

Summary of service provider complaint report

South West Healthcare

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:



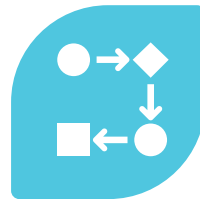
identify key themes
and emerging issues
across the sector



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

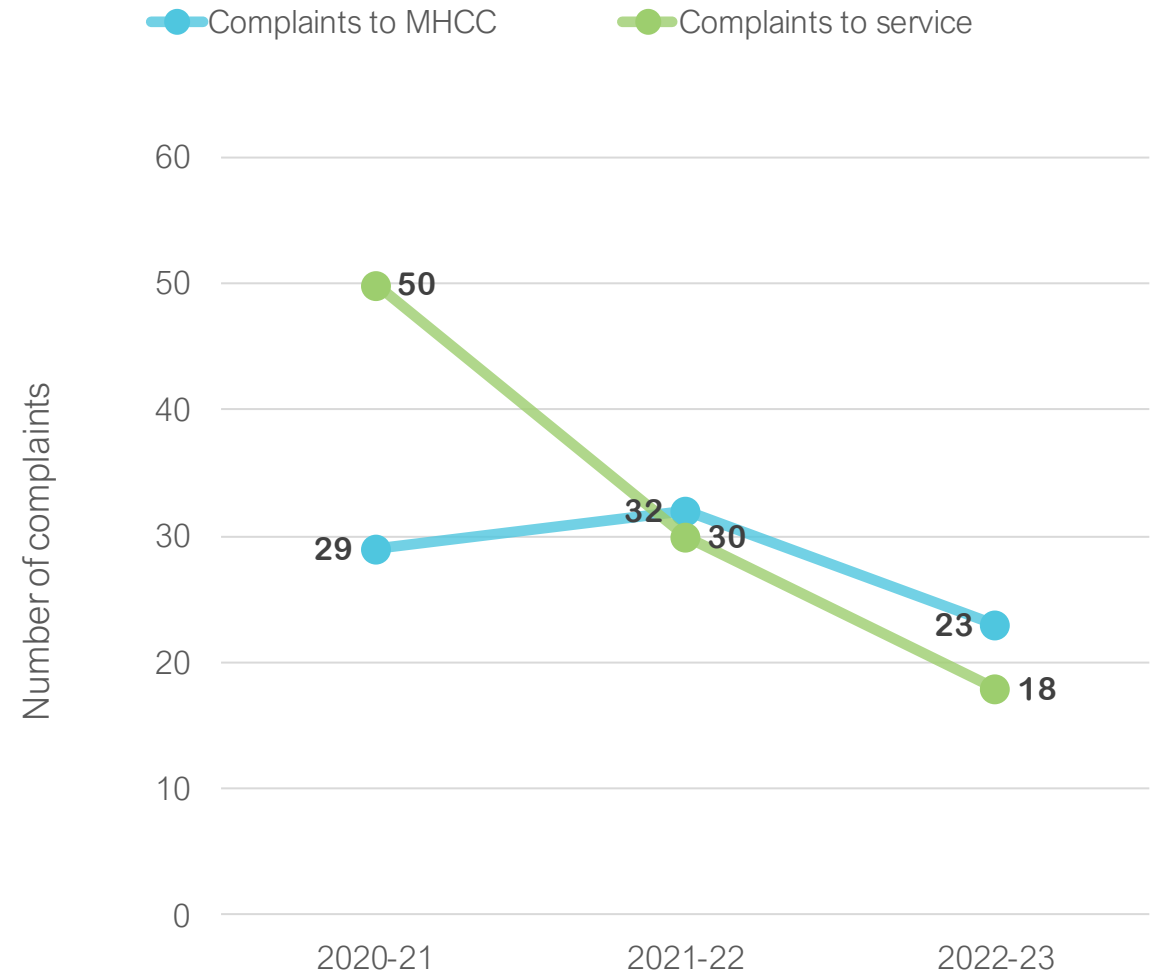
23

Complaints to the MHCC about South West Healthcare

18

Complaints to South West Healthcare

- Both the number of complaints made to the MHCC about South West Healthcare and the number of complaints made directly to the service decreased from 2021-22 to 2022-23.
- The number of complaints made to the MHCC about South West Healthcare remained higher than complaints made directly to the service – reverse of that recorded in 2020-21.
- In the last three years, this year was the first time a decline in both complaints to the MHCC and directly to the service was measured for South West Healthcare.

