

Summary of service provider complaint report

Royal Children's Hospital

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.

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:



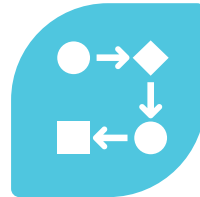
identify key themes and emerging issues across the sector



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

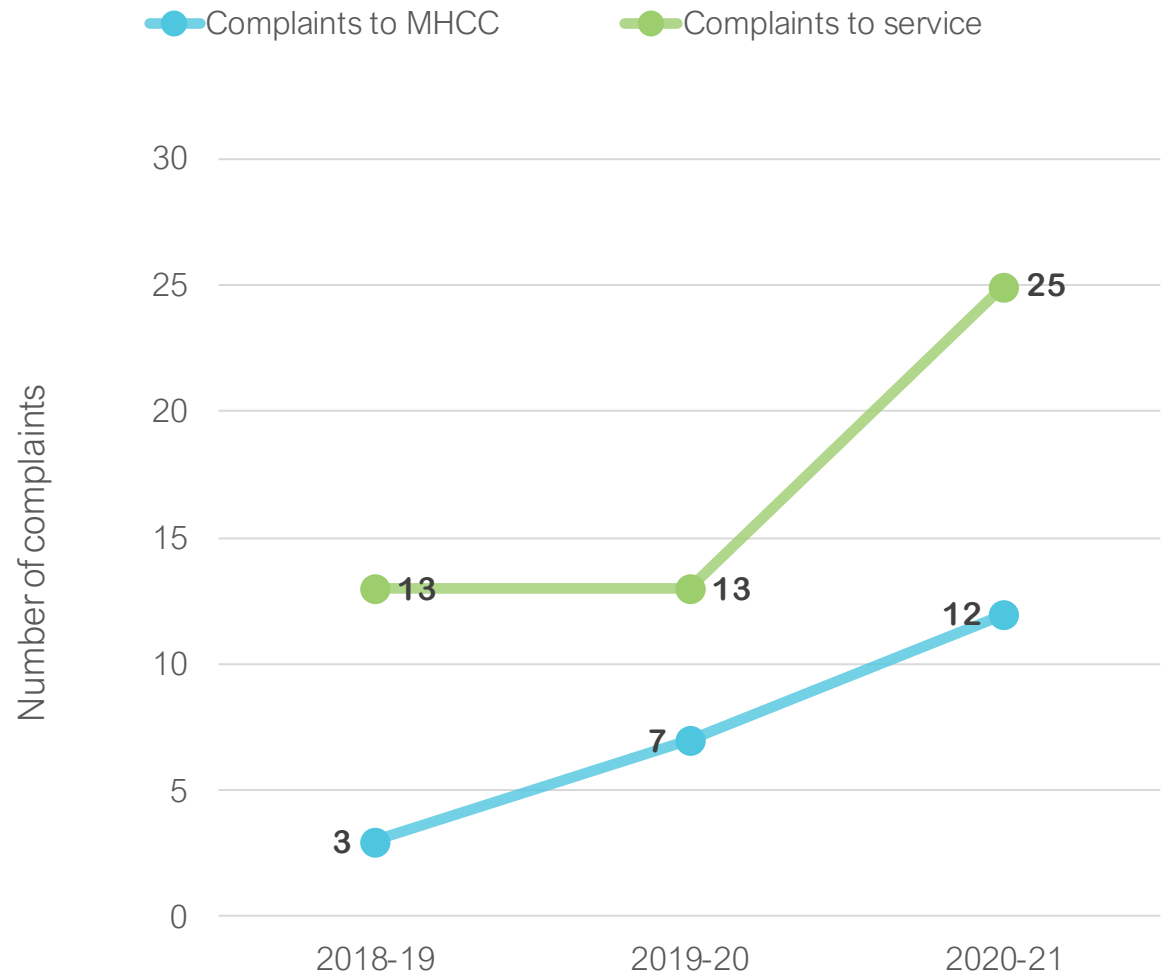
12

Complaints to MHCC about Royal Children's Hospital

25

Complaints to Royal Children's Hospital

- The number of complaints to both the MHCC about the Royal Children's Hospital and to the Royal Children's Hospital directly rose in 2020-21.
- Overall, more complaints were directly to the Royal Children's Hospital 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 the Royal Children’s Hospital, and a slightly higher rate of complaints was made directly to the service.
- A lower rate of compliments was made to Royal Children’s Hospital compared to the sector.

Complaints about Royal Children’s Hospital

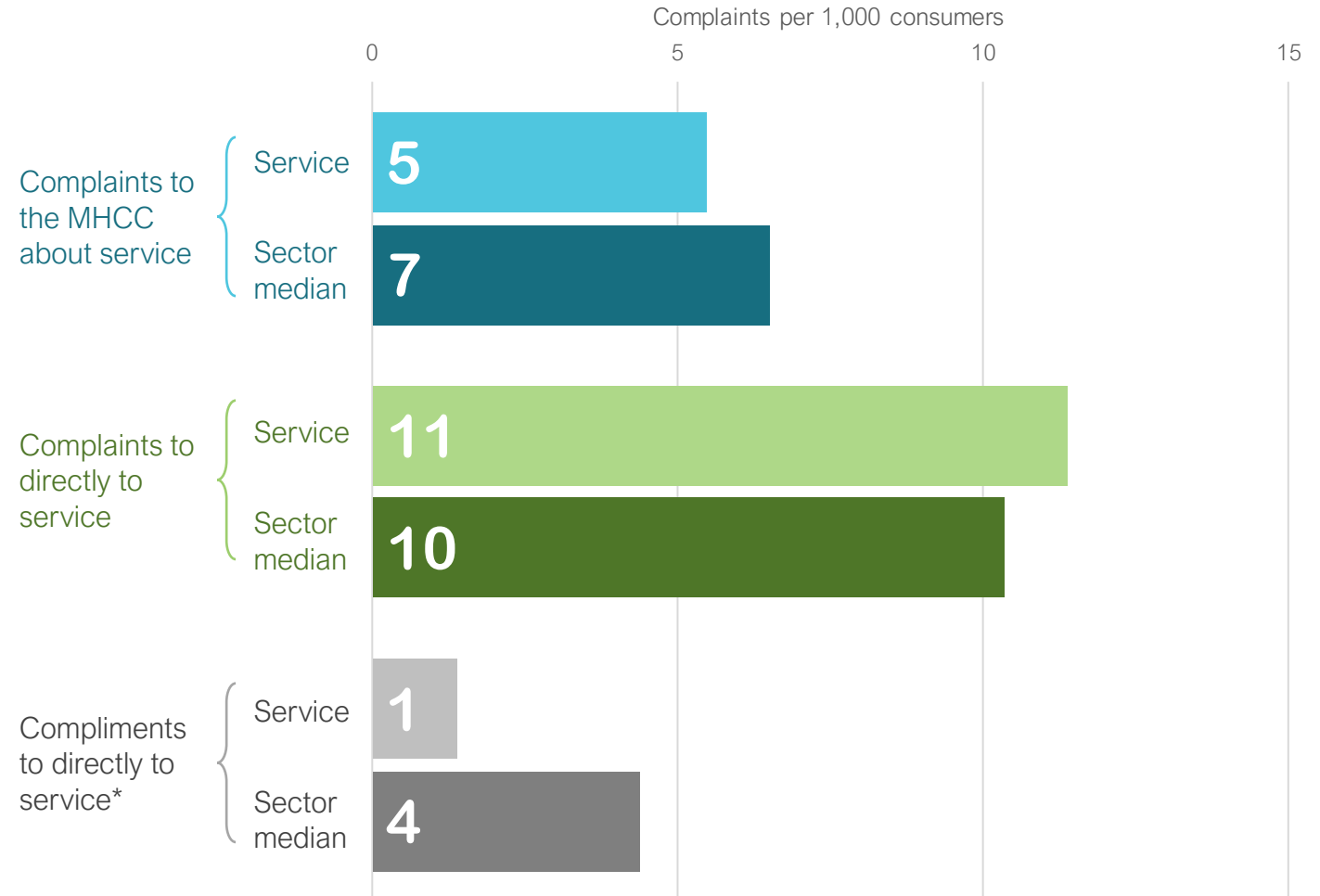
- to the MHCC (n=12)
- to the service (n=25)

