

Summary of service provider complaint report

Peninsula 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:



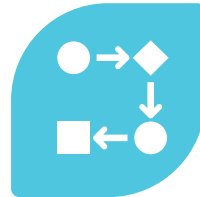
identify key themes
and emerging issues
across the sector



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

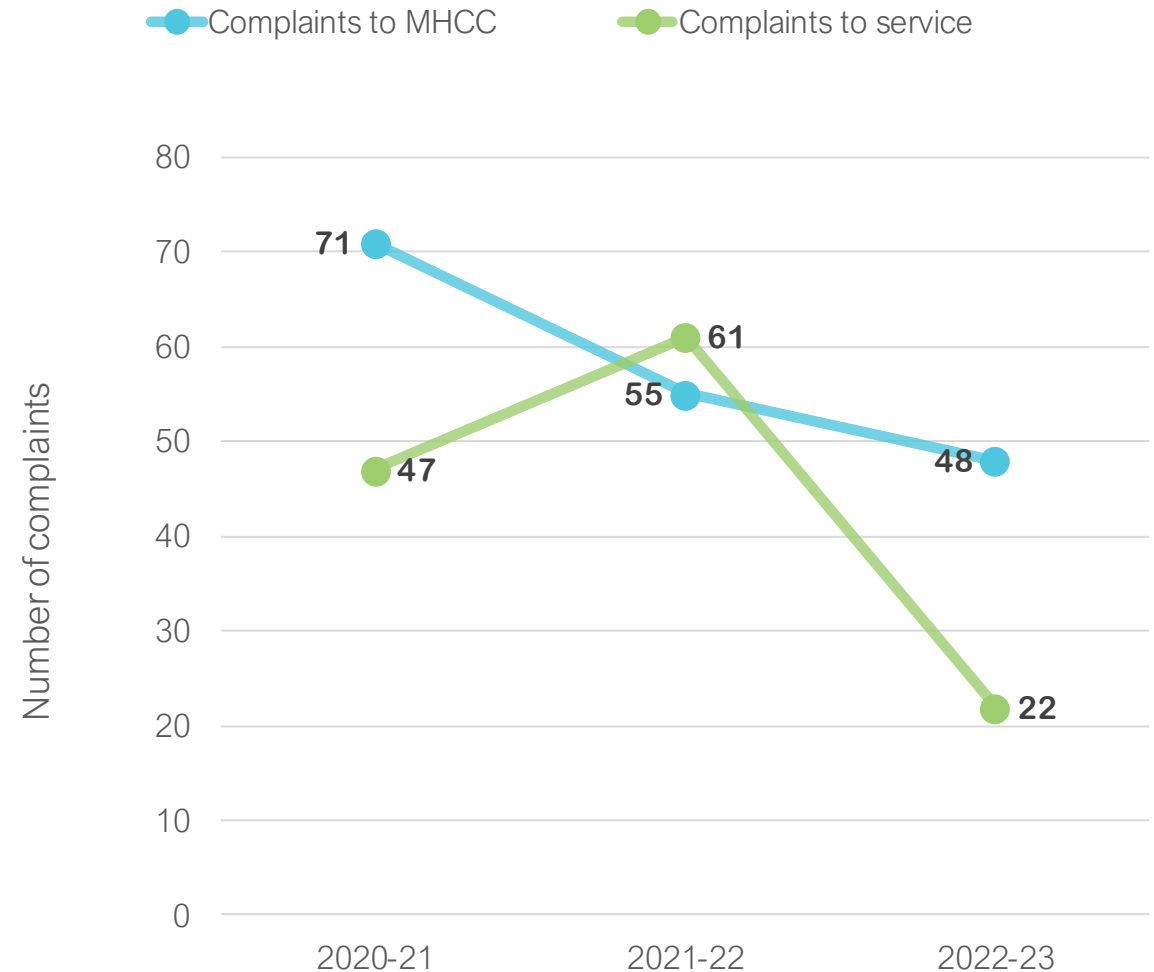
48

Complaints to the MHCC
about Peninsula Health

22

Complaints to
Peninsula Health

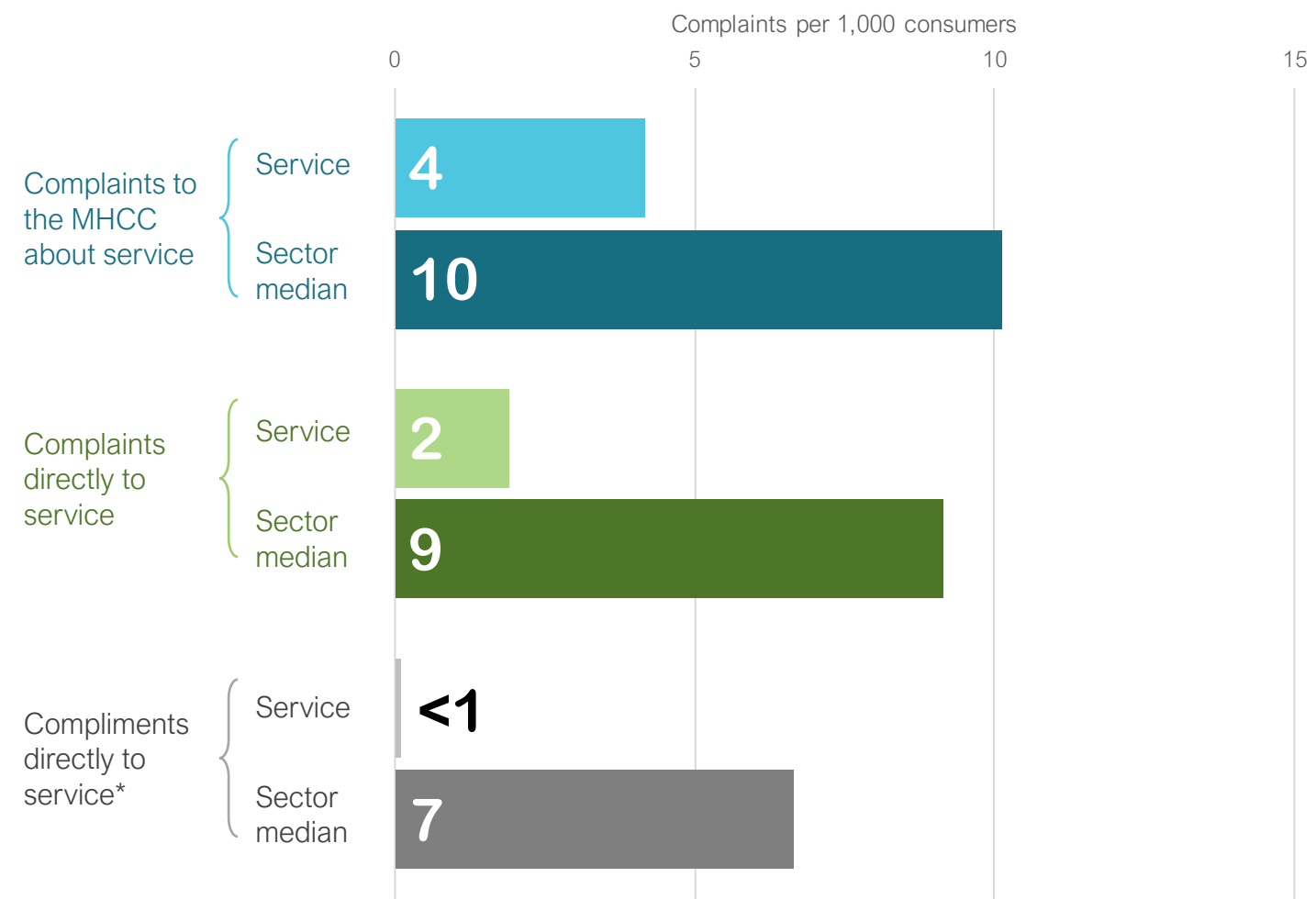
- The number of complaints made to the MHCC about Peninsula Health decreased by a small margin from 2021-22 to 2022-23, while the number of complaints made directly to the service decreased markedly.
- Having been slightly higher in 2021-22, the number of complaints made directly to the service was much lower than the number of complaints made to the MHCC about 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.
- Both the rate of complaints received by the MHCC about Peninsula Health and the rate of complaints directly to the service were significantly lower than the sector median in 2022-23. The rate of complaints about Peninsula Health was notably lower than that recorded last year.
- The rate of compliments made directly to the service was lower than the sector median.