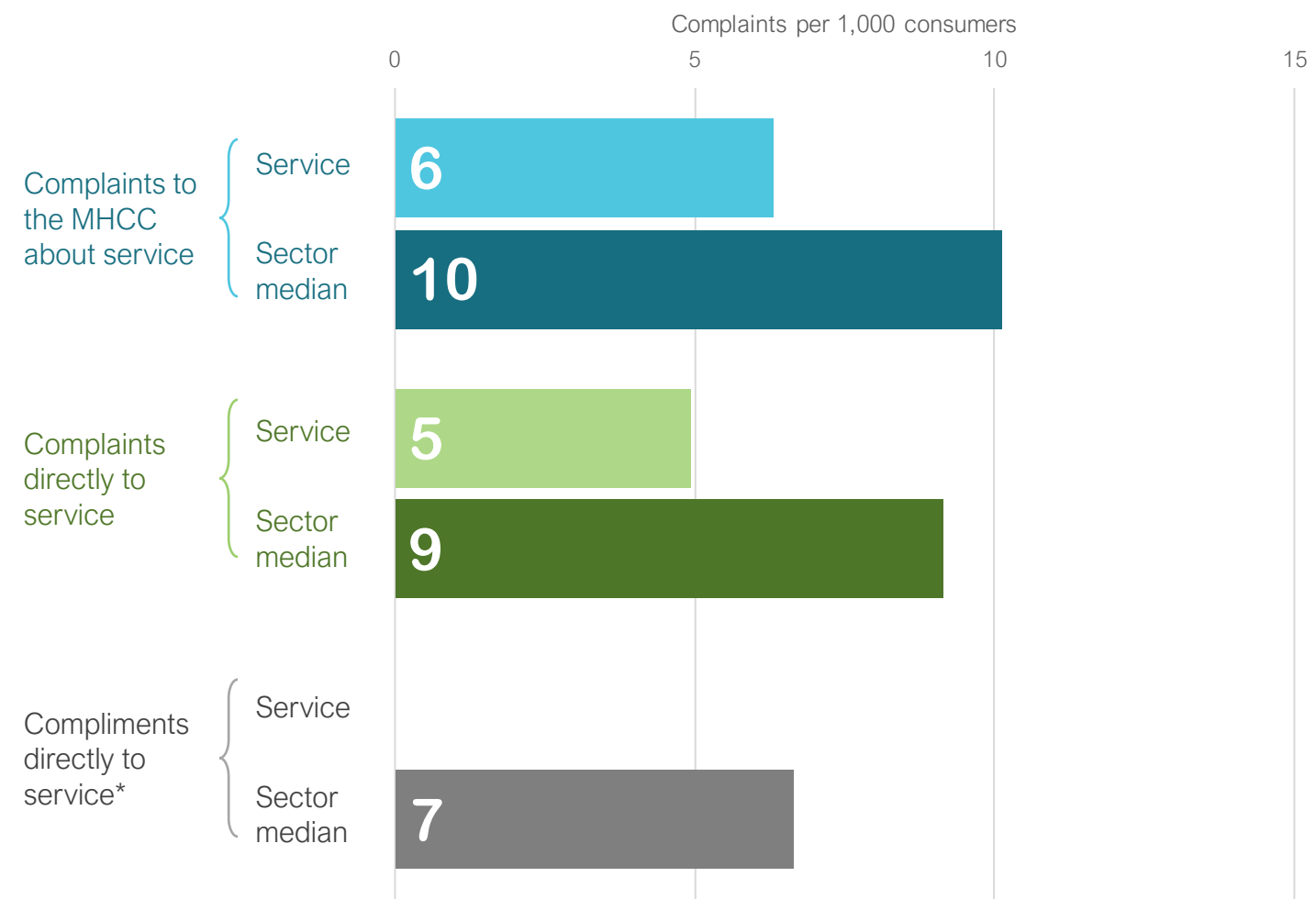


Complaint and compliment rates

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 South West Healthcare and the rate of complaints directly to the service were lower than the sector median in 2022-23 – these rates are notably lower than those recorded in 2021-22.

Complaints about South West Healthcare	Sector-wide complaint
● to the MHCC (n=23)	● to the MHCC (n=1442)
● to the service (n=18)	● to the service (n=1671)
● Compliments to South West Healthcare (n=0)	● Compliments to services sector-wide (n=1041)

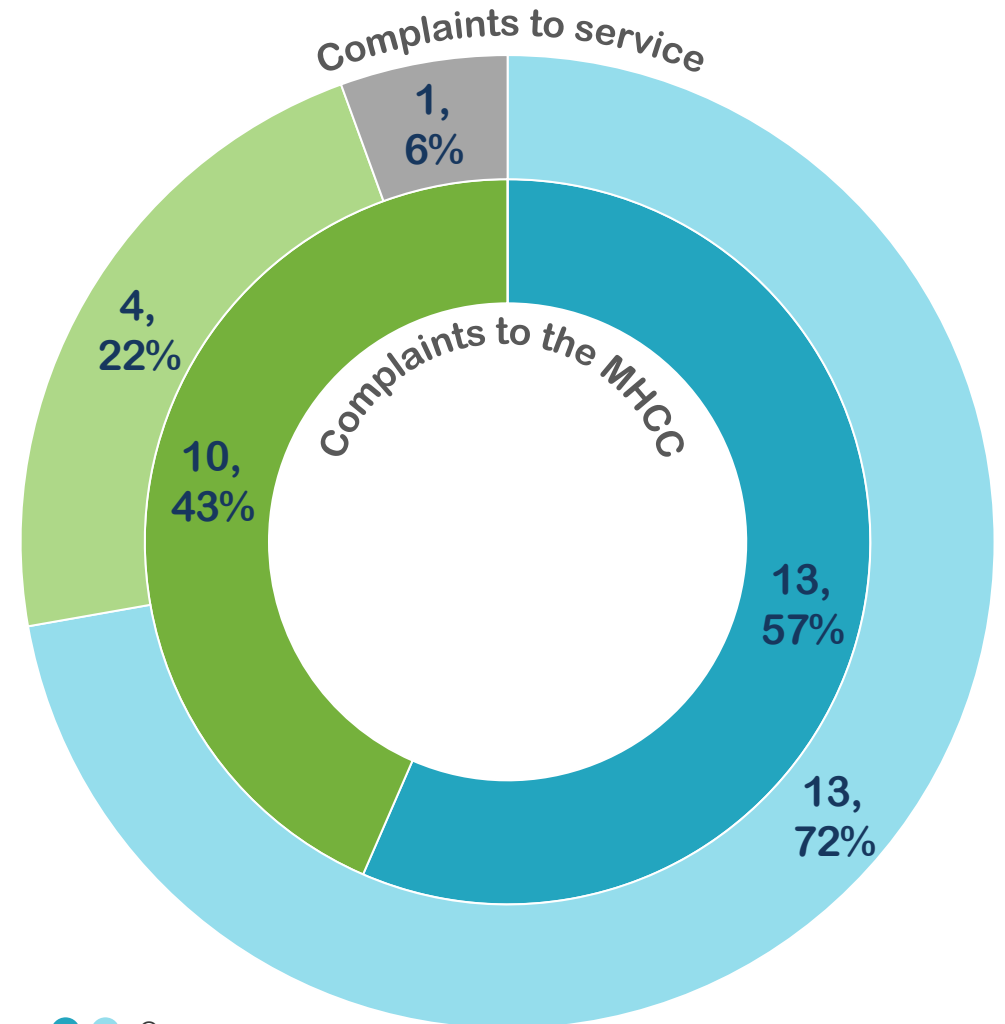


*Note: not all services reported compliments, and services likely used different approaches to capture compliments data

Who is making complaints? 2022-23

Complaints raised about South West Healthcare

- Consumers made over half of the complaints to the MHCC about South West Healthcare, and the majority of complaints to the service itself.
- In contrast, family members / carers made 43% of complaints to the MHCC about South West Healthcare, and just over a fifth of all complaints directly to the service.