● Compliments to Royal Children’s Hospital (n=3)

Sector-wide complaints

- to the MHCC (n=90)
- to the service (n=207)

● Compliments to services sector-wide (n=62)

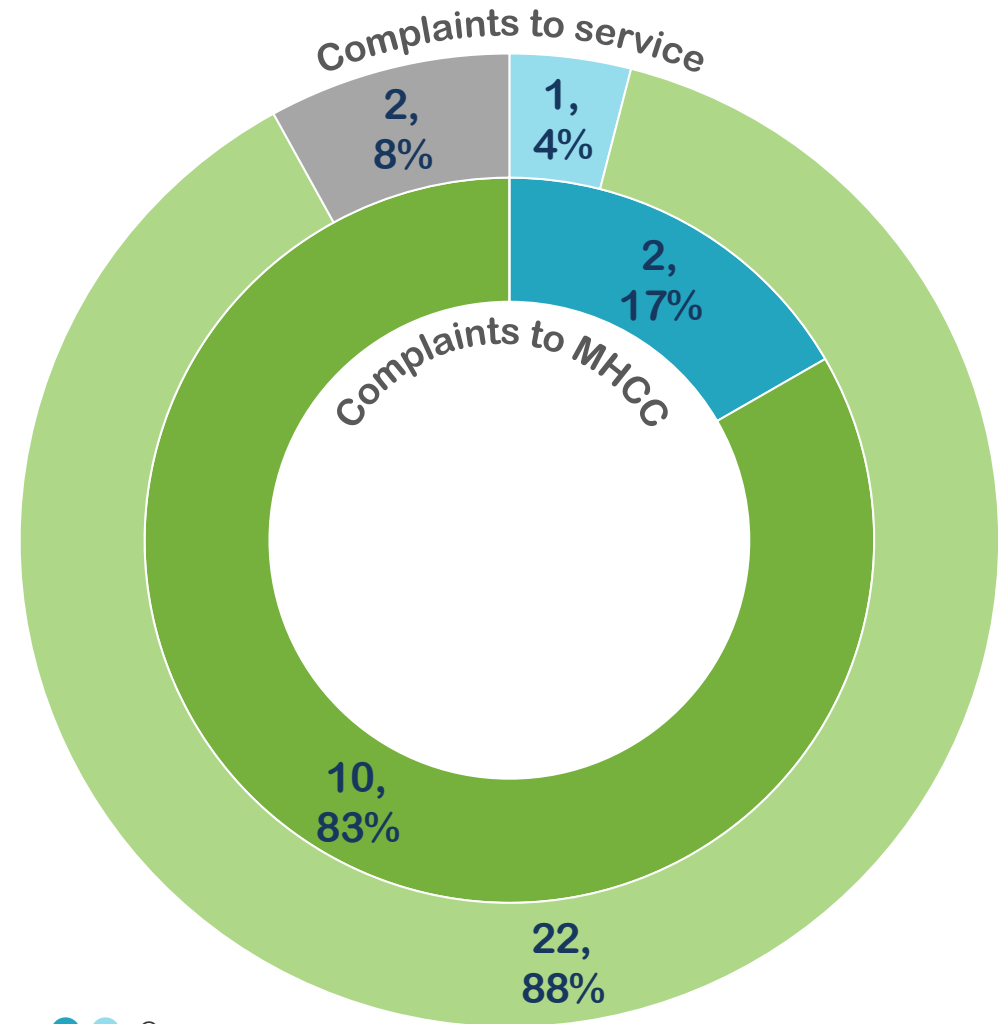


*Note: not all services reported compliments, and services likely used different approaches to capture compliments data

Who is making complaints? 2020-21

Complaints raised about Royal Children's Hospital

- Family members and carers made the majority of complaints to the MHCC about the Royal Children's Hospital and to the Royal Children's Hospital directly.
- In contrast, consumers themselves and others made up between two and three percent of the complaints about the Royal Children's Hospital. This is due to the nature of the consumer base that the hospital serves.