Complaints about Peninsula Health	Sector-wide complaint
● to the MHCC (n=48)	● to the MHCC (n=1442)
● to the service (n=22)	● to the service (n=1671)
● Compliments to Peninsula Health (n=1)	● Compliments to services sector-wide (n=1041)

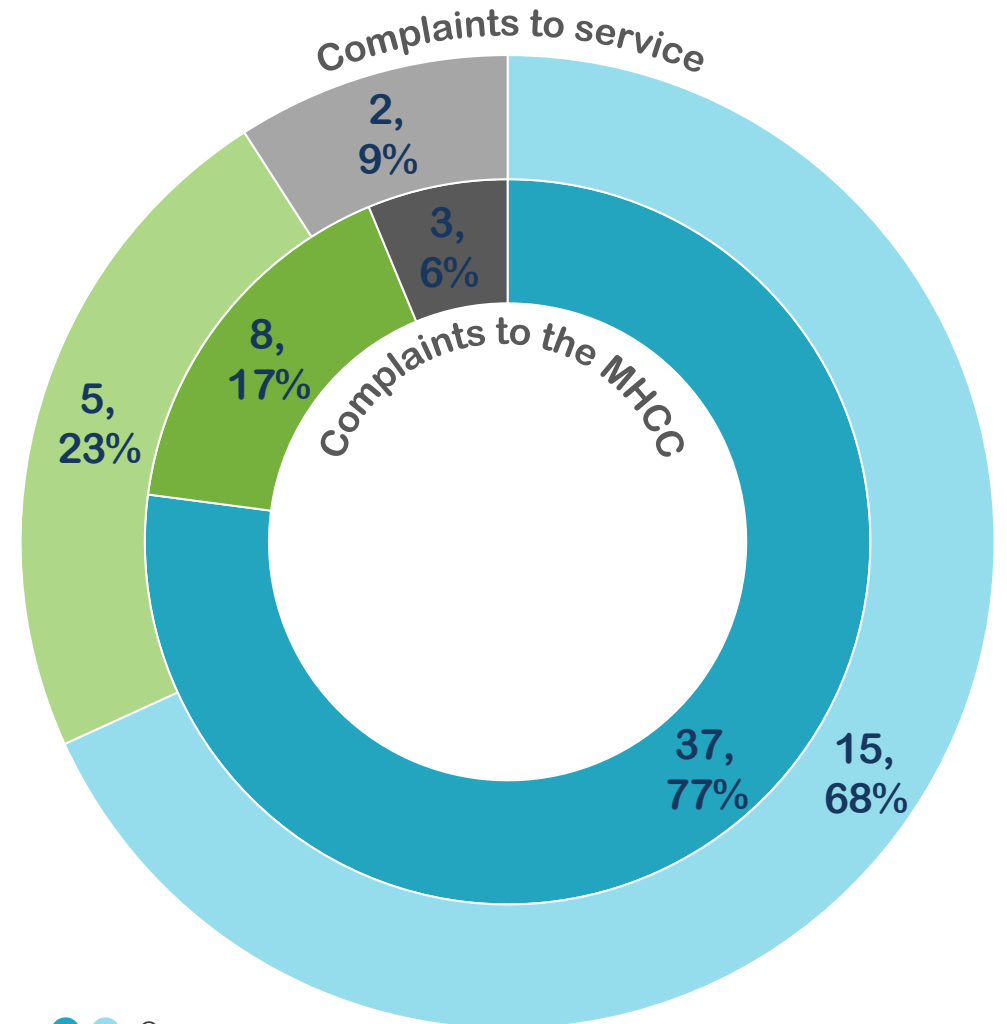


*Note: not all services reported compliments, and services likely used different approaches to capture compliments data

Who is making complaints? 2022-23

Complaints raised about Peninsula Health

- Consumers made the majority of complaints to the MHCC about Peninsula Health, as well as directly to the service itself.
- In contrast, family members / carers made just 17% of all complaints to the MHCC about Peninsula Health (26%) and just under a quarter of all complaints directly to the service (23%).