- Consumer
- Family member/carer
- Other

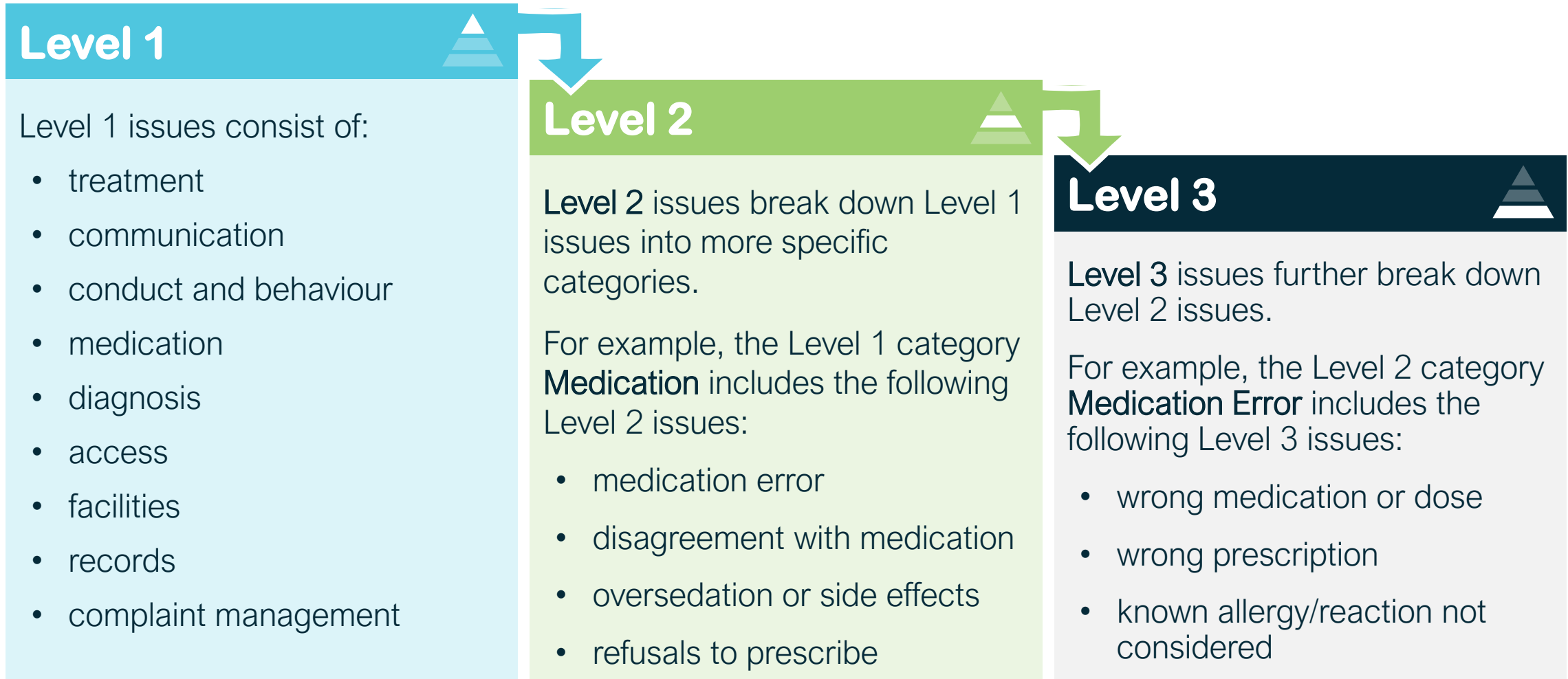
Note: this graphic does not include complaints where the complainant status was unknown.



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 South West Healthcare

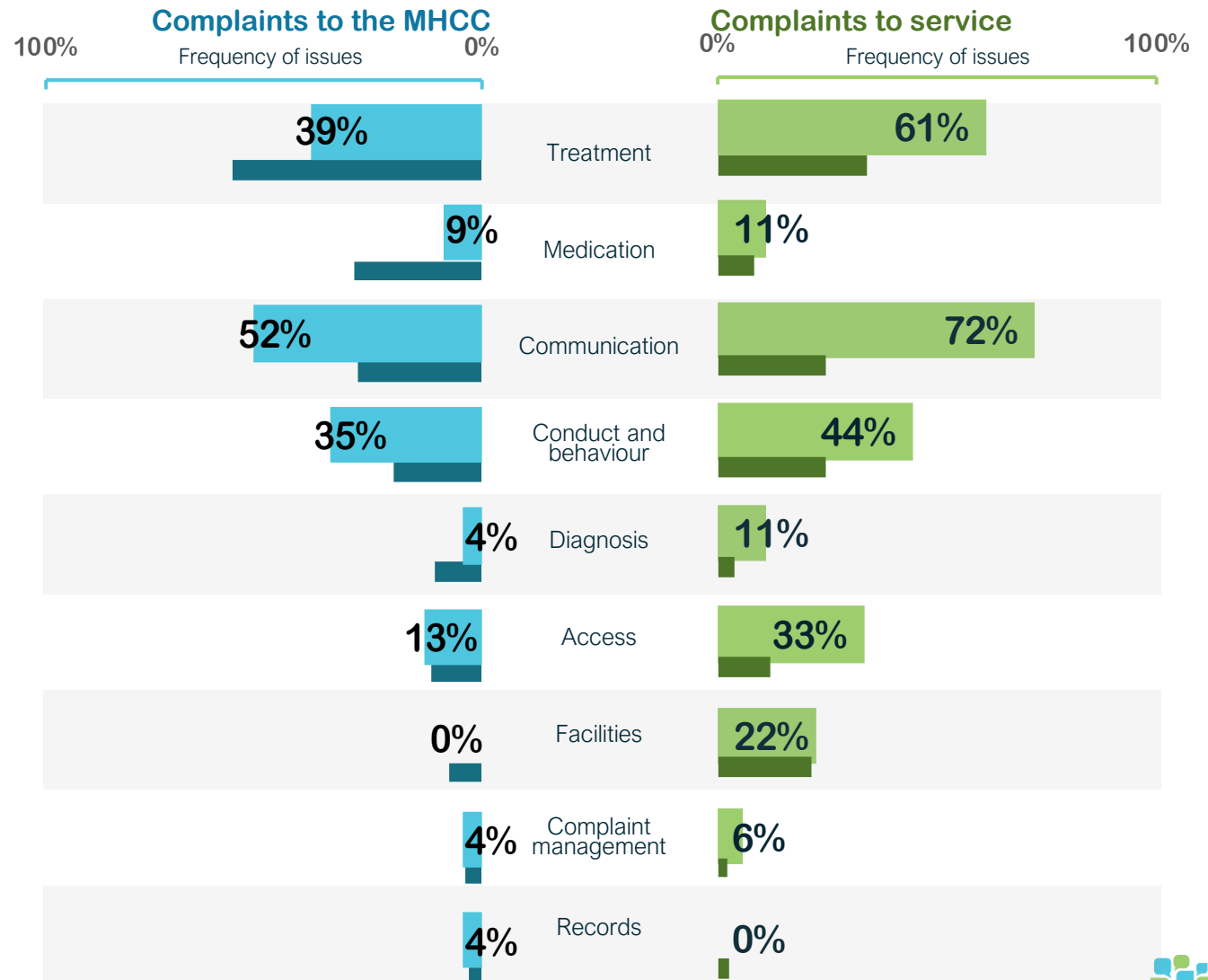
- The complaints shown on this page consist of all those made by consumers, family members / carers and any other persons.
- Issues raised in complaints to the MHCC about South West Healthcare were slightly inconsistent with those raised in complaints to the MHCC for the sector, with Communication, Conduct & behaviour and Treatment being the most commonly raised issues.
- Issues raised in complaints made directly to the service commonly concerned Communication, Treatment, and Conduct & behaviour and. These three issues each occurred at a higher rate than the sector.