- Consumer
- Family member/carer
- Other

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



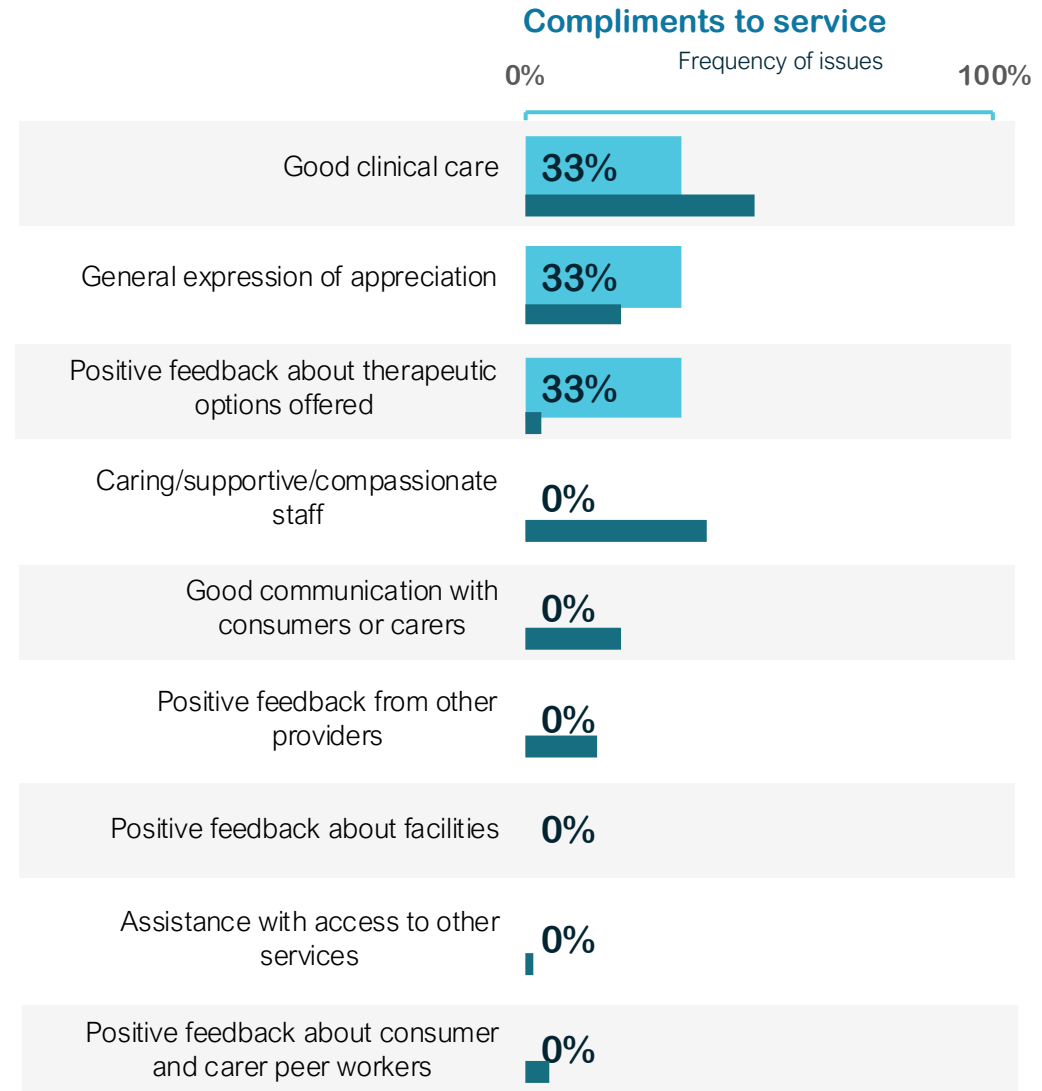
Issues raised in complaints and compliments

What were compliments about? 2020-21

● Compliments to Royal Children's Hospital (n=3)
 ● Compliments to services sector-wide (n=62)

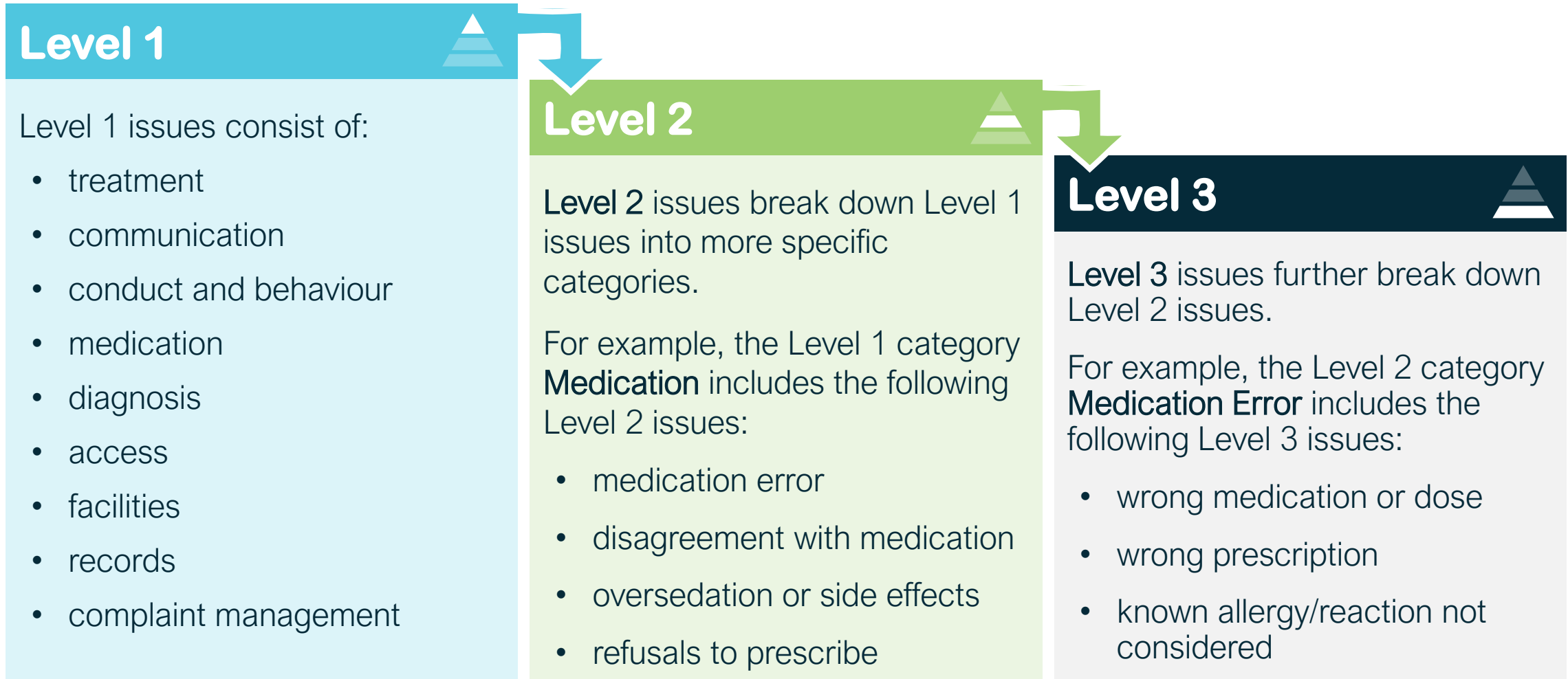
Themes raised in compliments about Royal Children's Hospital

- 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 the Royal Children's Hospital were most commonly about good clinical care, positive feedback about the therapeutic options offered and general expressions of appreciation. Good clinical care was raised less frequently compared to the sector. On the other hand, positive feedback about therapeutic options was raised in greater percentages of compliments compared to the sector.
- The higher percentage of compliments made to the Royal Children's Hospital classified as general expression of appreciation, compared to the sector reflects that more detail could be provided by the Royal Children's Hospital about their compliments data to enable 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 Royal Children's Hospital

