

Summary of service provider complaint report

Barwon Health

2020-21



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 2020-21 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.

For detailed analysis and data, as well as 2018-19 and 2019-20 data, please refer to the full report, which services will receive shortly.

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:



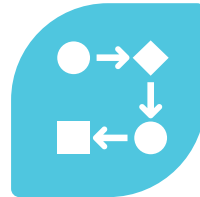
identify key themes and emerging issues across the sector



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? 2020-21

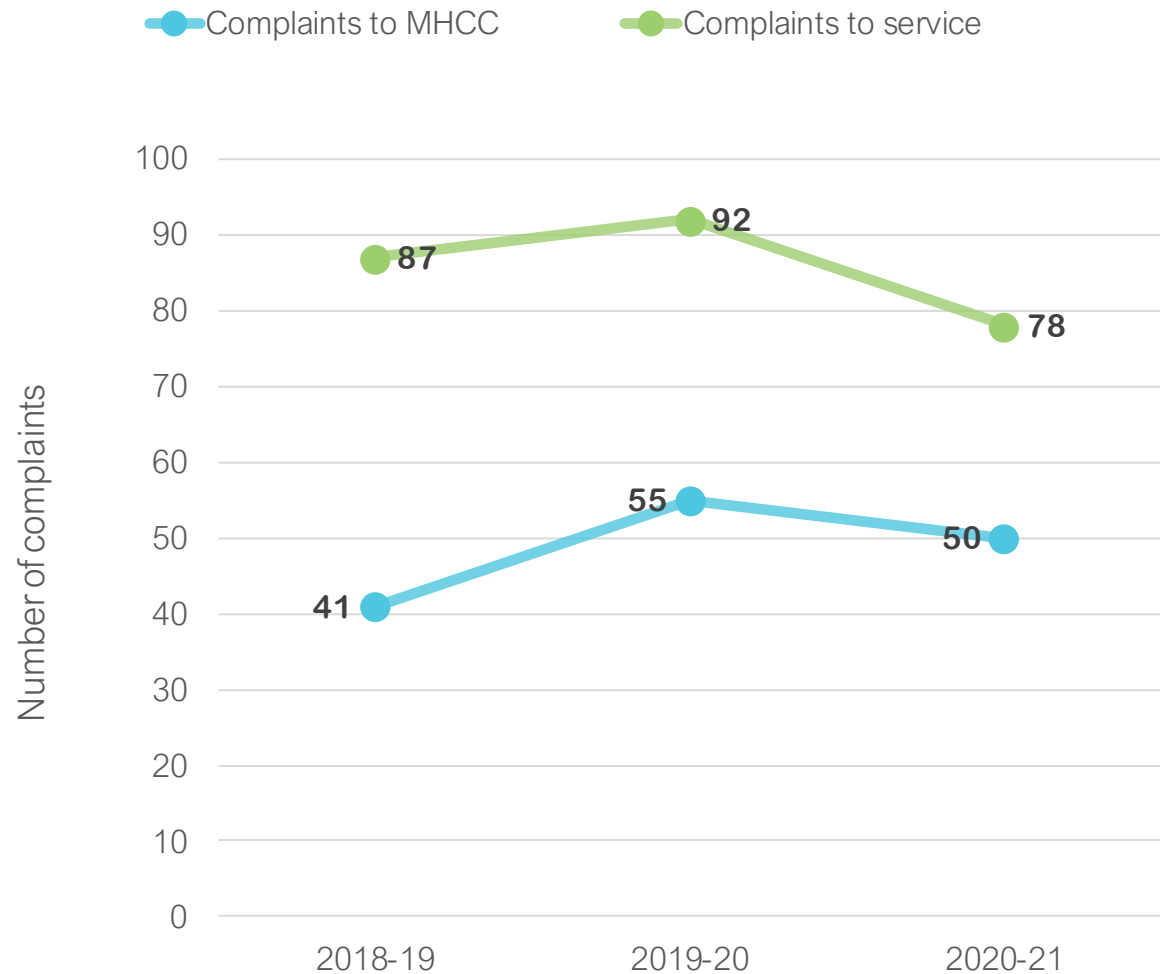
50

Complaints to MHCC
about Barwon Health

78

Complaints to
Barwon Health

- The number of complaints to both the MHCC about Barwon Health and to Barwon Health directly decreased in 2020-21.
- Overall, more complaints were made directly to Barwon Health than to the MHCC. The MHCC is pleased to see a trend of more complaints being made directly to the service, as this suggests that consumers and family members/carers feel empowered to raise concerns directly with the service.



Complaint and compliment rates

2020-21

- 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.
- Compared to the sector, a slightly lower rate of complaints was made to the MHCC about Barwon Health, and the same rate of complaints was made directly to the service. A slightly lower rate of compliments were made to Barwon Health compared to the sector.

Complaints about Barwon Health

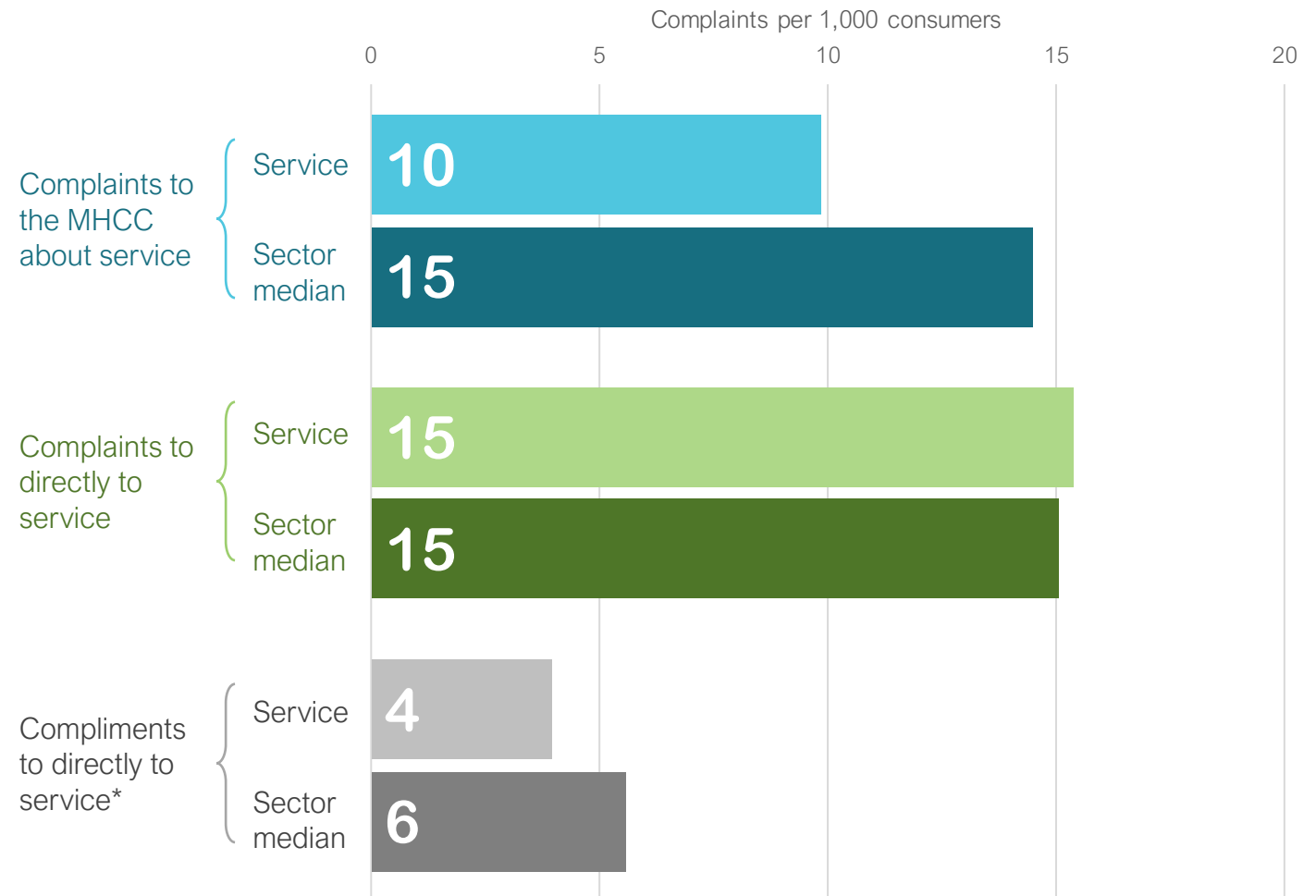
- to the MHCC (n=50)
- to the service (n=78)