- Consumer
- Family member/carer
- Other

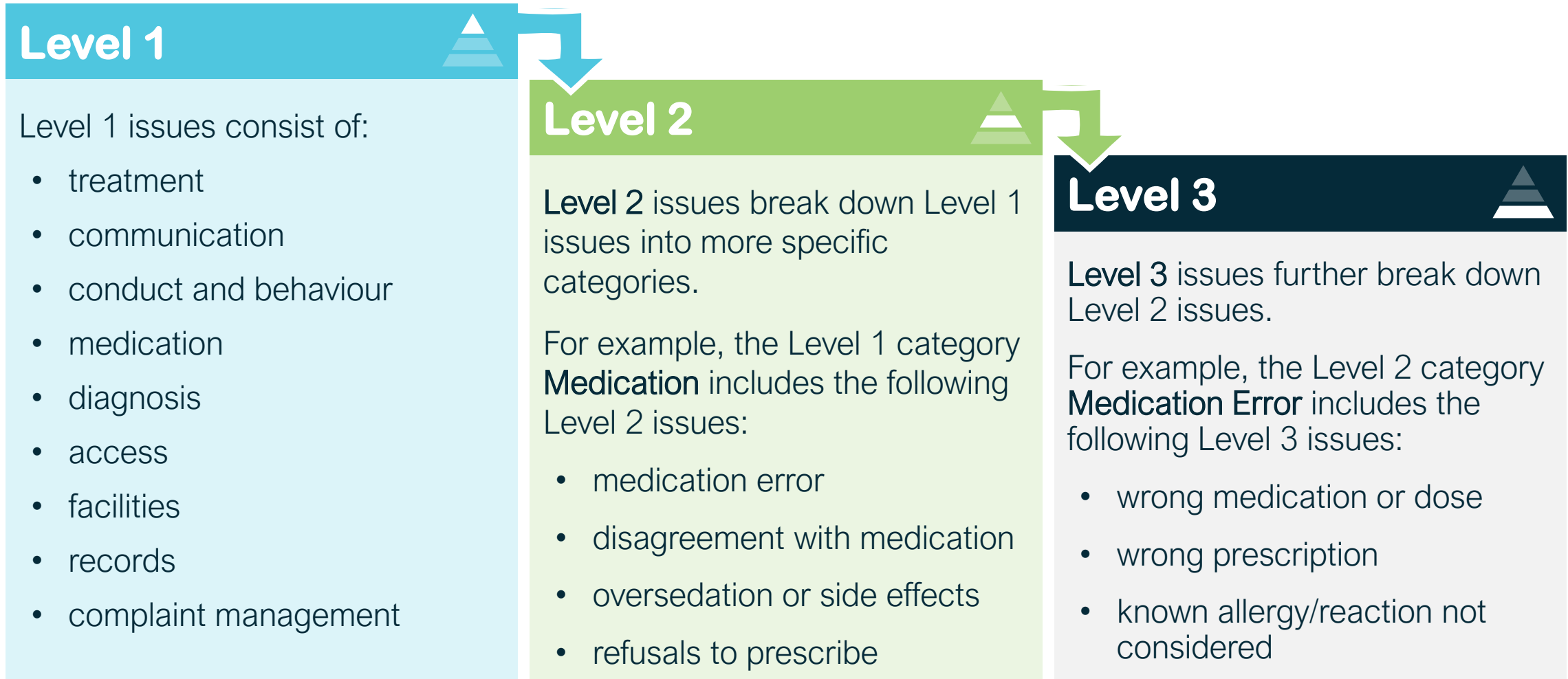
Note: this graphic does not include complaints where the complainant status was unknown.



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 Peninsula 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 Peninsula Health were consistent with those raised in complaints to the MHCC for the sector, with Treatment, Communication and Medication being commonly raised issues.
- Issues raised in complaints made directly to the service commonly related to Treatment, Conduct & behaviour and Communication. These three issues each occurred in a higher frequency than that recorded across the sector.

Complaints about Peninsula Health

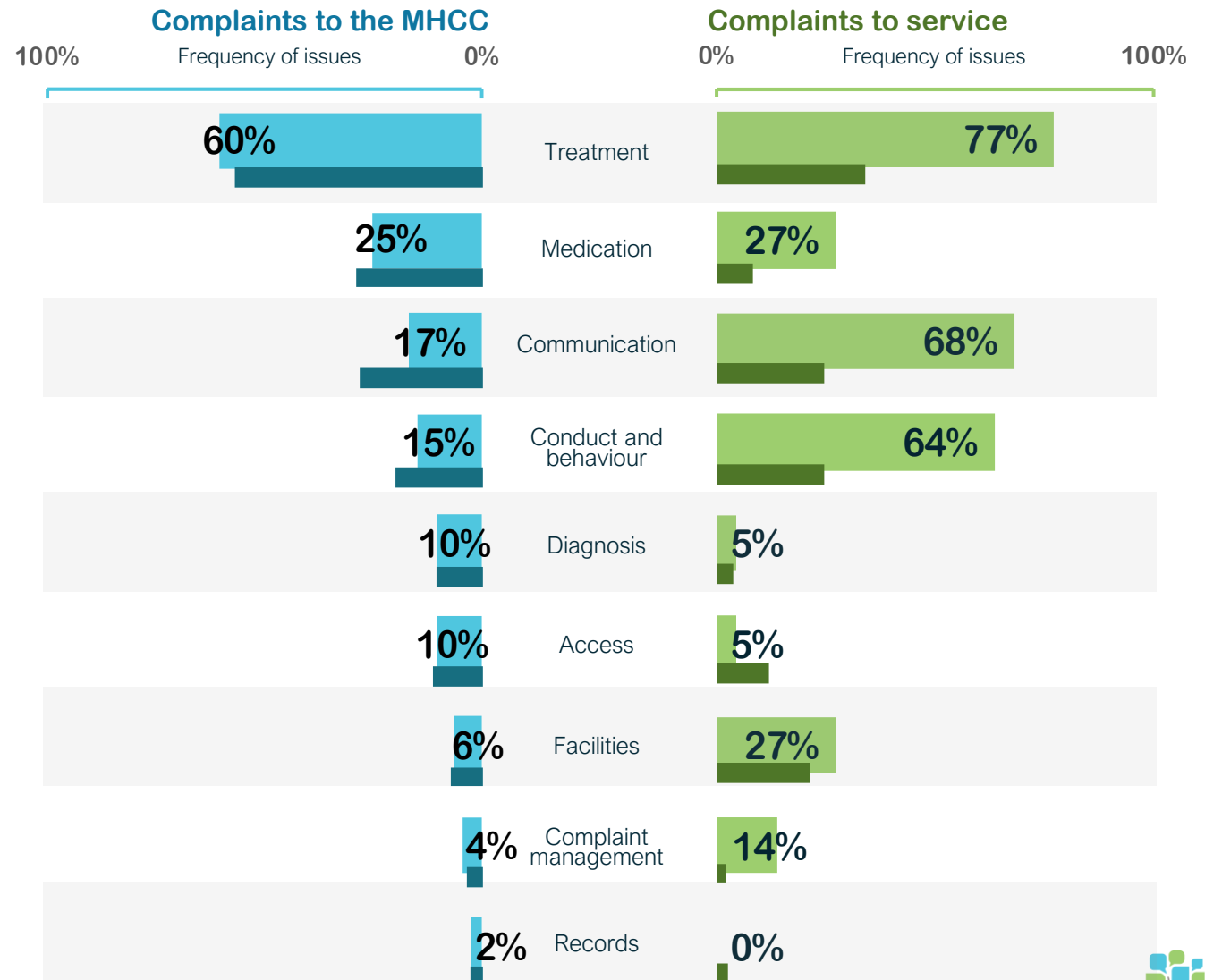
● to the MHCC (n=48)