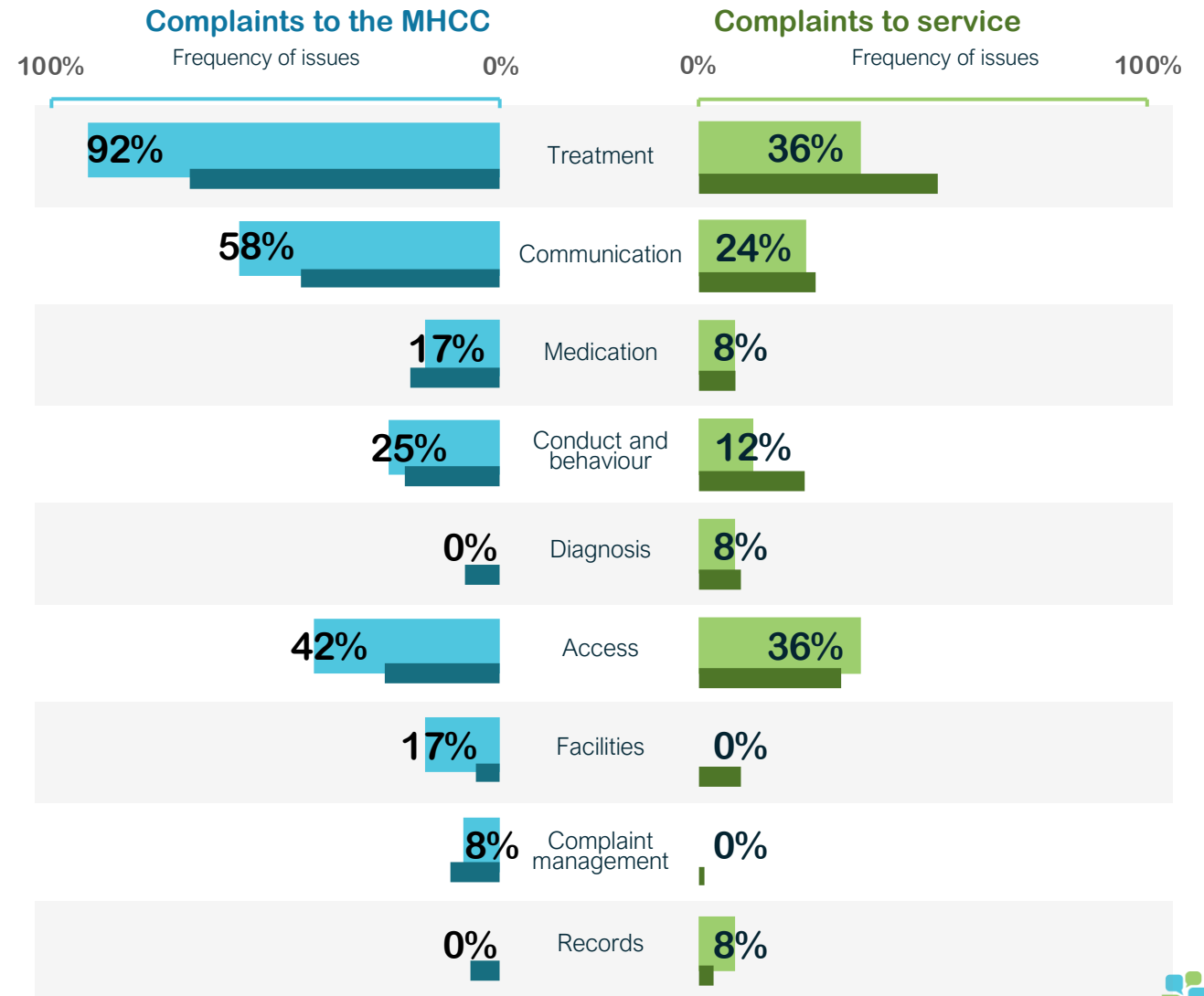
Complaints about Royal Children's Hospital

- to the MHCC (n=12)
- to the service (n=25)

Sector-wide complaints

- to the MHCC (n=90)
- to the service (n=207)

- Issues raised in complaints to the MHCC about Royal Children's Hospital were somewhat consistent with those raised in complaints to the MHCC for the sector. Treatment, Communication, Access and Conduct and Behaviour being the most commonly raised issues.
- Issues raised in complaints made directly to Royal Children's Hospital were also broadly consistent with those raised in complaints to services for the sector. However, complaints about Treatment and Conduct and Behaviour were raised in a lower proportion when compared to the sector.



What were complaints about? 2020-21

Most frequent Level 3 issues raised about Royal Children's Hospital

Complaints about Royal Children's Hospital

● to the MHCC (n=12)

● to the service (n=25)