● Compliments to Barwon Health (n=20)

Sector-wide complaints

- to the MHCC (n=1641)
- to the service (n=1679)

● Compliments to services sector-wide (n=1109)

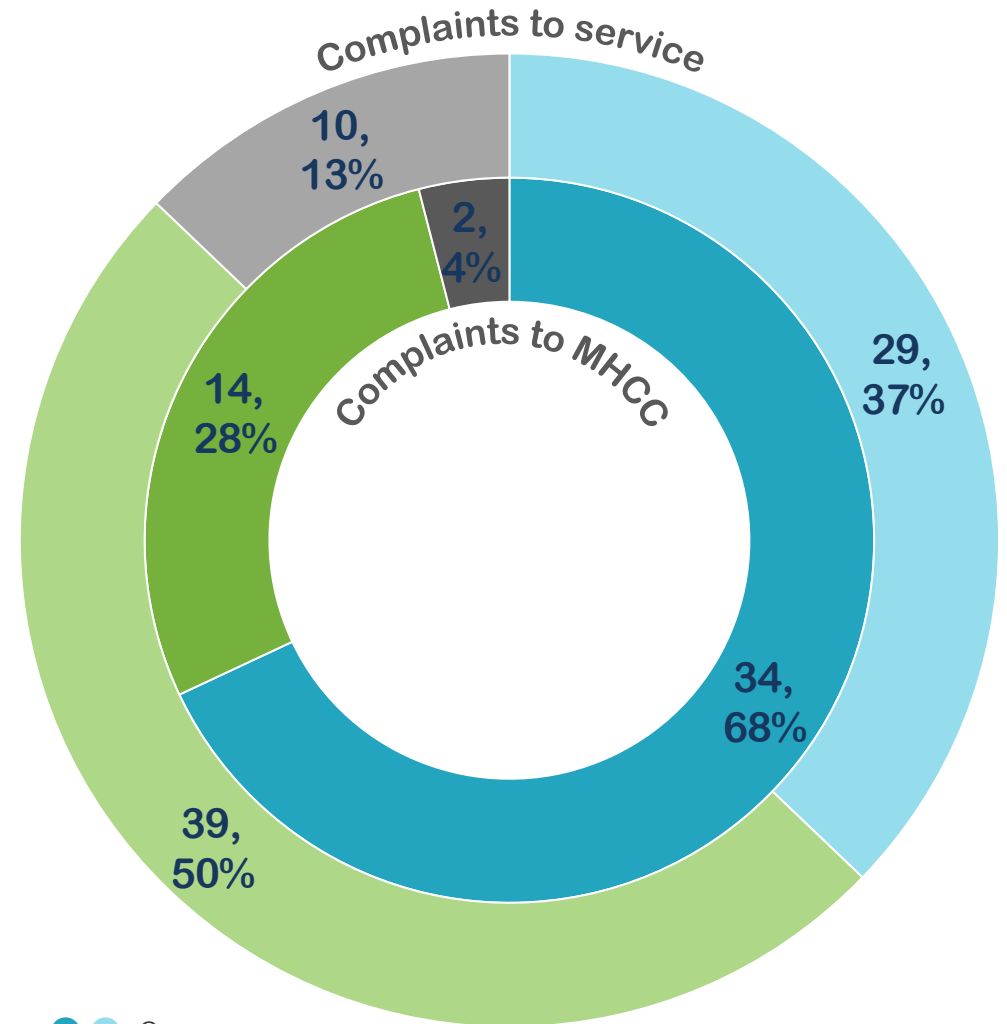


*Note: not all services reported compliments, and services likely used different approaches to capture compliments data

Who is making complaints? 2020-21

Complaints raised about Barwon Health

- Consumers made the majority of complaints to the MHCC about Barwon Health.
- Family members / carers made roughly half of all complaints directly to Barwon Health, meanwhile consumers made less than half of the complaints themselves.



