn Valley 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 Goulburn Valley Health and the number of complaints made directly to the service in 2022-23 had a slight increase and decrease, respectively.
- Consumers made fifty percent of the complaints to MHCC about Goulburn Valley Health while just under half of them made the complaints directly to the service.



Issues raised

- Commonly raised issues in complaints to the MHCC about Goulburn Valley Health were about Treatment, Communication, and Access.
- Issues raised in complaints made directly to Goulburn Valley Health were frequently about Communication, Conduct and behaviour, and Access.



Outcomes

- The most common outcome by Goulburn Valley Health for complaints to the MHCC were acknowledging of the concerns raised and apologising for the inconvenience.
- The most frequent outcome for complaints made directly to Goulburn Valley Health was in the form of an apology for the inconvenience caused.
- The two most common actions undertaken by Goulburn Valley Health in response to complaints to the MHCC were by changing the way services are provided and improving communication.