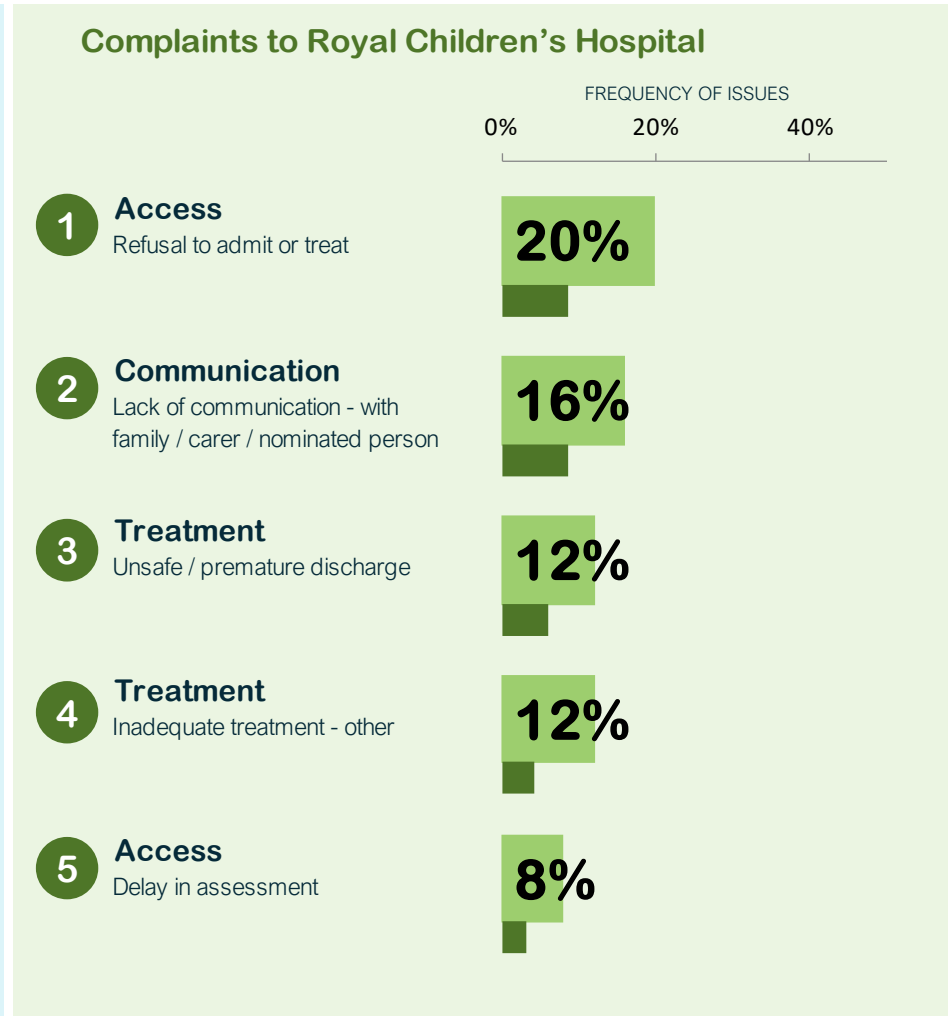
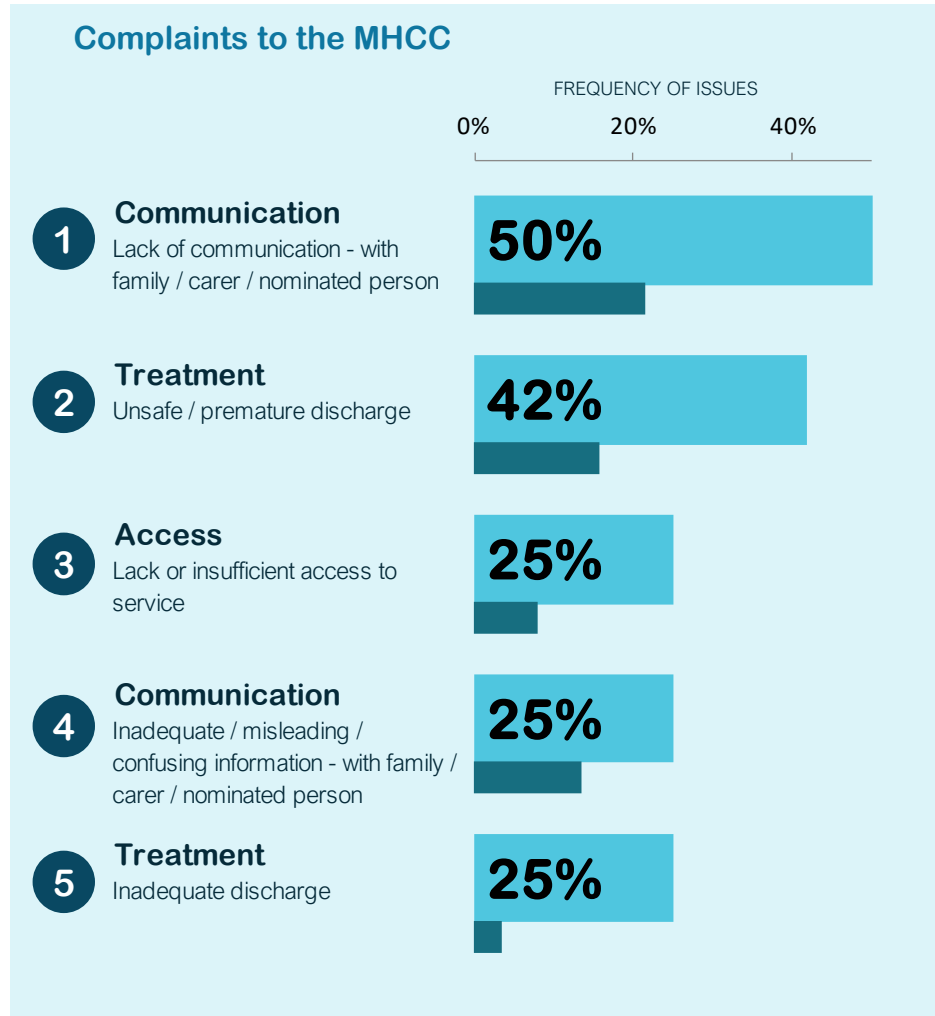
Sector-wide complaints

● to the MHCC (n=90)

● to the service (n=207)

- Lack of communication with family and carers, as well as unsafe or premature discharge were the most frequently occurring issue in complaints to the MHCC about Royal Children's Hospital, raised in a higher proportion of complaints than the sector.

- In complaints made directly to the Royal Children's Hospital, refusal to admit or treat, and lack of communication with the family or carer were the most frequently occurring issues, these were raised in a higher proportion of complaints than the sector.