Complaints about South West Healthcare

- to the MHCC (n=23)
- to the service (n=18)

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 South West Healthcare

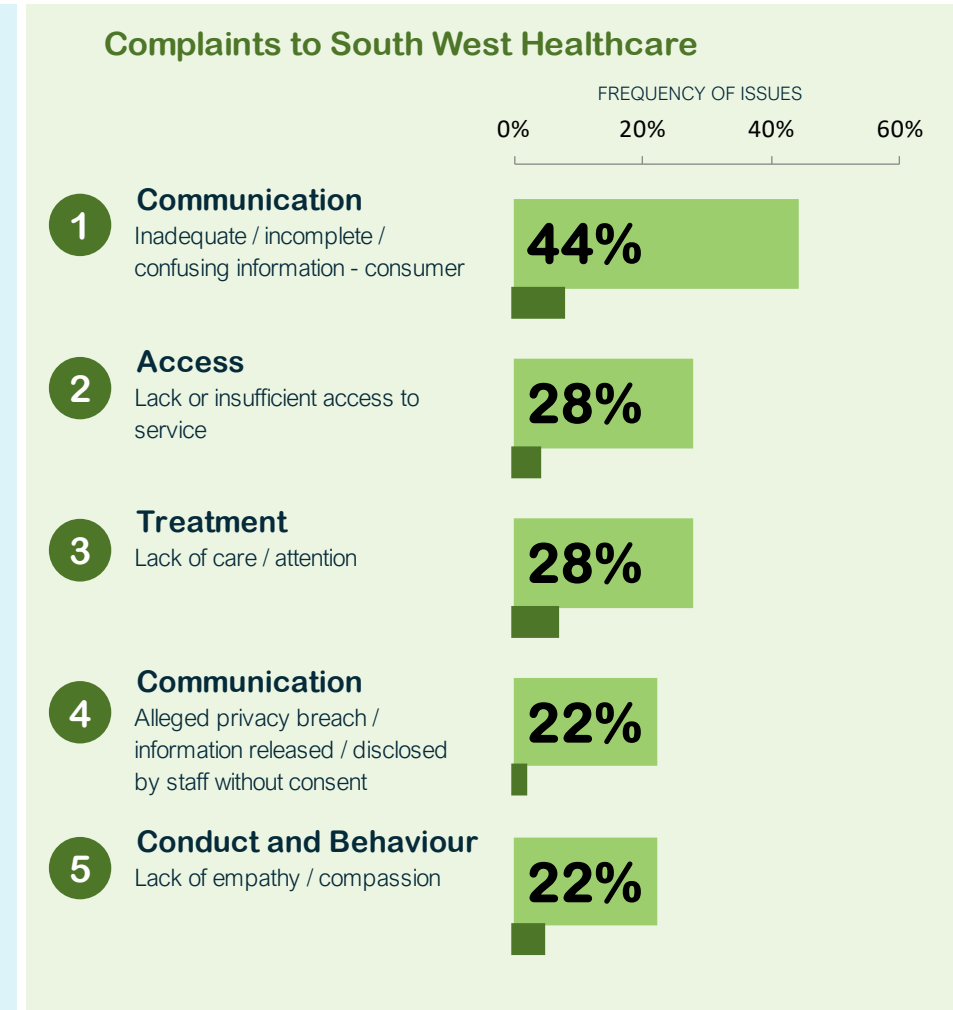
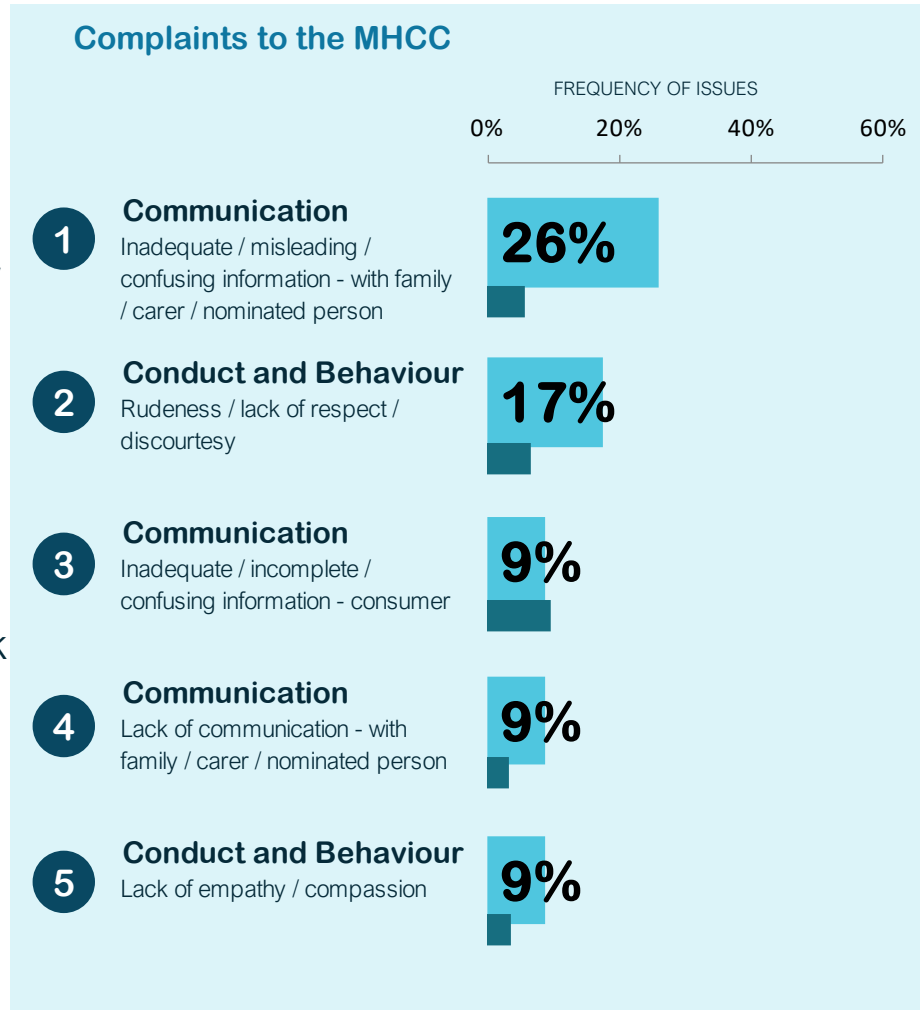
Complaints about South West Healthcare