- Consumer
- Family member/carer
- Other

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



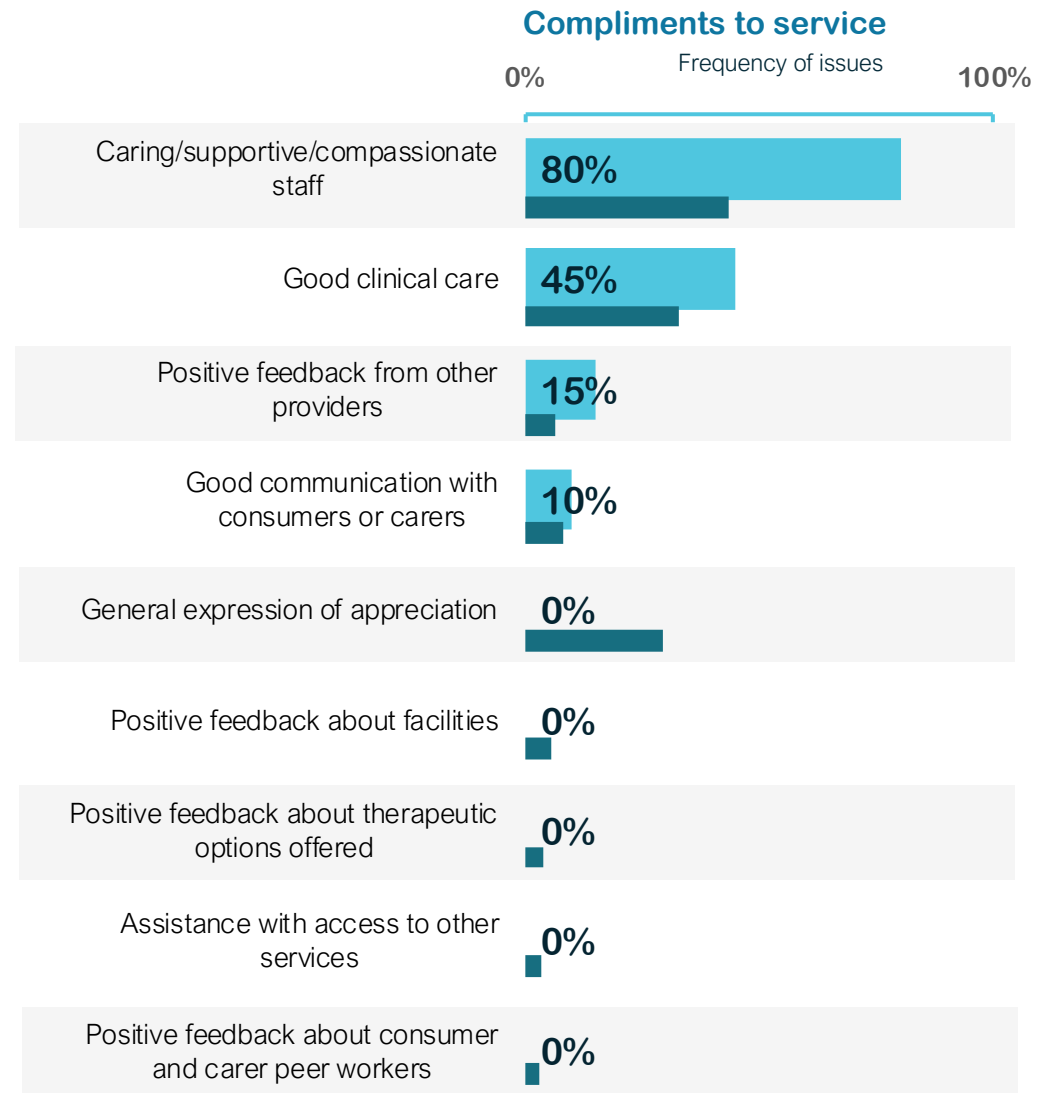
Issues raised in complaints and compliments

What were compliments about? 2020-21

Compliments to Barwon Health (n=20) Compliments to services sector-wide (n=1109)

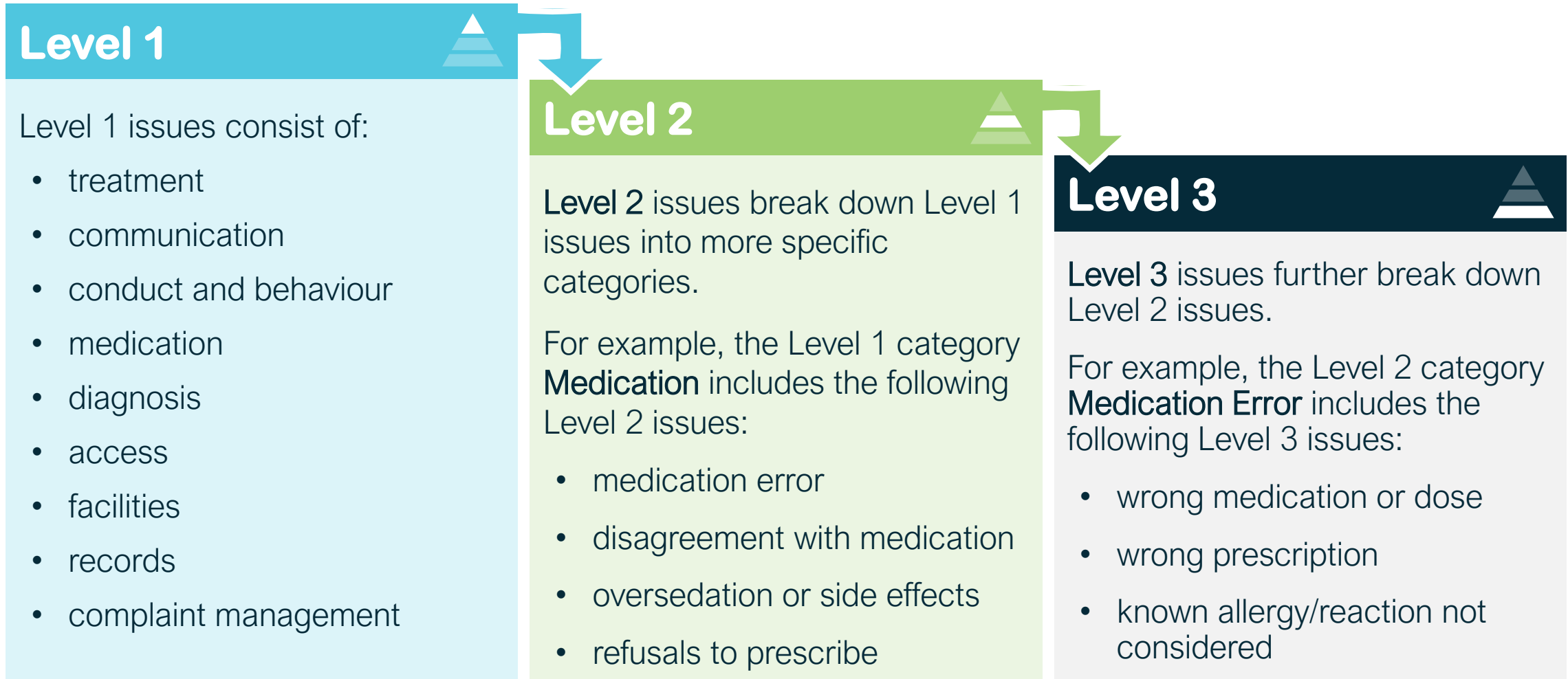
Themes raised in compliments about Barwon Health

- This is the first year for which we have reported on themes raised in compliments, following feedback from services that this would be helpful.
- Compliments made to Barwon Health were most commonly about caring/supportive/compassionate staff and good clinical care, and greater percentages of compliments raised these issues compared to the sector as a whole.
- No percentage of compliments made to Barwon Health were classified as general expression of appreciation compared to the sector as a whole. This can be viewed as a positive and reflects the level of detail provided by Barwon Health about their compliments data that enabled the MHCC to identify more specific themes.



How does the MHCC categorise issues?

The MHCC uses three levels of issue categories to classify complaints.