Issues raised by consumers 2020-21

Most frequent Level 3 issues raised about Royal Children's Hospital

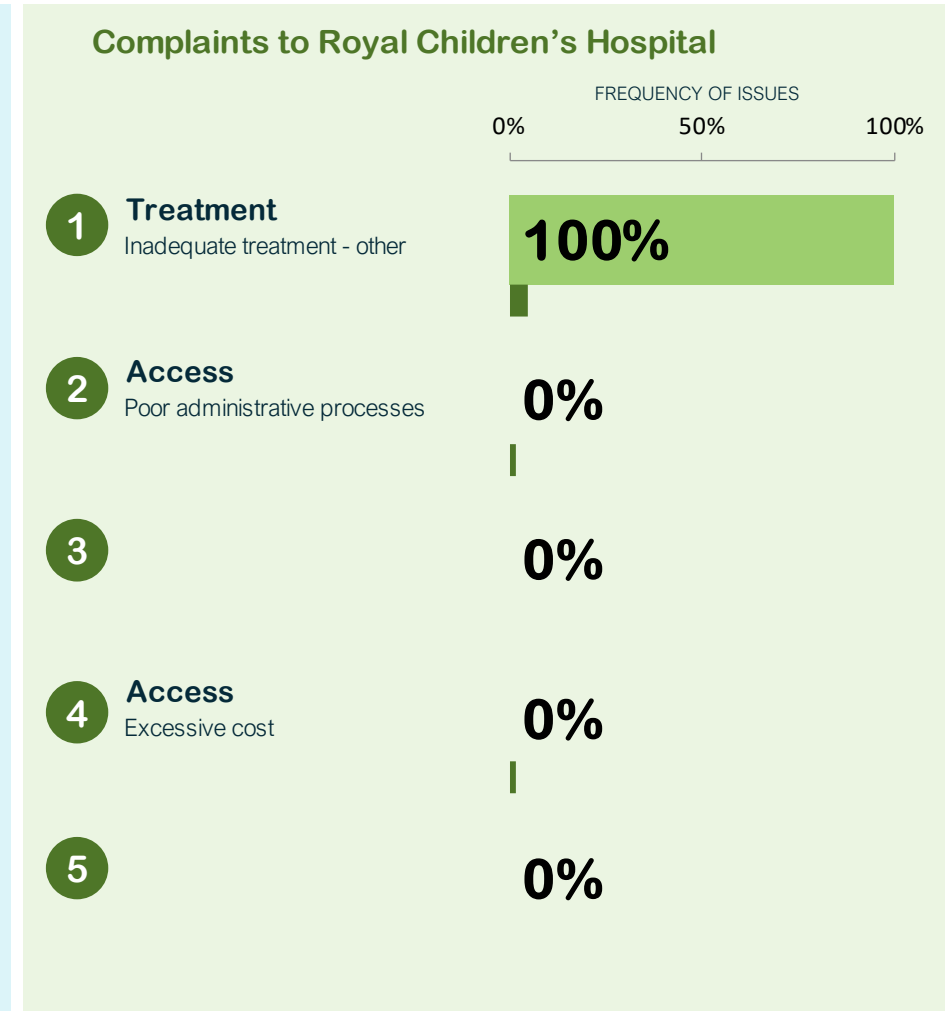
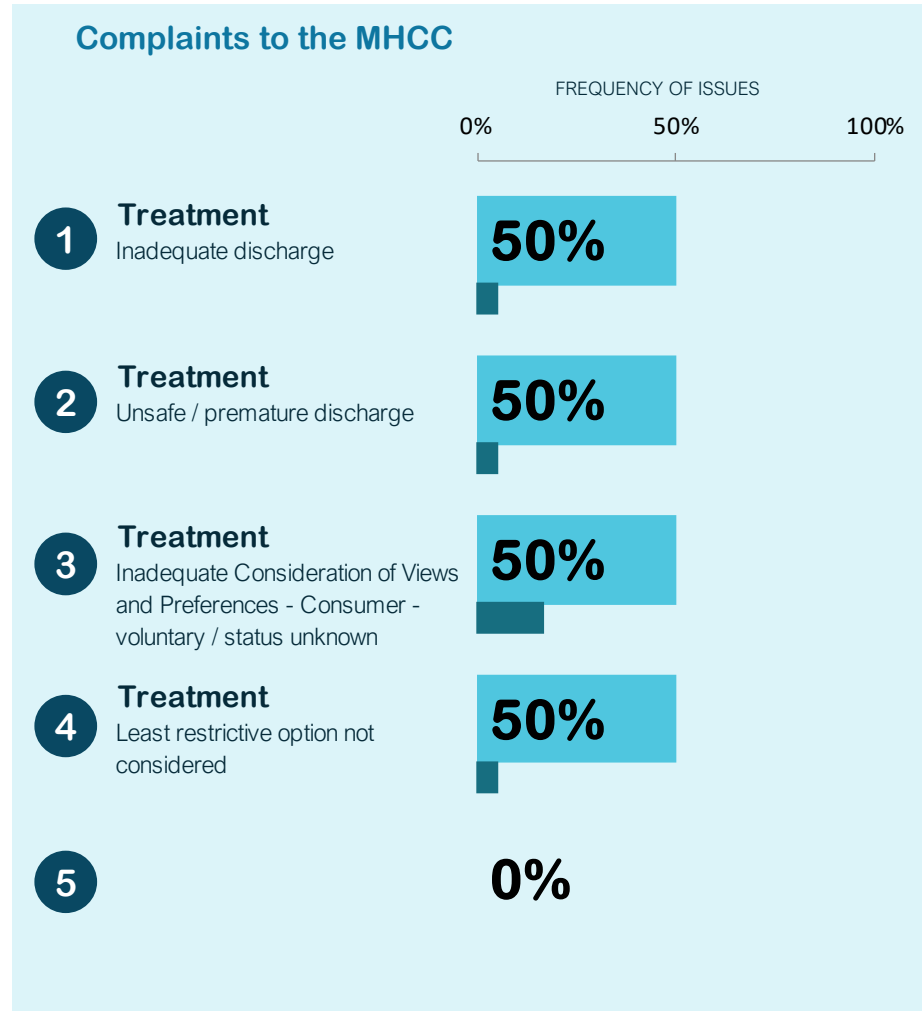
Complaints about Royal Children's Hospital

- to the MHCC (n=2)
- to the service (n=1)

Sector-wide complaints

- to the MHCC (n=18)
- to the service (n=71)

- The top issues raised by consumers in complaints to the MHCC about Royal Children's Hospital were inadequate, unsafe or premature discharge, inadequate consideration of the views and preferences of the consumer and least restrictive option not considered. These were raised in higher proportions than the sector.
- The issue raised by consumers in complaints directly to Royal Children's Hospital was inadequate treatment, raised in a higher proportion than the sector.



Issues raised by carers 2020-21

Most frequent Level 3 issues raised about Royal Children's Hospital

Complaints about Royal Children's Hospital

● to the MHCC (n=10)

● to the service (n=22)