● to the service (n=22)

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 Peninsula Health

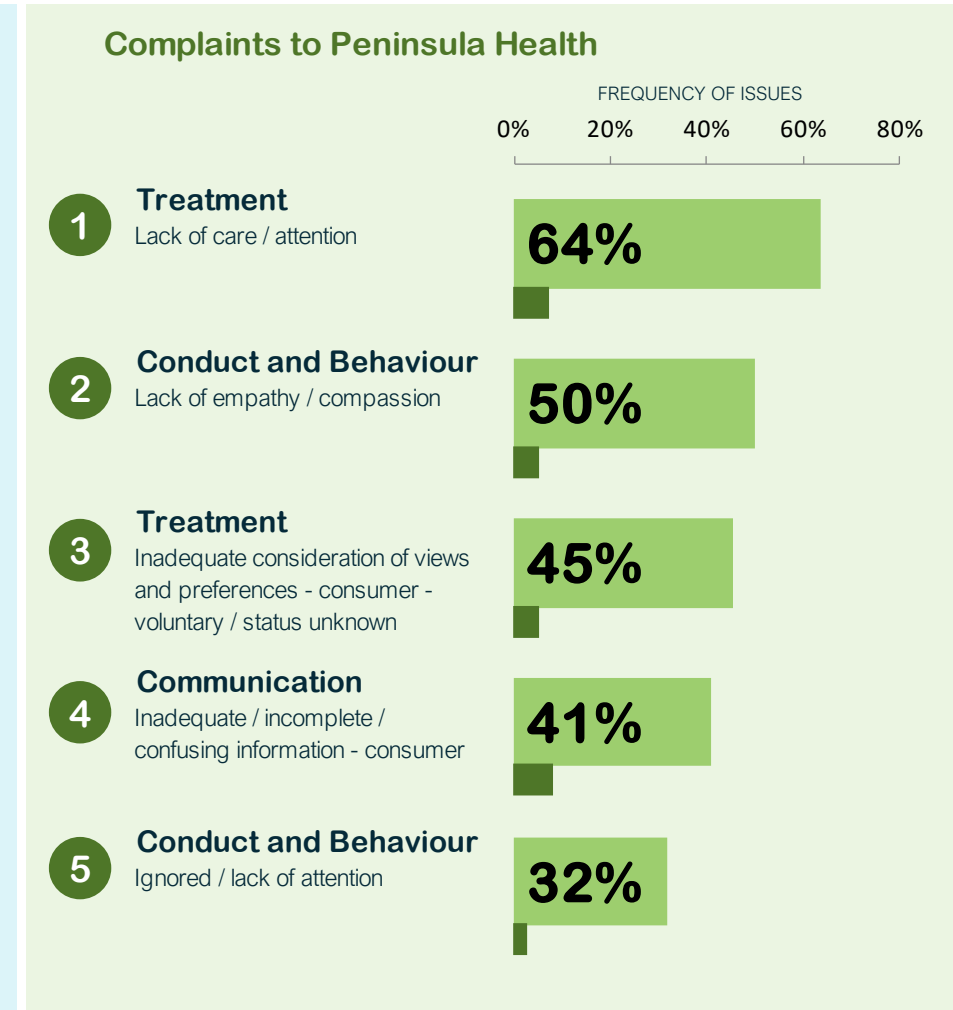
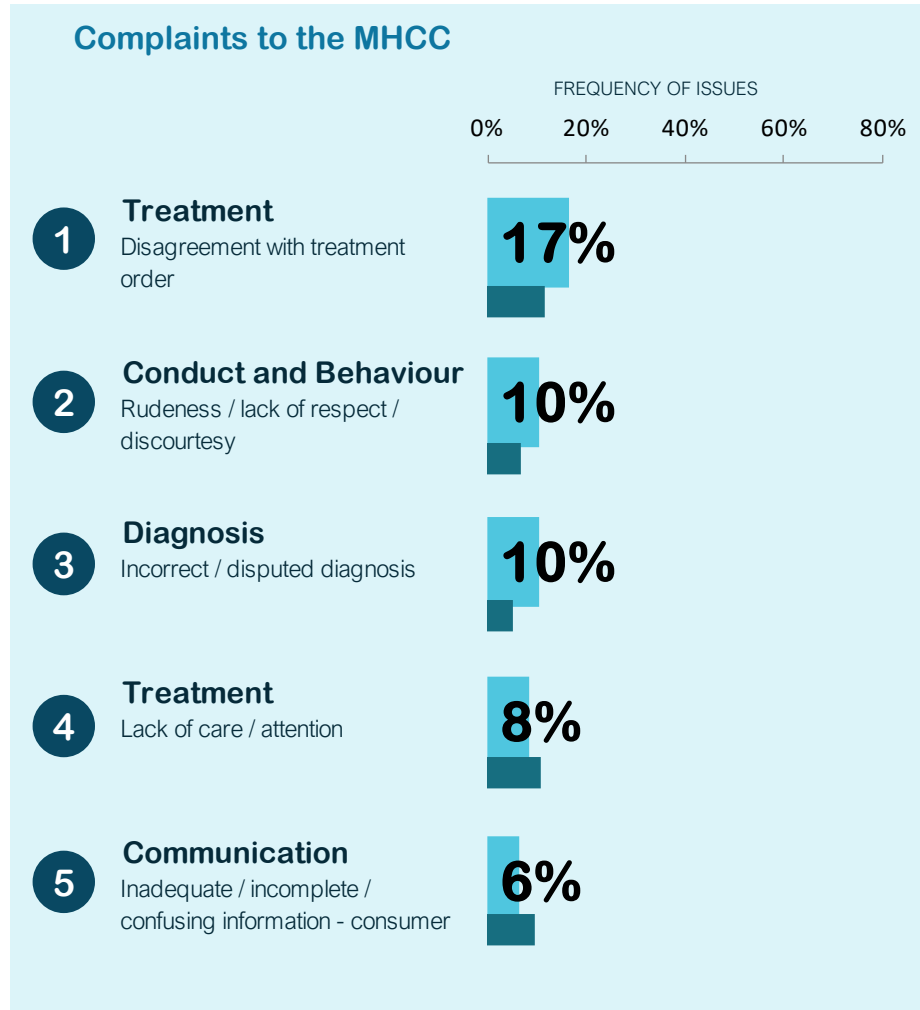
Complaints about Peninsula Health