What were complaints about? 2020-21

Level 1 issues raised about Barwon Health

- Issues raised in complaints to the MHCC about Barwon Health were broadly consistent with those raised in complaints to the MHCC for the sector, with Treatment, Communication, Conduct and Behaviour, and Medication being the most commonly raised issues.
- Some issues raised in complaints made directly to Barwon Health were also broadly consistent with those raised in complaints to services for the sector, such as Treatment and Conduct and Behaviour being among the most commonly raised issues. Meanwhile, complaints about Communication and Access were more commonly raised to Barwon Health when compared with the sector.

Complaints about Barwon Health

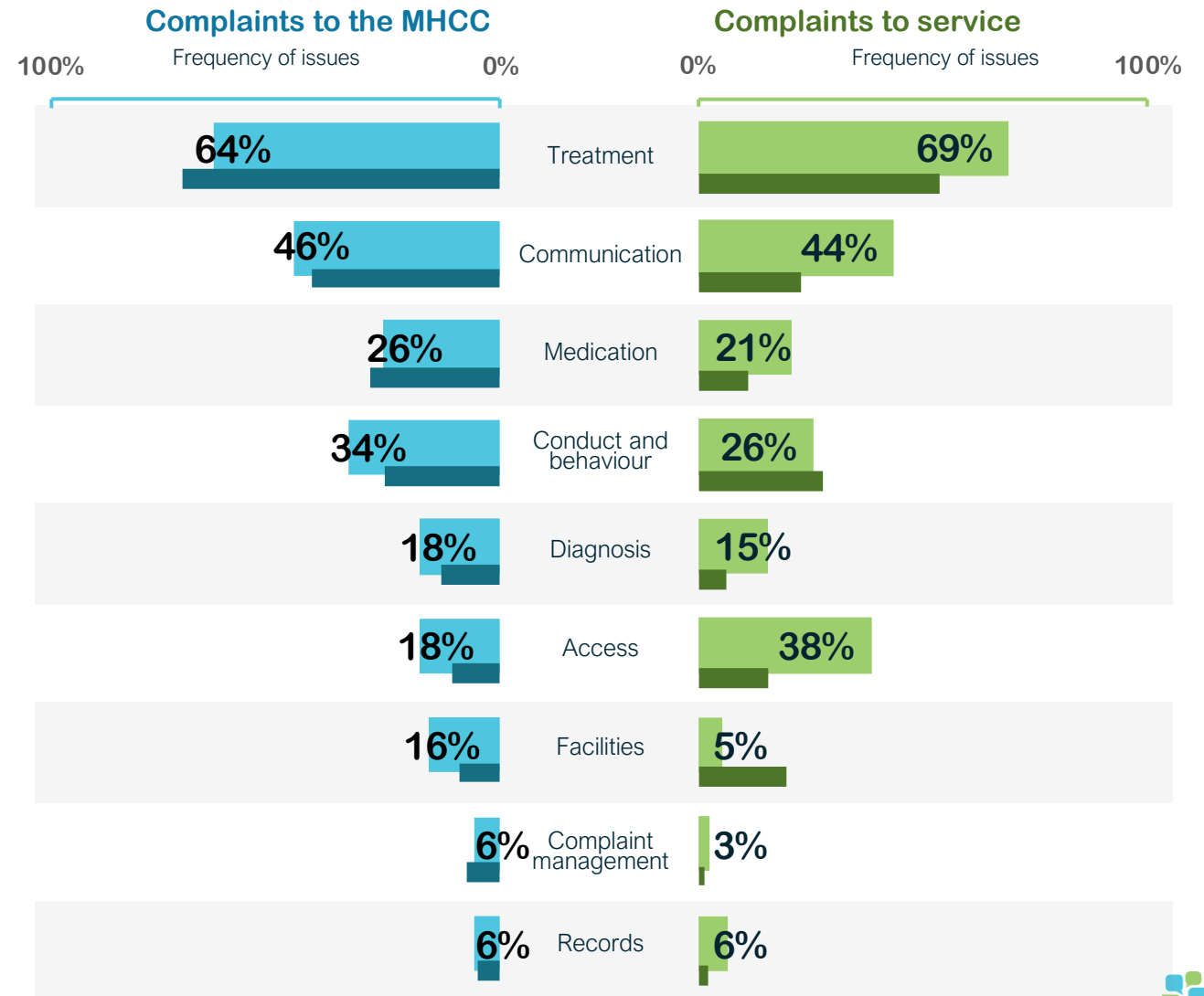
to the MHCC (n=50)

to the service (n=78)

Sector-wide complaints

to the MHCC (n=1641)

to the service (n=1679)