- to the MHCC (n=23)
- to the service (n=18)

Sector-wide complaints

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

- Issues most frequently occurring in complaints made to the MHCC about South West Healthcare were inadequate / misleading / confusing information, and rudeness / lack of respect / discourtesy.
- Issues occurring most frequently in complaints made directly to South West Healthcare were inadequate / incomplete / misleading information, lack or insufficient access to service, and lack of care / attention.

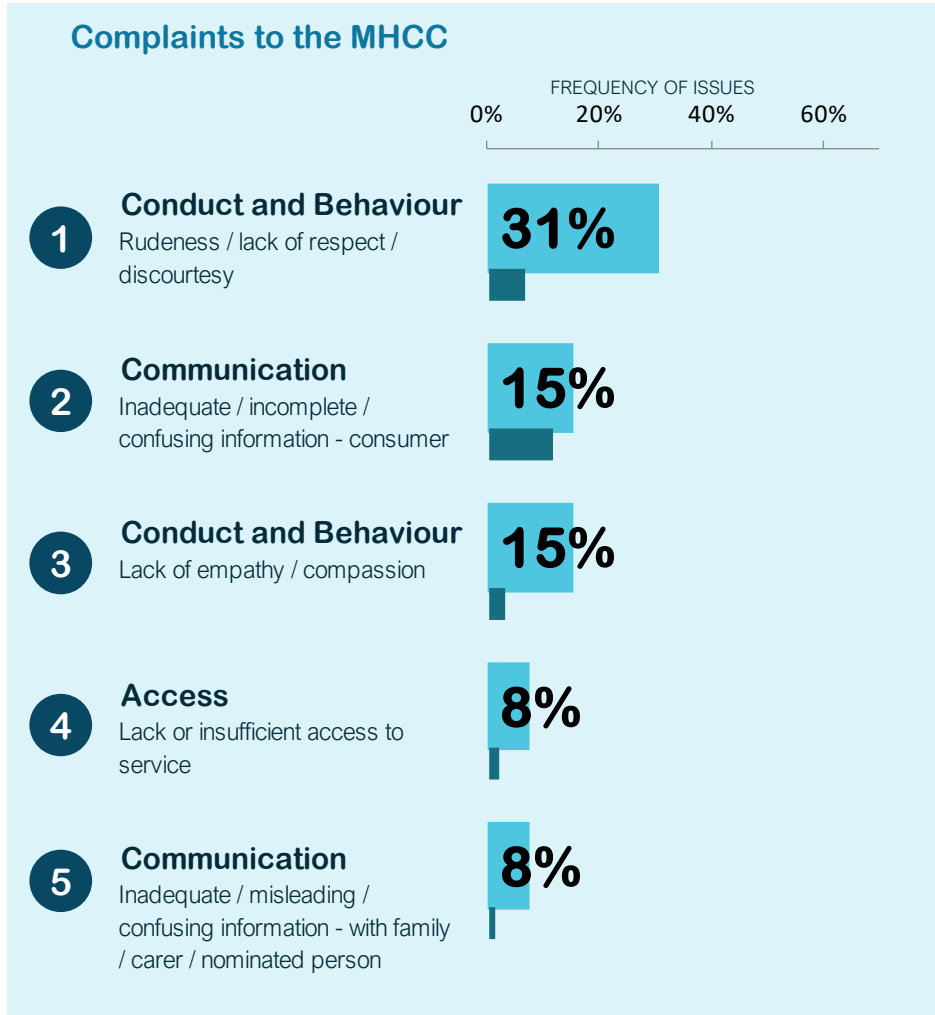


Issues raised by consumers 2022-23

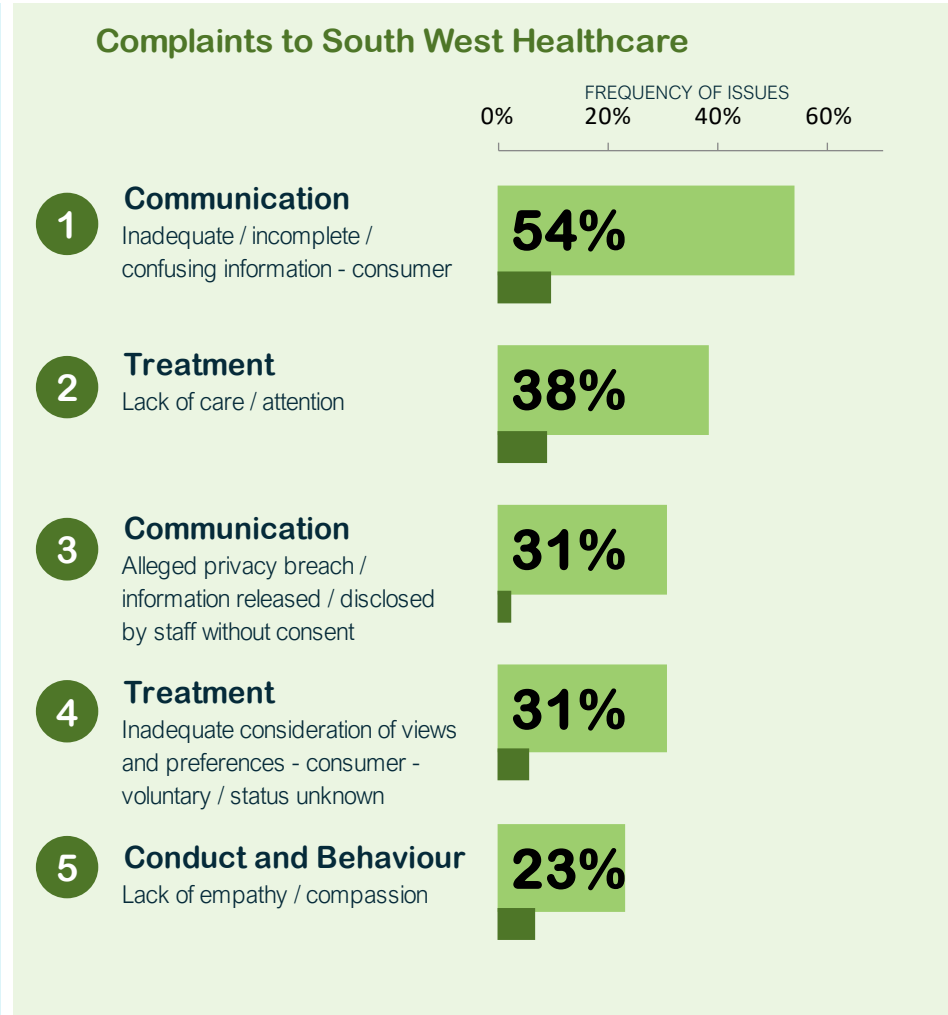
Most frequent Level 3 issues raised about South West Healthcare