- to the MHCC (n=48)
- to the service (n=22)

Sector-wide complaints

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

- The issues most frequently raised in complaints made to the MHCC about Peninsula Health were disagreements with treatment orders, rudeness / lack of respect / discourtesy, and incorrect / disputed diagnoses.
- The issues occurring most frequently in complaints made directly to Peninsula Health were lack of care / attention, lack of empathy / compassion, and inadequate consideration of views and preferences.

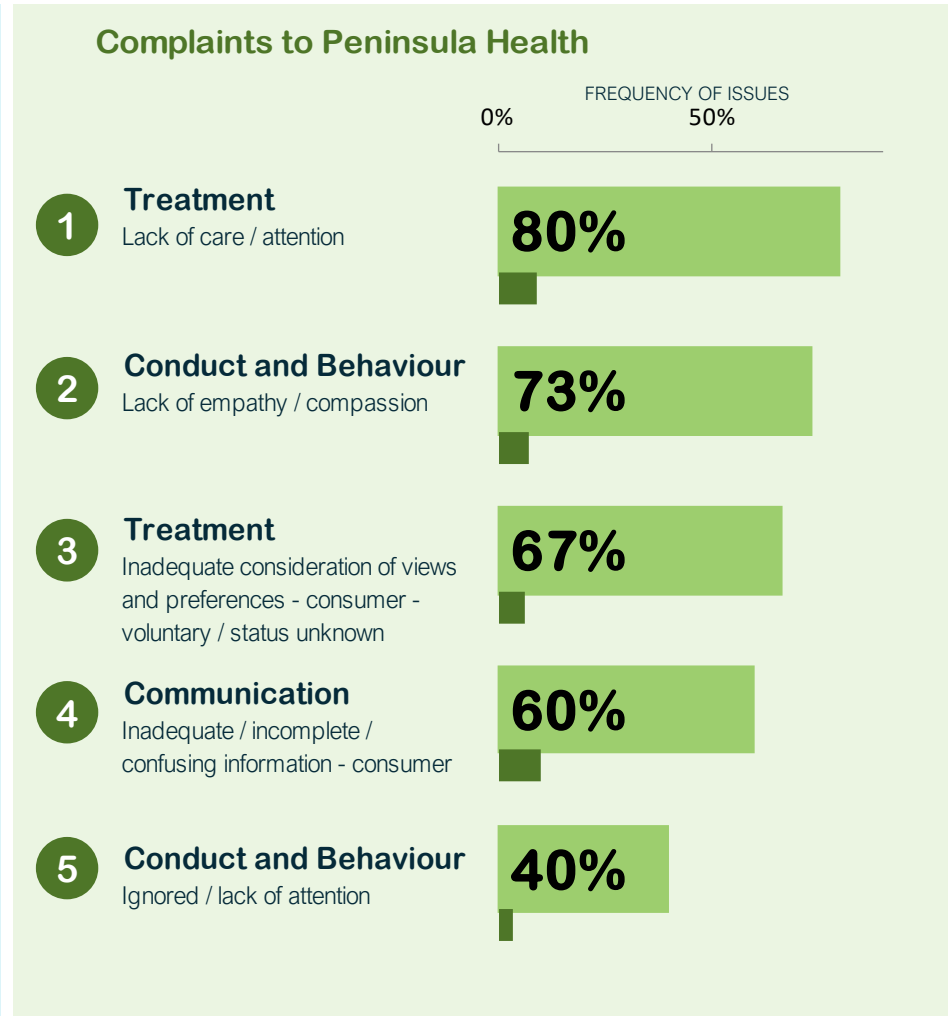
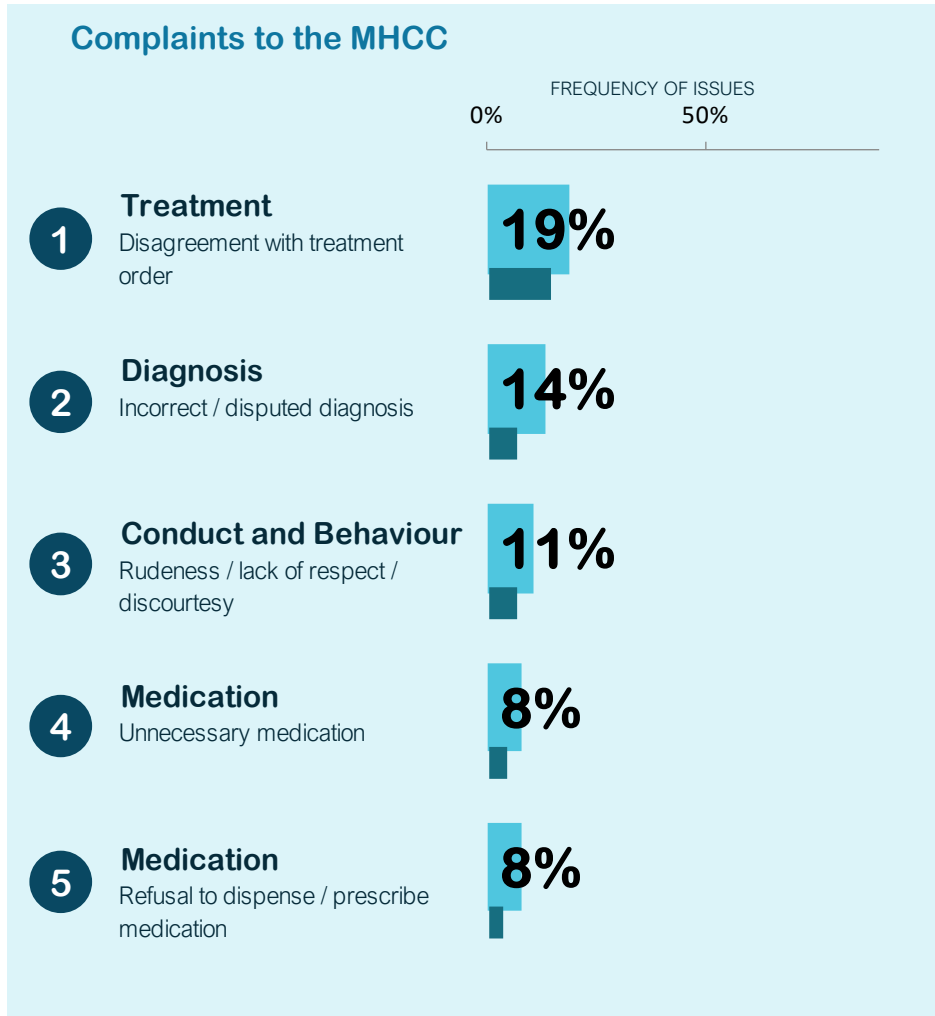