What were complaints about? 2020-21

Most frequent Level 3 issues raised about Barwon Health

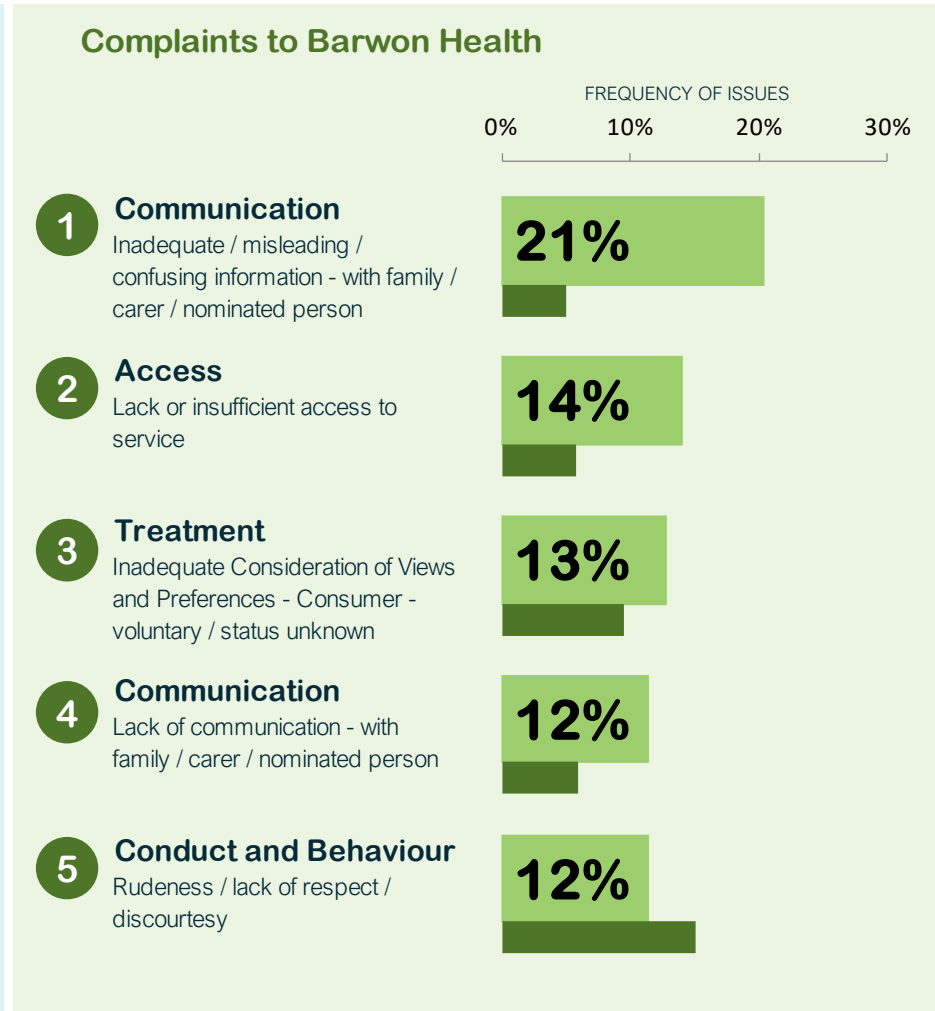
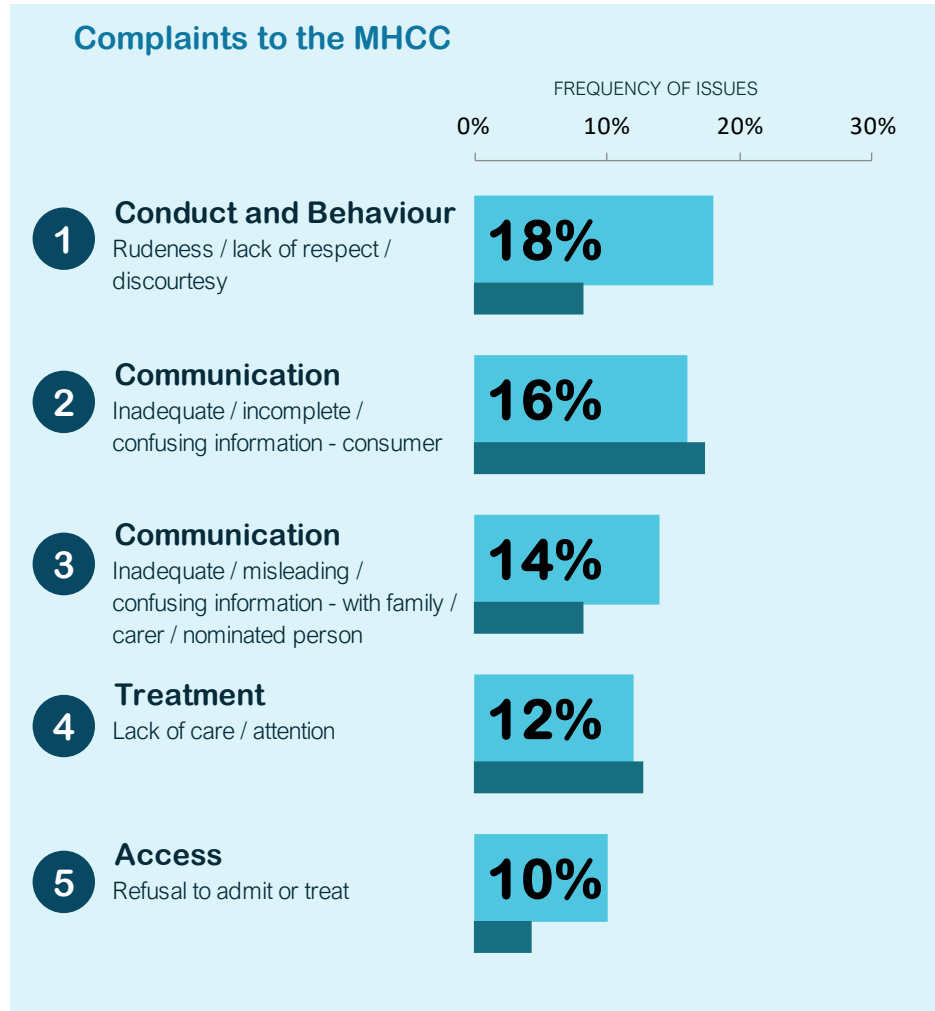
Complaints about Barwon Health

- to the MHCC (n=50)
- to the service (n=78)

Sector-wide complaints

- to the MHCC (n=1641)
- to the service (n=1679)

- Rudeness/lack of respect/discourtesy was the most frequently occurring issue in complaints to the MHCC about Barwon Health, raised in a higher proportion of complaints than the sector.
- In complaints made directly to Barwon Health, inadequate/ misleading/ confusing information with family / carers and lack or insufficient access to service were the most frequently occurring issues, these were raised in a higher proportion compared with the sector.