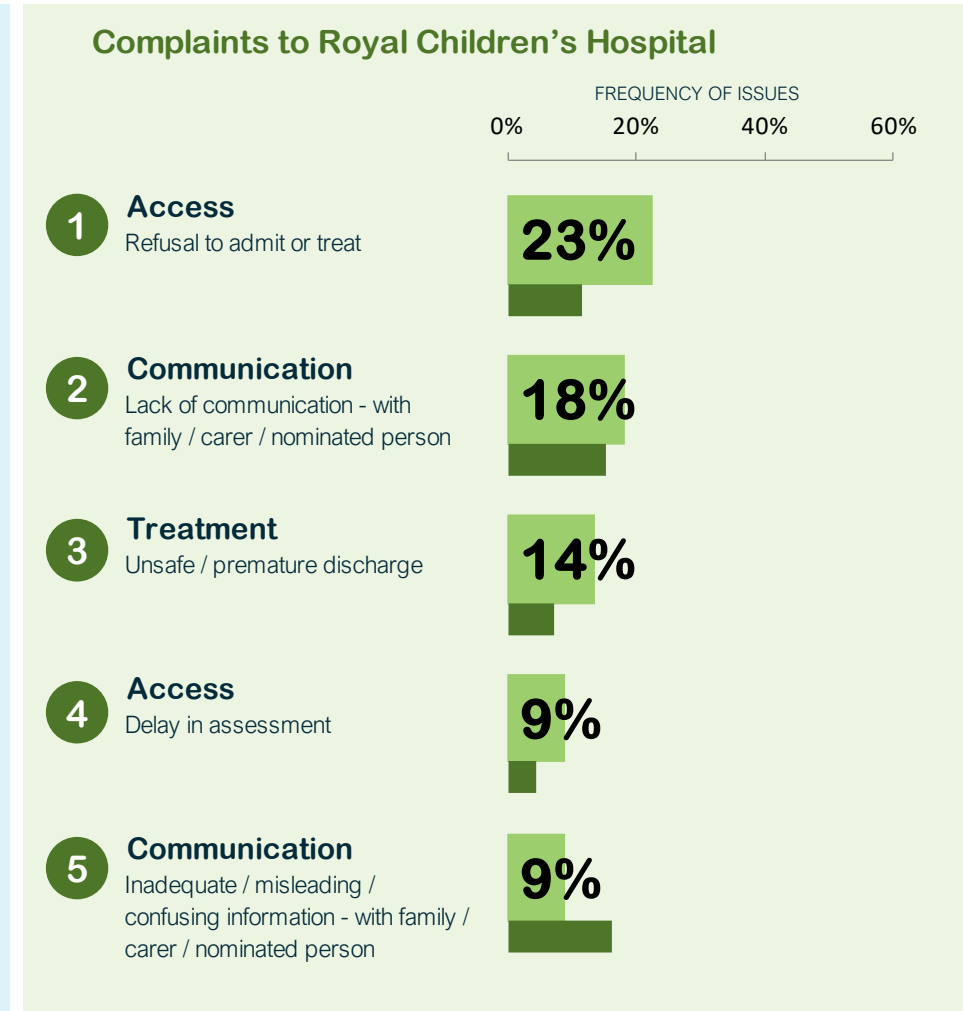
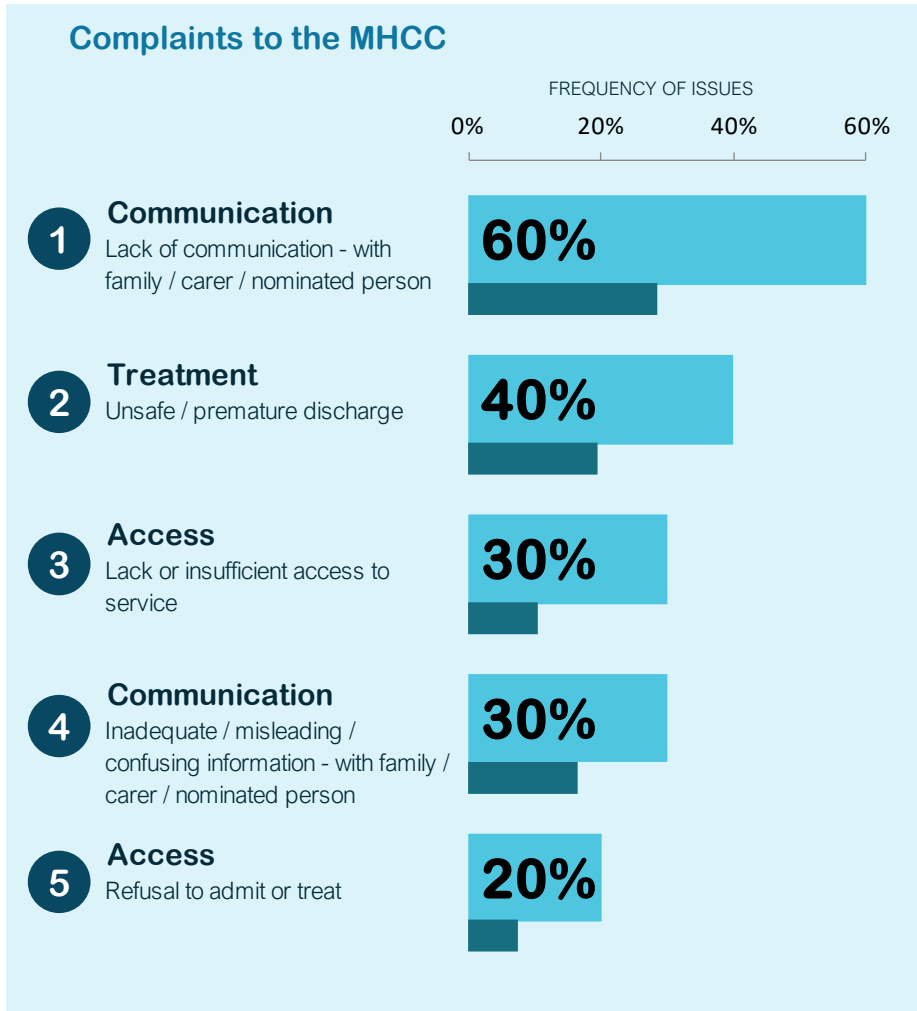
Sector-wide complaints

● to the MHCC (n=68)

● to the service (n=116)

Treatment and communication issues relating to inadequate information and lack of communication with family members / carers and unsafe or premature discharge were the most frequently raised issues in complaints to the MHCC about Royal Children's Hospital. Both raised in a higher proportion than the sector.

Refusal to admit or treat was the most commonly raised issue in complaints made directly to the Royal Children's Hospital, in a higher proportion of complaints compared to the sector.





