

Summary of service provider complaint report

St Vincent'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:



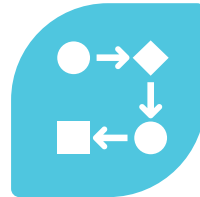
identify key themes and emerging issues across the sector



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

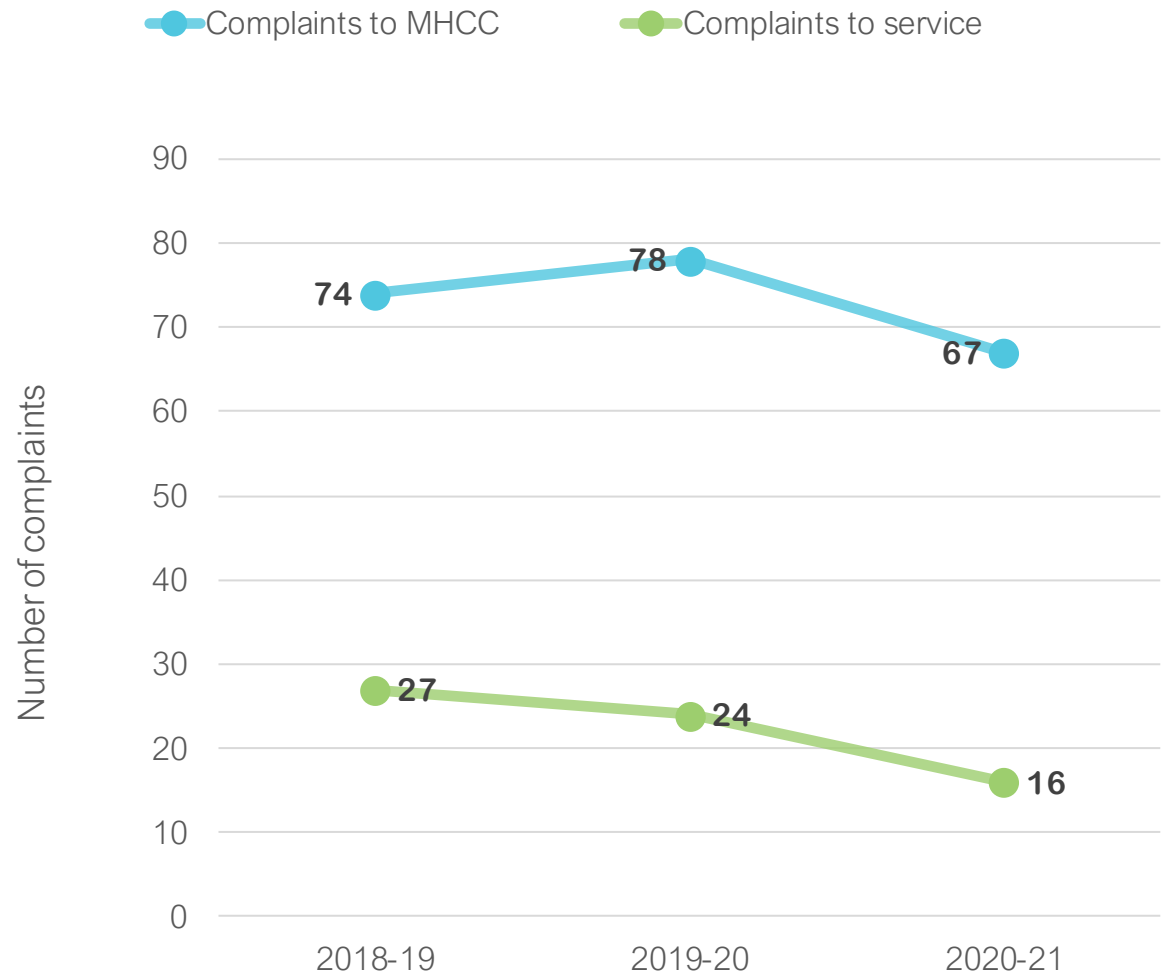
67

Complaints to MHCC about St Vincent's Hospital

16

Complaints to St Vincent's Hospital

- The number of complaints to both the MHCC about St Vincent's Hospital and to St Vincent's Hospital decreased in 2020-21.
- Overall, more complaints were made to the MHCC than directly to St Vincent's Hospital. The MHCC would like 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 higher rate of complaints was made to the MHCC about St Vincent's Hospital, and a lower rate of complaints was made directly to the service.
- Data on compliments was not provided by the service to the MHCC for this analysis.