Issues raised by consumers 2020-21

Most frequent Level 3 issues raised about Barwon Health

Complaints about Barwon Health

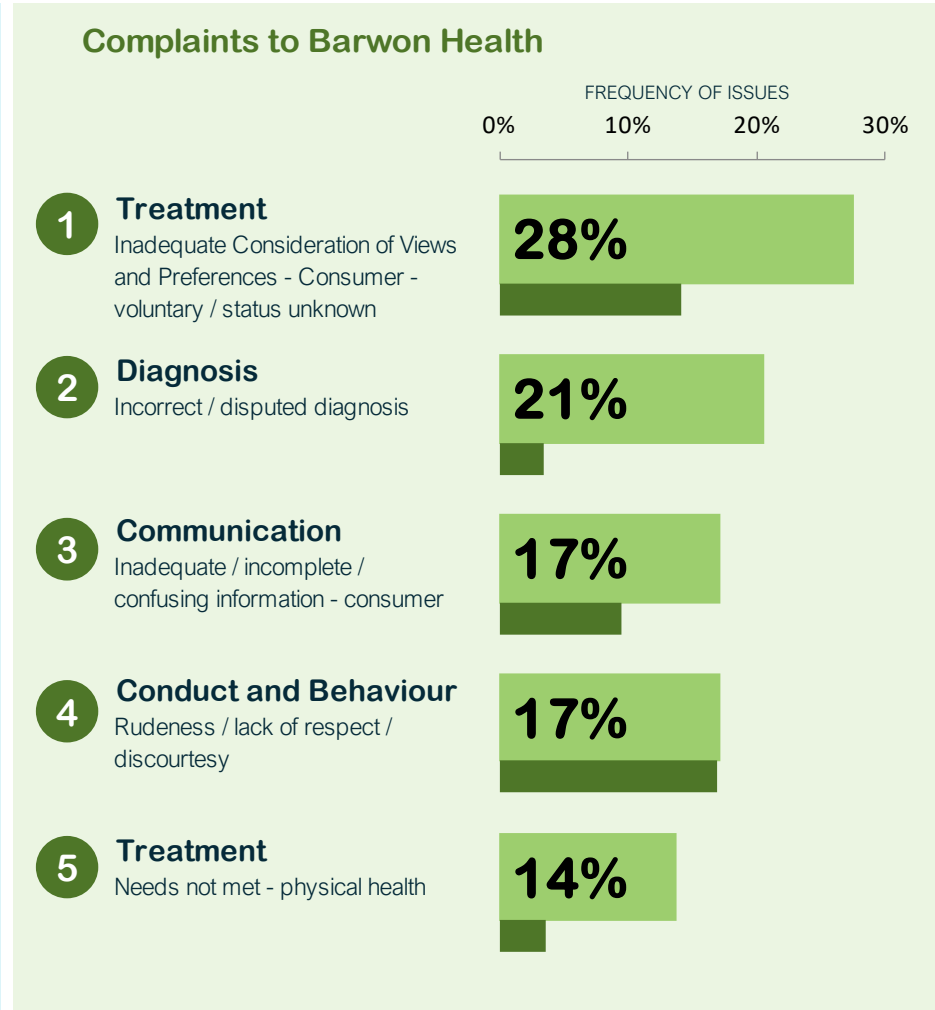
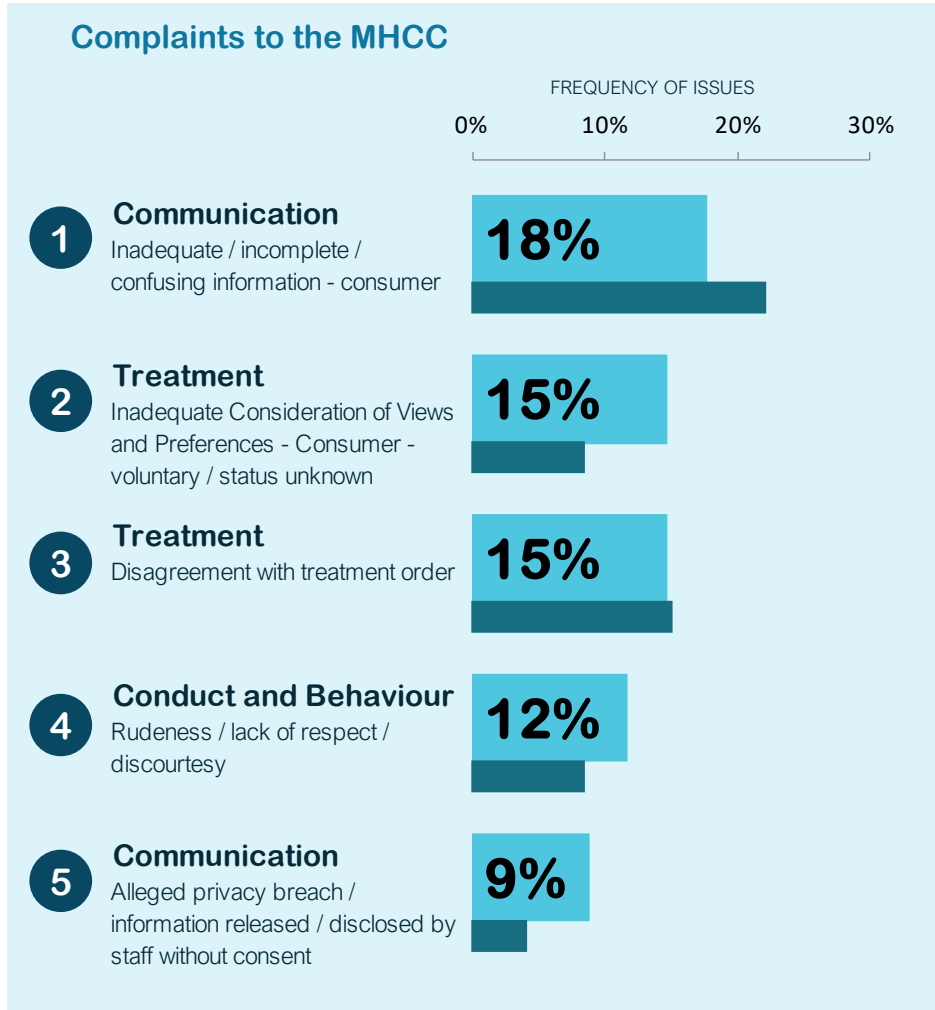
- to the MHCC (n=34)
- to the service (n=29)

Sector-wide complaints

- to the MHCC (n=1149)
- to the service (n=1033)

- The top issues raised by consumers in complaints to the MHCC about Barwon Health were inadequate/ incomplete / confusing information to the consumers, inadequate consideration on views and preferences of voluntary consumers and disagreement with treatment order.

- The most frequently raised issue by consumers in complaints directly to Barwon Health was inadequate consideration of views and preferences of voluntary consumers. A higher proportion of complaints by consumers were about incorrect/ disputed diagnosis compared to the sector.



Issues raised by carers 2020-21

Most frequent Level 3 issues raised about Barwon Health

Complaints about Barwon Health

● to the MHCC (n=14)