Complaints about South West Healthcare		Sector-wide complaints	
●	to the MHCC (n=13)	●	to the MHCC (n=1074)
●	to the service (n=13)	●	to the service (n=1039)

- Rudeness / lack of respect / discourtesy, inadequate / incomplete / confusing information, and a lack of empathy / compassion were the most frequently occurring issues in complaints made by consumers to the MHCC about South West Healthcare.



- A high proportion of the issues raised in complaints by consumers directly to South West Healthcare were related to inadequate / incomplete / confusing information provided to the consumer, followed by a lack of care / attention.

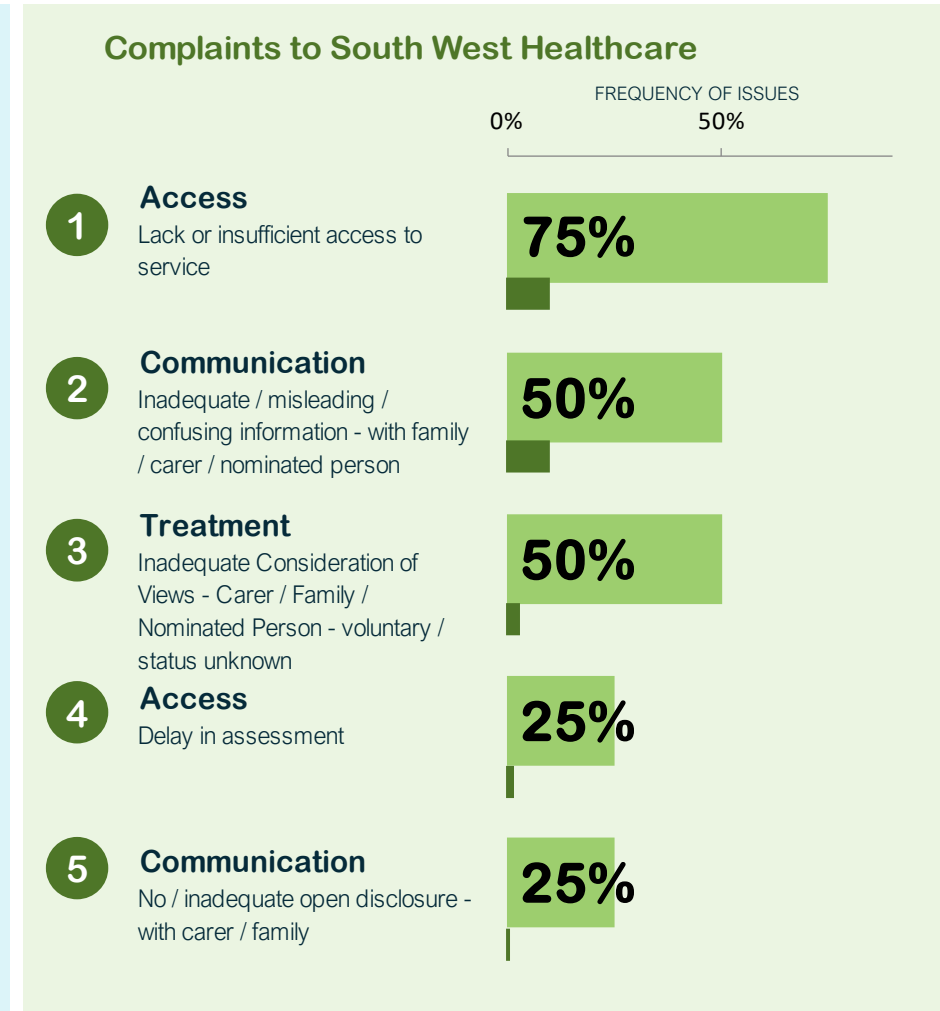
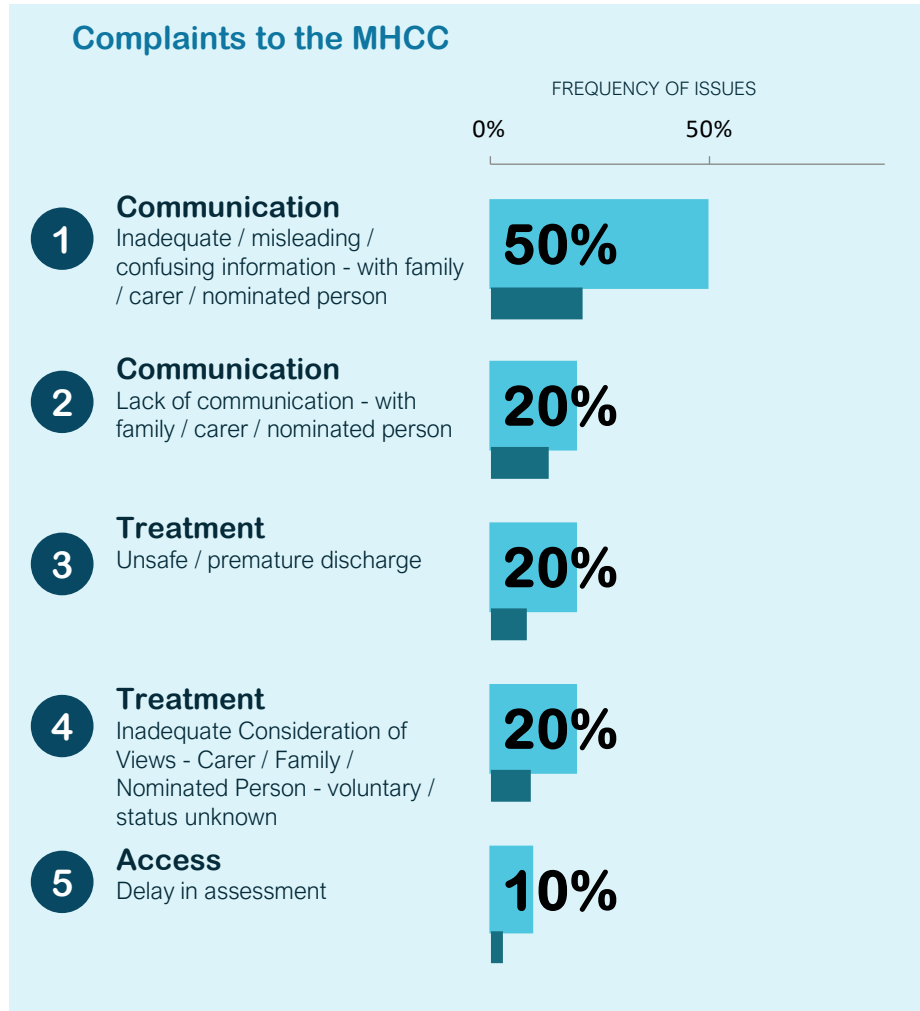