Complaints about St Vincent's Hospital

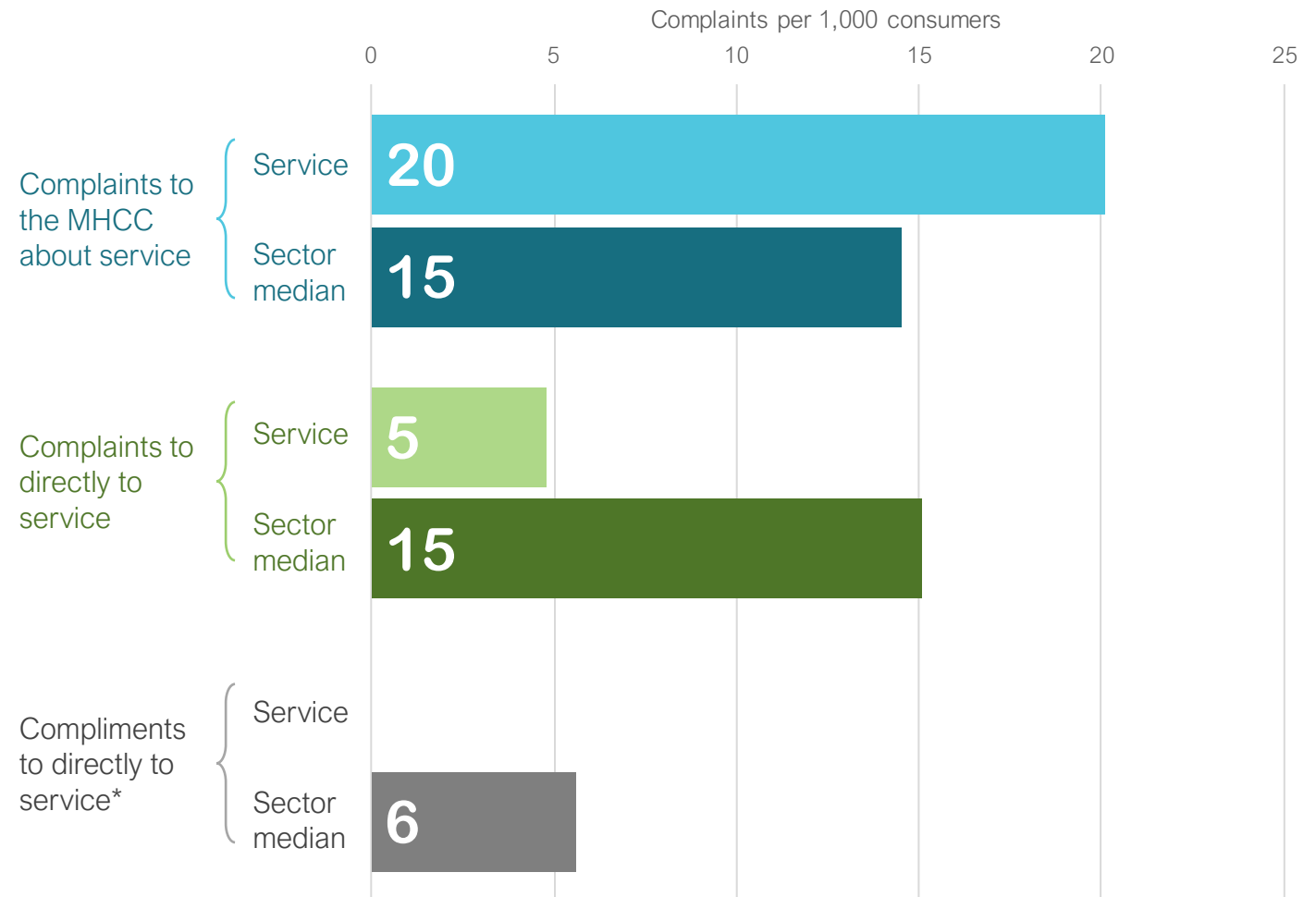
- to the MHCC (n=67)
- to the service (n=16)