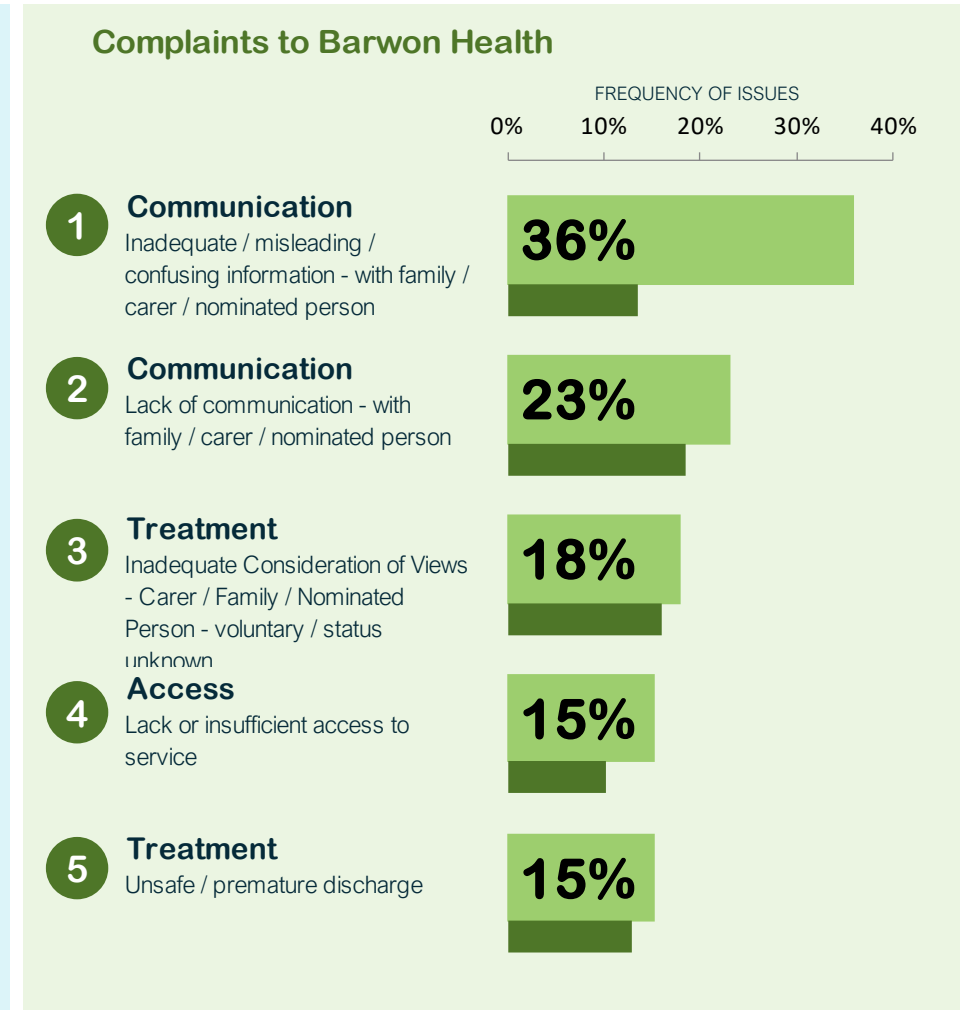
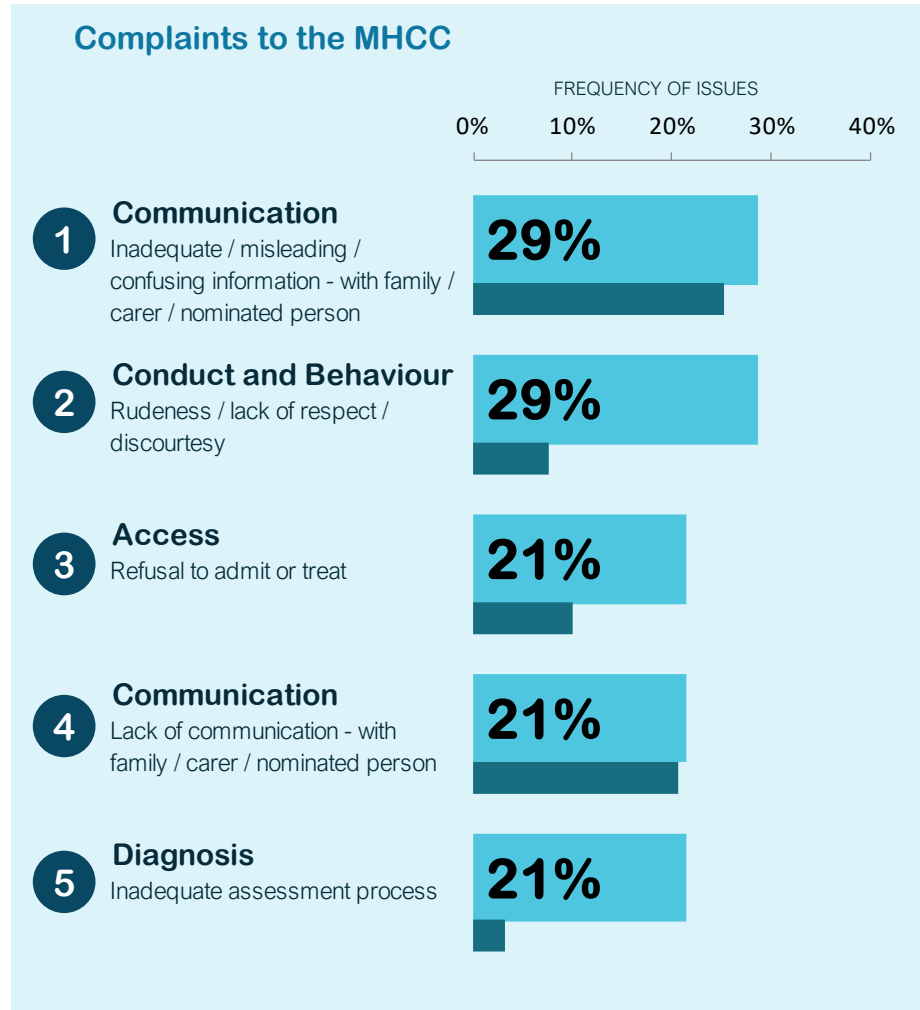
● to the service (n=39)

Sector-wide complaints

● to the MHCC (n=426)

● to the service (n=529)

- Inadequate, confusing or misleading information in communication with family members / carers and rudeness/ lack of respect/ discourtesy were the most frequently raised by family members / carers in complaints to the MHCC about Barwon Health. Rudeness/ lack of respect and inadequate assessment process were issues raised in higher proportion when compared with the sector.
- Inadequate, confusing or misleading information was also the most common issue raised by family members / carers in complaints directly to Barwon Health, raised in a higher proportion of complaints compared to the sector.