Issues raised by consumers 2022-23

Most frequent Level 3 issues raised about Peninsula Health

Complaints about Peninsula Health		Sector-wide complaints	
●	to the MHCC (n=37)	●	to the MHCC (n=1074)
●	to the service (n=15)	●	to the service (n=1039)

- Disagreement with treatment orders, incorrect / disputed diagnosis, and rudeness / lack of respect / discourtesy were the commonly mentioned issues in complaints made by consumers to the MHCC about Peninsula Health.
- Treatment and Conduct & Behaviour related concerns were commonly mentioned in complaints made by consumers directly to Peninsula Health. These included a lack of care / attention, lack of empathy / compassion, and inadequate consideration of views and preferences.



Issues raised by carers 2022-23

Most frequent Level 3 issues raised about Peninsula Health

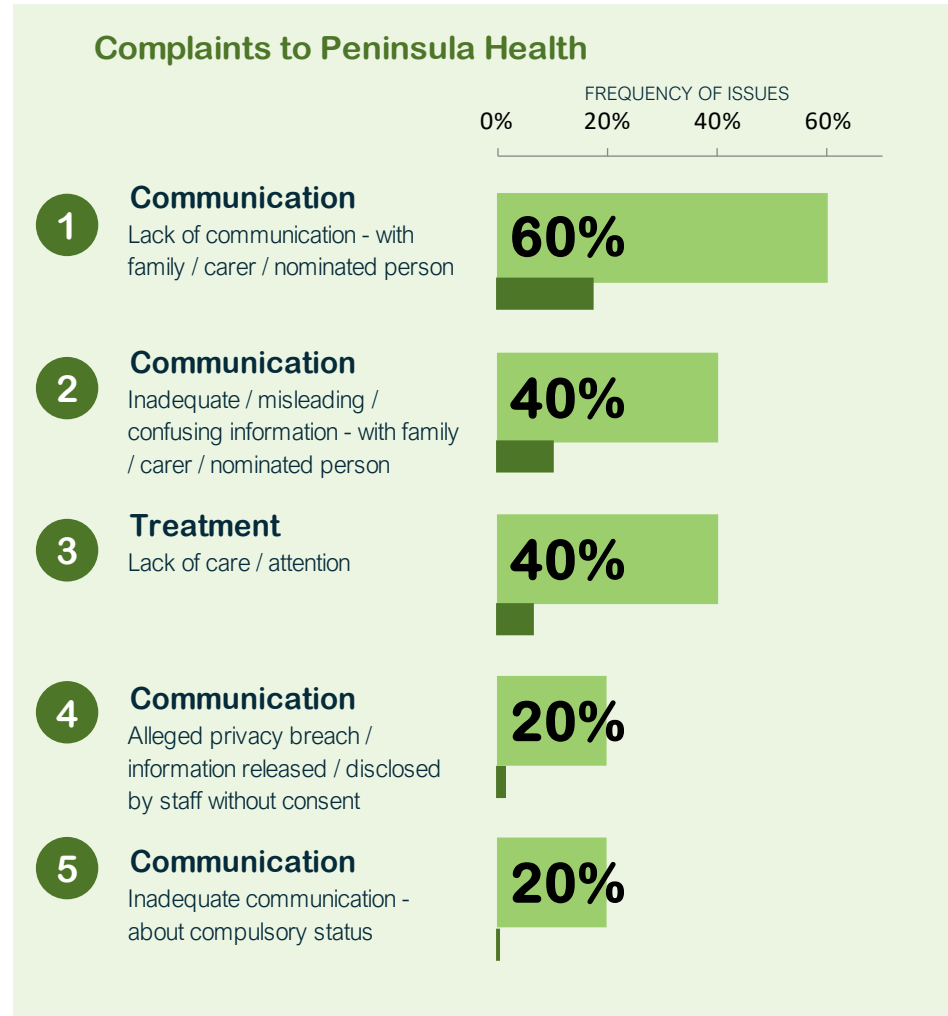
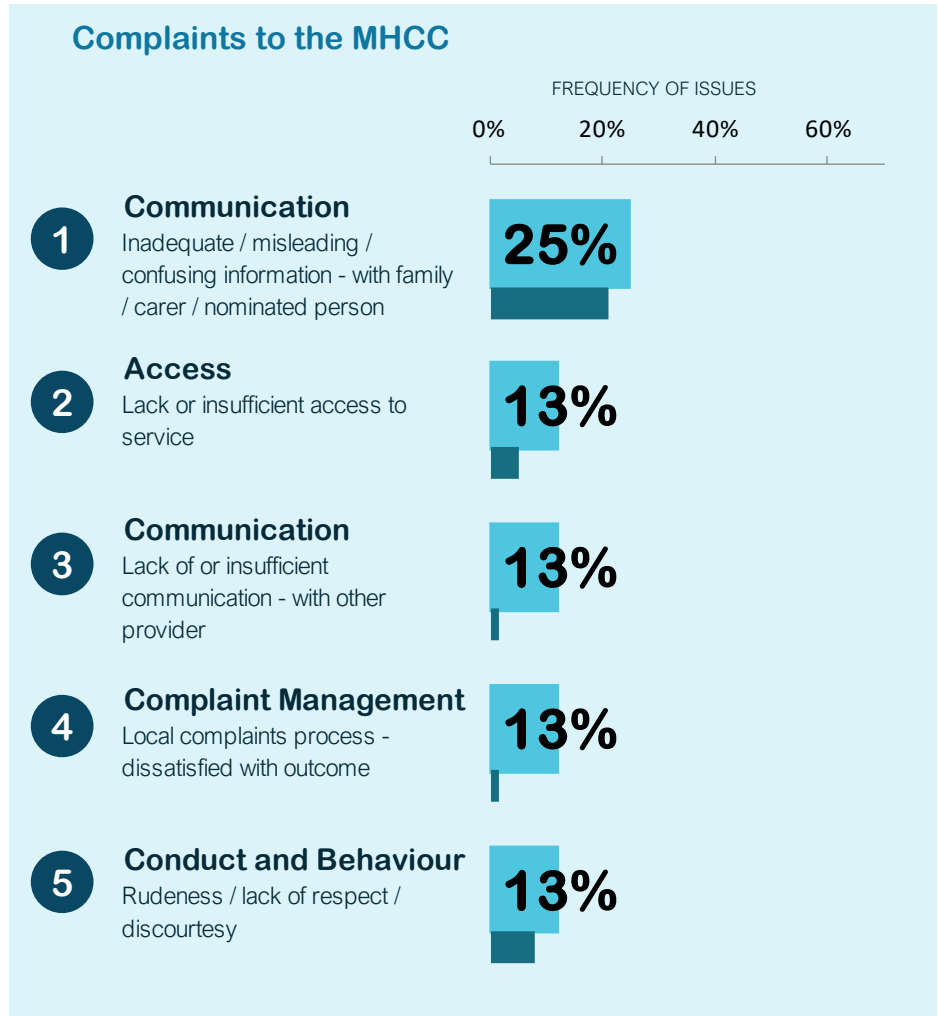
- The issues most frequently occurring in complaints made by carers to the MHCC about Peninsula Health related to inadequate / misleading / confusing information, and lack or insufficient access to service.
- The most frequently occurring issues in complaints made by carers directly to the service related to a lack of communication, misleading / confusing communication, and a lack of care / attention.