Issues raised by carers 2022-23

Most frequent Level 3 issues raised about South West Healthcare

Complaints about South West Healthcare		Sector-wide complaints	
●	to the MHCC (n=10)	●	to the MHCC (n=320)
●	to the service (n=4)	●	to the service (n=380)

- The top issues mentioned in complaints made by carers to the MHCC about South West Healthcare related to inadequate / misleading / confusing information.
- The top issues raised in complaints made by carers directly to the service was insufficient access to a service, followed by inadequate / misleading / confusing information, and inadequate consideration of views.



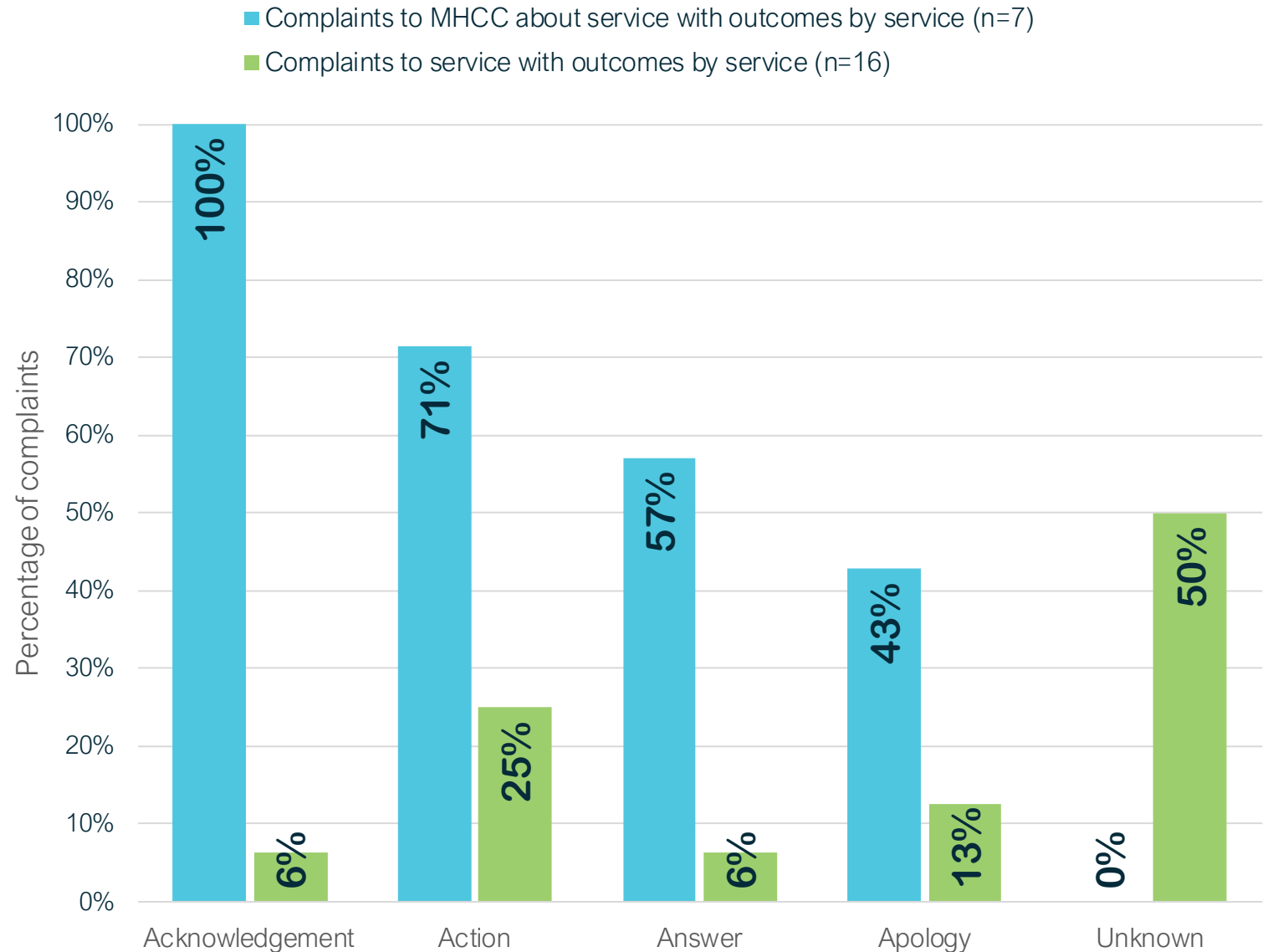


Outcomes of complaints

What were the outcomes of complaints? 2022-23

Closed complaints about South West Healthcare

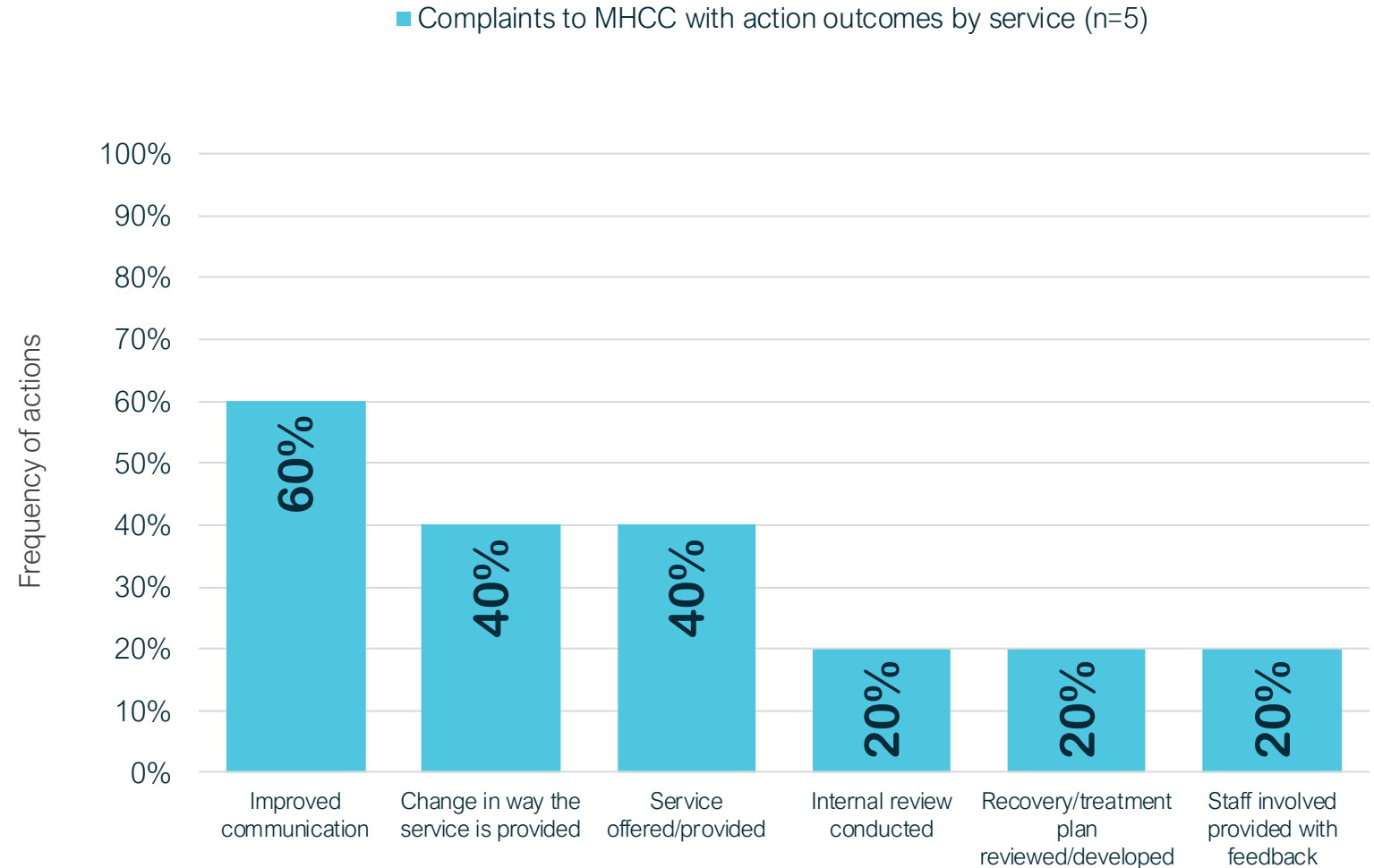
- Outcomes of complaints are framed in terms of the '4 A's' of complaint resolution - acknowledgement, action, answers and apology.
- This chart only includes complaints to the MHCC about South West Healthcare that were assessed as being in scope for resolution or having a known service outcome. The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



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 South West Healthcare in response to complaints to the MHCC included:
 - improving communication
 - changing in the way service is provided
 - offering / providing a service



Key points to consider



Complaint numbers

- Both the number of complaints made to the MHCC about South West Healthcare and the number of complaints made directly to the service decreased from 2021-22 to 2022-23.
- In the last three years, this year was the first time a decline in both complaints to the MHCC and directly to the service was measured for South West Healthcare.
- Consumers made over half of the complaints to the MHCC about South West Healthcare, and the majority of complaints to the service itself.



Issues raised

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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 and an answer in response to the complaint.
- The most common outcomes of complaints made directly to South West Healthcare were actions taken in response to complaints and providing an apology.
- The most common action undertaken by South West Healthcare in response to complaints to the MHCC was improving communication.