Compliments to St Vincent's Hospital (n=0)

Sector-wide complaints

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

Compliments to services sector-wide (n=1109)

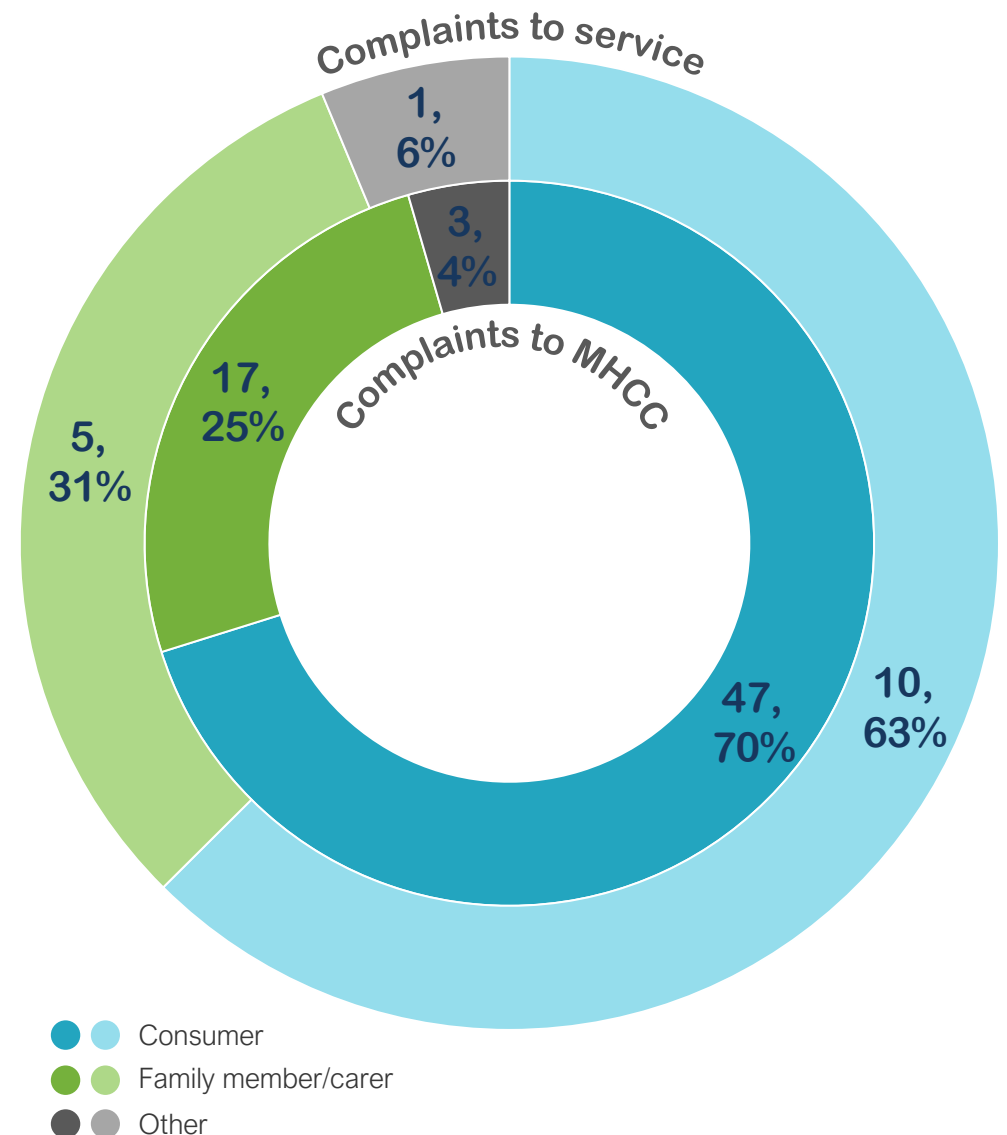


*Note: not all services reported compliments, and services likely used different approaches to capture compliments data

Who is making complaints? 2020-21

Complaints raised about St Vincent's Hospital

- Consumers made the majority of complaints to the MHCC about St Vincent's Hospital. Meanwhile, family members / carers made a quarter of complaints to the MHCC about St Vincent's Hospital.
- Consumers also made the majority of complaints directly to St Vincent's Hospital and family members/ carers made roughly one third of the complaints to the service.