Complaints about Peninsula Health

- to the MHCC (n=8)
- to the service (n=5)

Sector-wide complaints

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



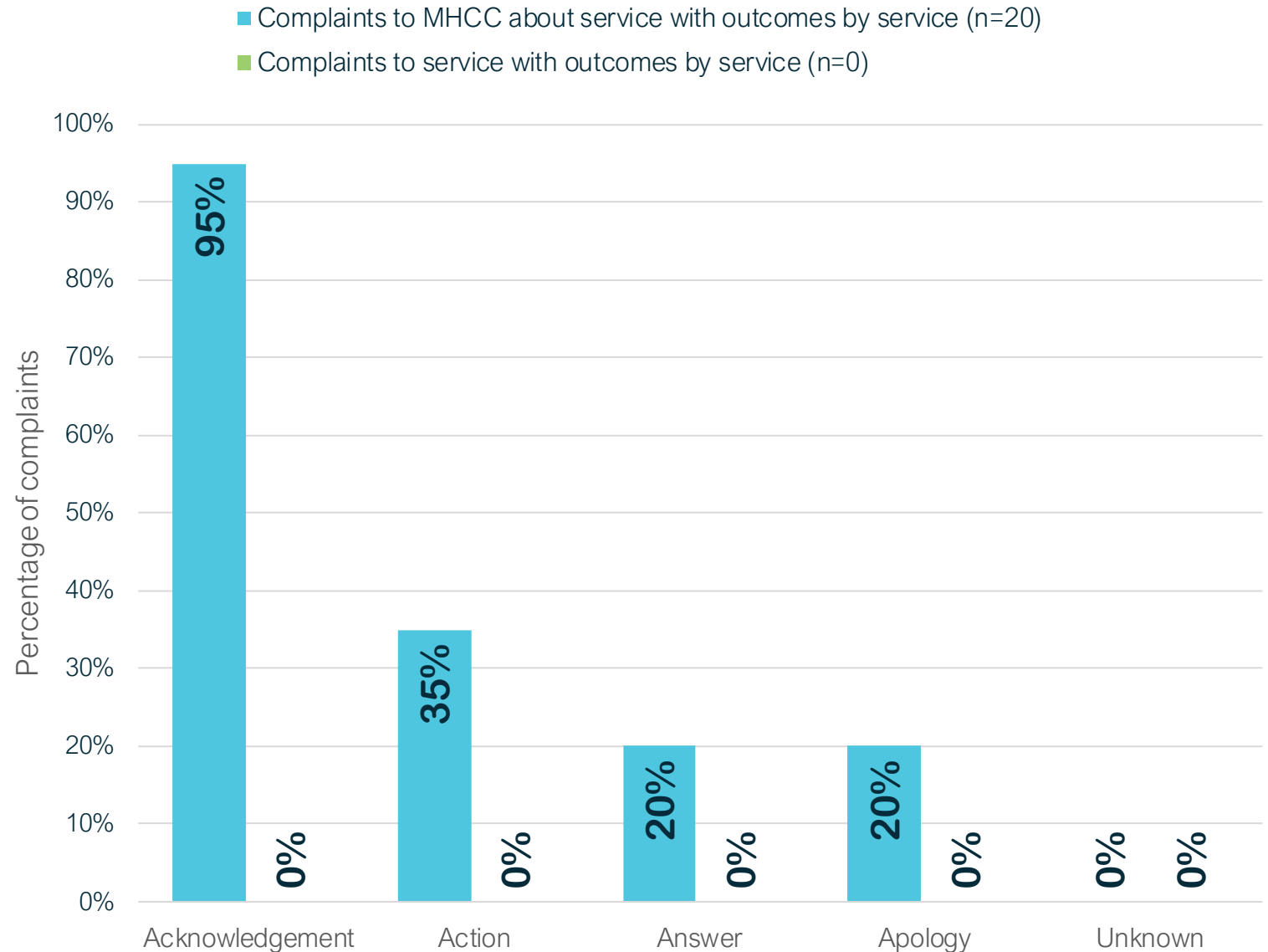


Outcomes of complaints

What were the outcomes of complaints? 2022-23

Closed complaints about Peninsula Health

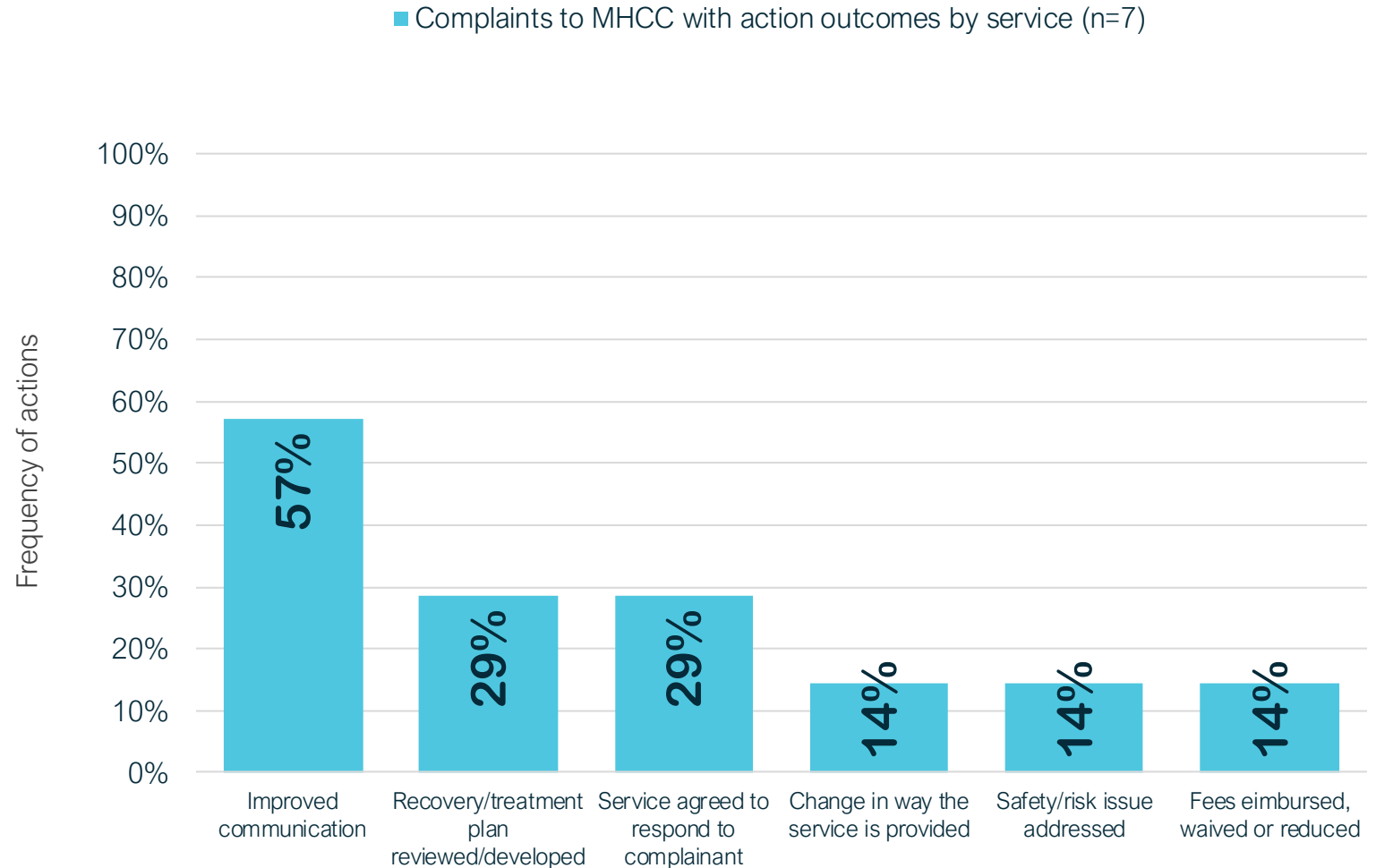
- Outcomes of complaints are framed in terms of the '4 A's' of complaint resolution - acknowledgement, action, answers and apology.
- This chart only includes complaints to the MHCC about Peninsula Health that were assessed as being in scope for resolution or having a known service outcome. The most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



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 Peninsula Health in response to complaints to the MHCC included:
 - improving communication
 - recovery / treatment plan reviewed and developed
 - responding to the complainant directly





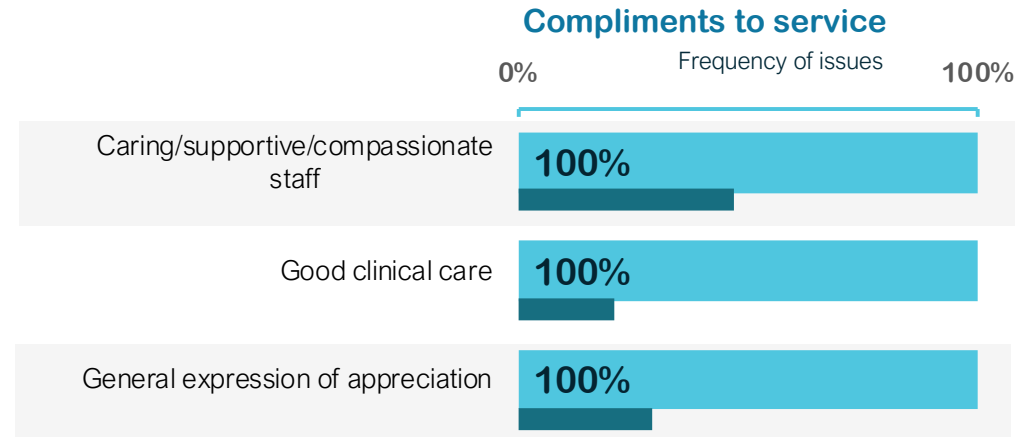
Themes in compliments

What were compliments about? 2022-23

● Compliments to Peninsula Health (n=1) ● Compliments to services sector-wide (n=1041)

Issues raised in compliments about Peninsula Health

- Caring / supportive / compassionate staff, good clinical care and general expressions of appreciation were mentioned in the one compliment received by Peninsula Health.



Key points to consider



Complaint numbers

- The number of complaints made to the MHCC about Peninsula Health decreased by a small margin from 2021-22 to 2022-23, while the number of complaints made directly to the service decreased markedly.
- Consumers made the majority of complaints to the MHCC about Peninsula Health, as well as directly to the service itself.



Issues raised

- Issues raised in complaints to the MHCC about Peninsula Health were consistent with those raised in complaints to the MHCC for the sector, with Treatment, Communication and Medication being commonly raised issues.
- Issues raised in complaints made directly to the service commonly related to Treatment, Conduct & behaviour and Communication. These three issues each occurred in a higher frequency than that recorded across the sector.



Outcomes

- The most common outcome for complaints to the MHCC was acknowledgement of the issue(s) raised by the complainant followed by a responsive action.
- The most common action undertaken by Peninsula Health in response to complaints to the MHCC was improving communication.