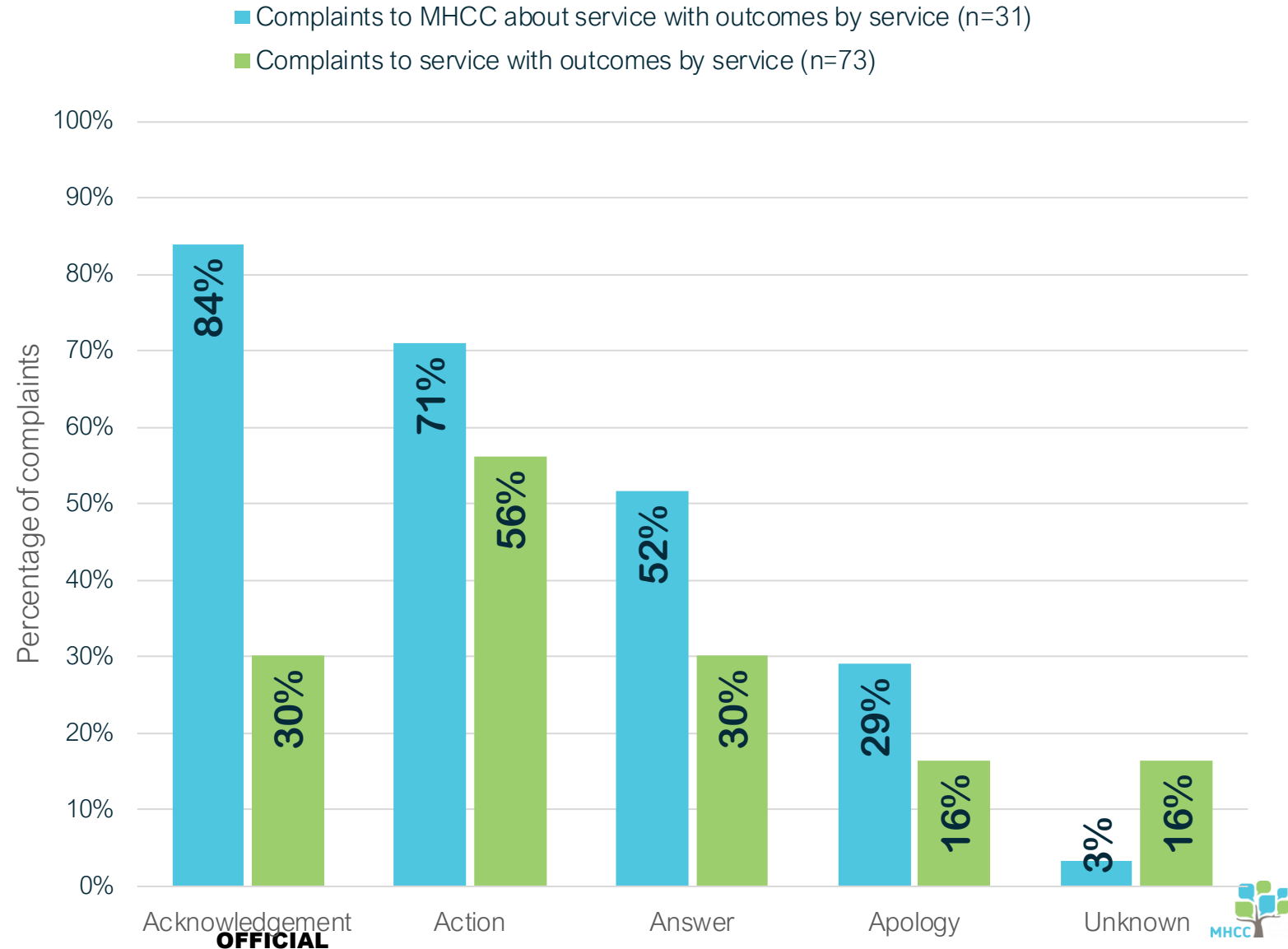


Outcomes of complaints

What were the outcomes of complaints? 2020-21

Closed complaints about Barwon Health

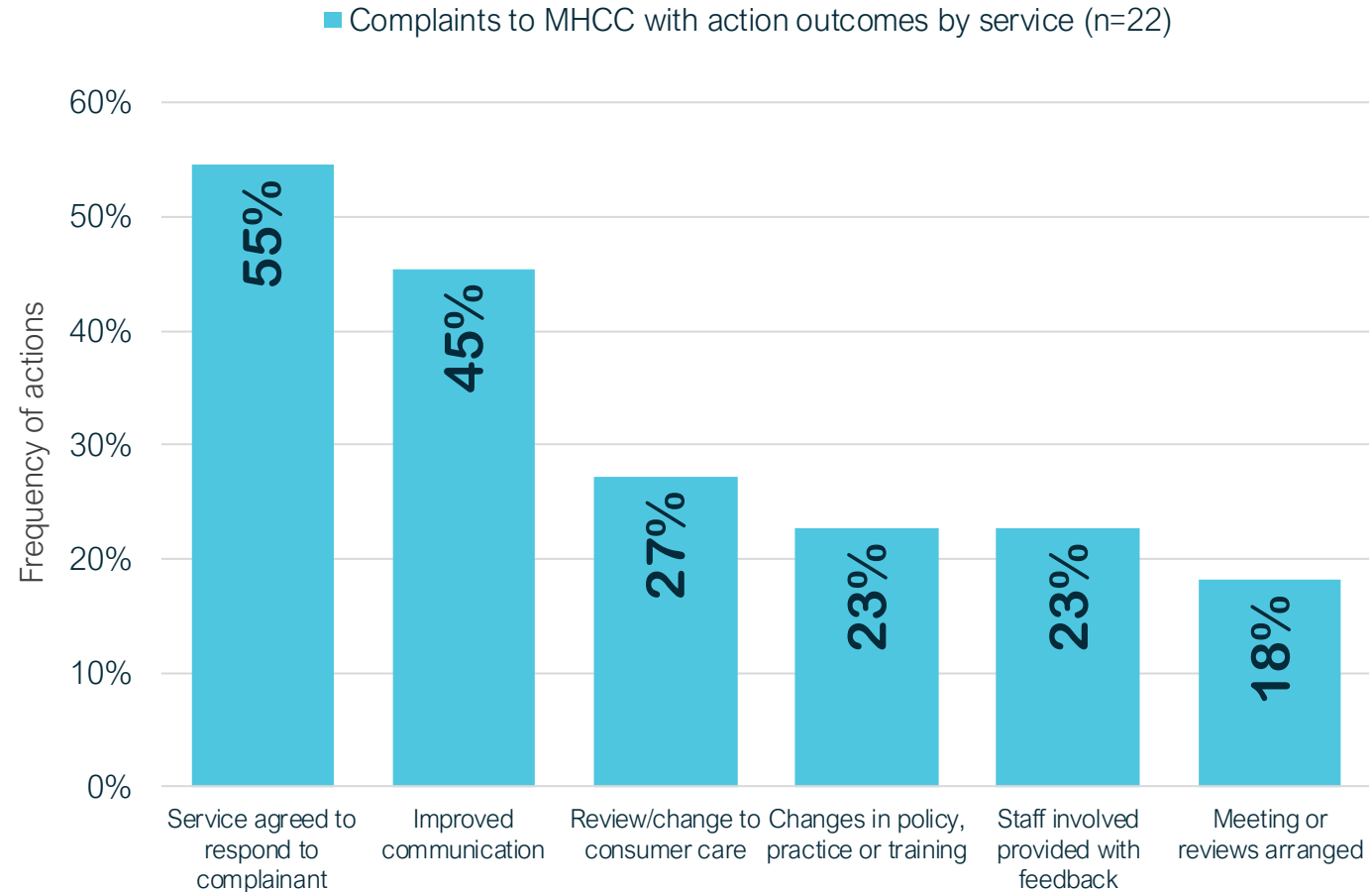
- Outcomes of complaints are framed in terms of the '4 A's' of complaint resolution - acknowledgement, action, answers and apology.
- This chart only includes complaints to the MHCC about Barwon Health that were assessed as being in scope for resolution or having a known service outcome. The most common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



What actions were taken by the service? 2020-21

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

- Actions most frequently undertaken by Barwon Health in response to complaints to the MHCC included:
 - responding to the complainant or consumer directly
 - improved communication/resolution of misunderstandings
 - change/review of treatment/care for individual consumers



Key points to consider



Complaint numbers

- The number of complaints to both the MHCC about Barwon Health and to Barwon Health directly decreased in 2020-21 compared to 2019-2020.
- Overall, more complaints were made directly to Barwon Health than to the MHCC. The MHCC is pleased to see a trend of more complaints being made directly to the service, as this suggests that consumers and family members/carers feel empowered to raise concerns directly with the service.



Issues raised

- Rudeness/lack of respect/discourtesy was the most frequently occurring issue in complaints to the MHCC about Barwon Health, raised in a higher proportion of complaints than the sector.
- In complaints made directly to Barwon Health, inadequate/misleading/confusing information with family / carers and lack or insufficient access to service were the most frequently occurring issues, these were raised in a higher proportion compared with the sector.



Outcomes

- The most common outcome of complaints made directly to Barwon Health was action taken.
- The most common action undertaken by Barwon Health in response to complaints to the MHCC was to respond to the consumer or complainant directly.