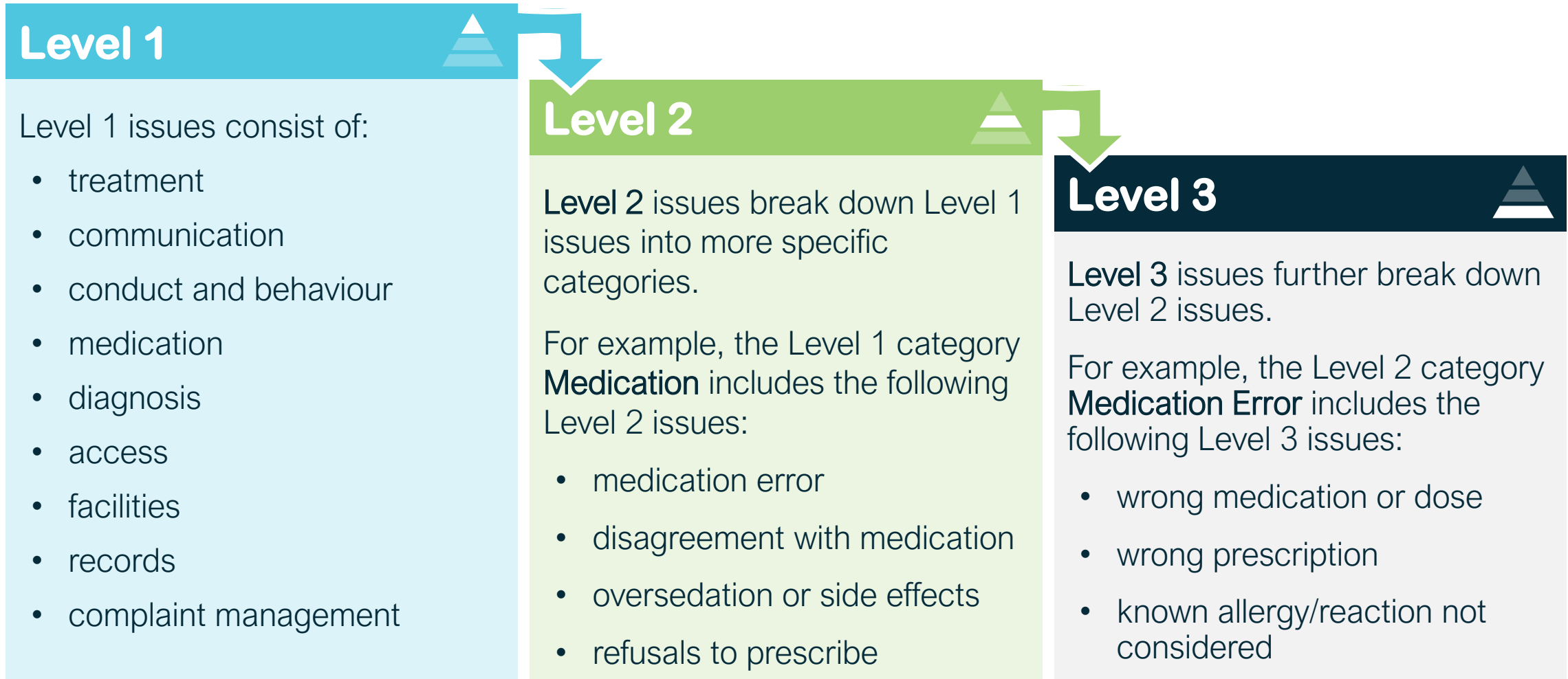
Note: this graphic does not include complaints where the complainant status was unknown.



Issues raised in complaints

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 St Vincent's Hospital

- Issues raised in complaints to the MHCC about St Vincent's Hospital 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. Issues around communication were raised in a higher proportion when compared with the sector.
- Issues raised in complaints made directly to St Vincent's Hospital were also broadly consistent with those raised in complaints to services for the sector, with Treatment being raised most commonly and in a higher proportion to the sector. Issues regarding Conduct and Behaviour, and Diagnosis were also commonly raised.