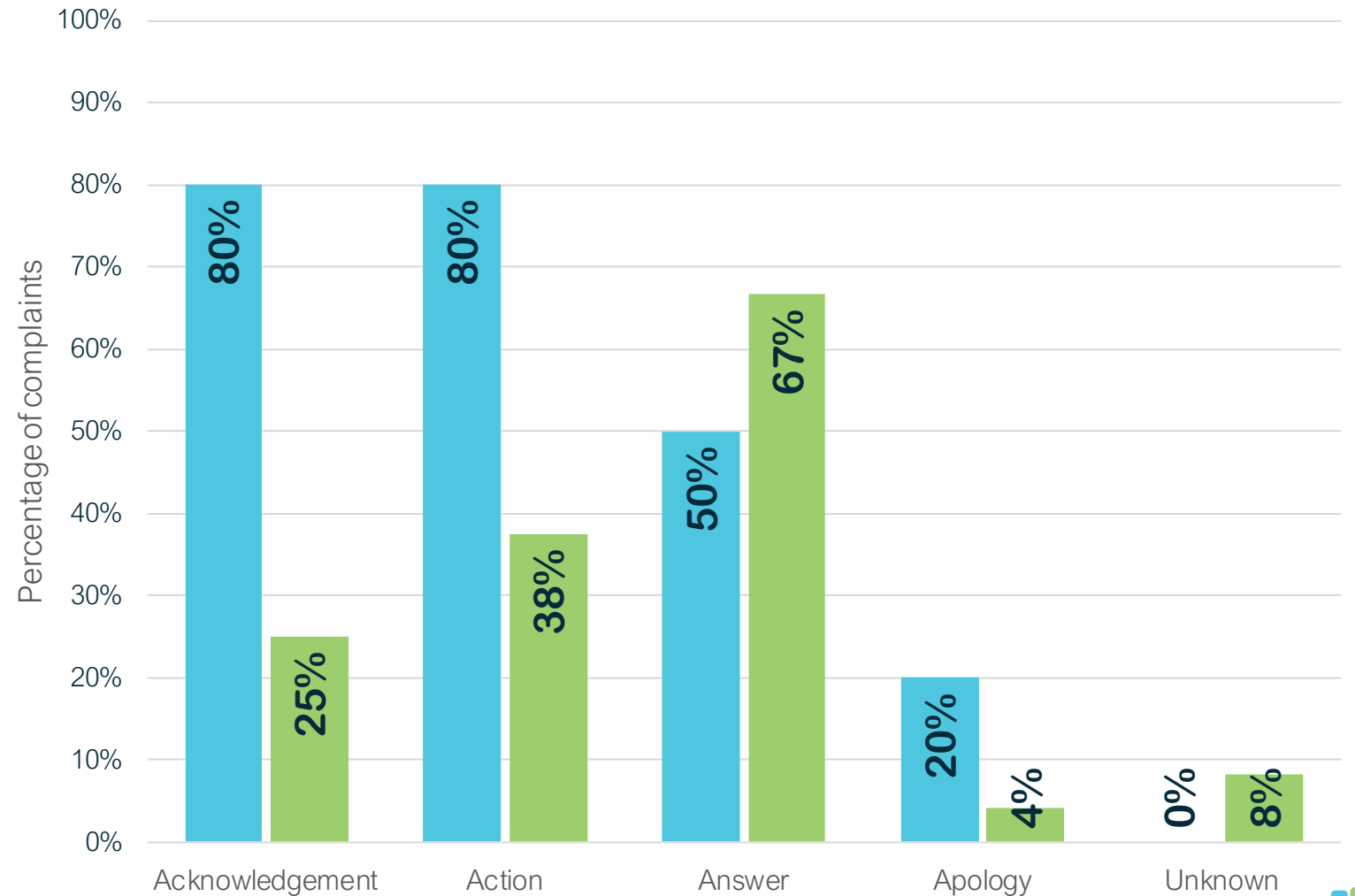
Outcomes of complaints

What were the outcomes of complaints? 2020-21

Closed complaints about Royal Children's Hospital

- Complaints to MHCC about service with outcomes by service (n=10)
- Complaints to service with outcomes by service (n=24)

- 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 Royal Children's Hospital that were assessed as being in scope for resolution or having a known service outcome. The most common outcomes were acknowledgement and action taken by Royal Children's Hospital in relation to the issues raised by the complainant.
- The most common outcome of complaints made directly to Royal Children's Hospital was to provide an answer to the issues raised.

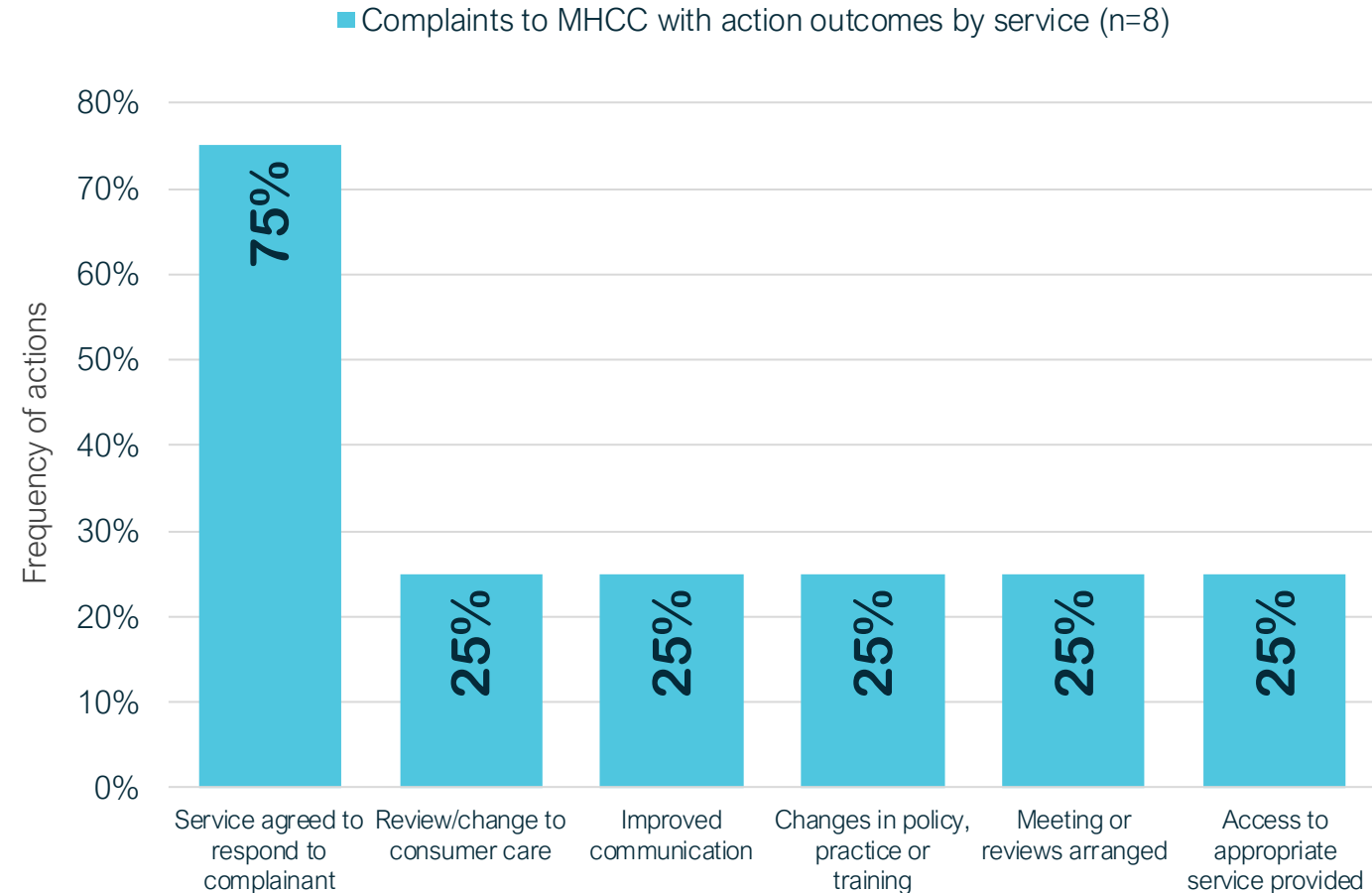


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What actions were taken by the service? 2020-21

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

- Actions most frequently undertaken by Royal Children's Hospital in response to complaints to the MHCC included:
 - responding to the complainant or consumer directly
 - change/review of treatment/care for individual consumers
 - improved communication/resolution of misunderstandings
 - changes in policy, practice or training
 - meeting or reviews arranged
 - access to appropriate services provided



Key points to consider



Complaint numbers

- Overall, more complaints were directly made to the Royal Children's Hospital 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.
- Family members and carers made the majority of complaints to the MHCC about the Royal Children's Hospital and to the Royal Children's Hospital directly.



Issues raised

- Lack of communication with family and carers, as well as unsafe or premature discharge were the most frequently occurring issue in complaints to the MHCC about Royal Children's Hospital, raised in a higher proportion of complaints than the sector.
- In complaints made directly to the Royal Children's Hospital, refusal to admit or treat, and lack of communication with the family or carer were the most frequently occurring issues, these were raised in a higher proportion of complaints than the sector.



Outcomes

- The most common outcomes of these complaints were acknowledgement and action taken by Royal Children's Hospital of the issues raised by the complainant.
- The most common action undertaken by the Royal Children's Hospital in response to complaints to the MHCC was to respond to the consumer or complainant directly.