Complaints about St Vincent's Hospital

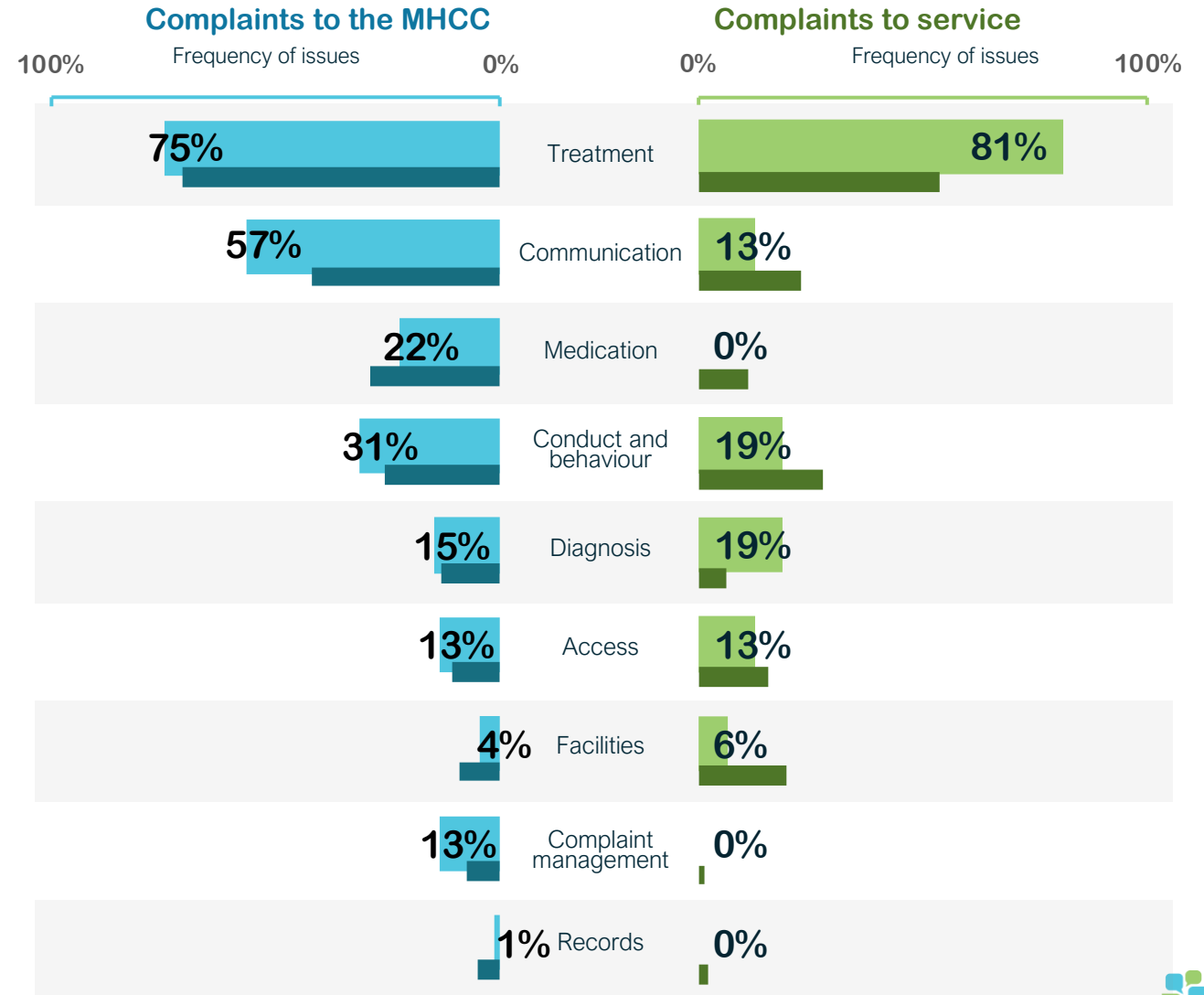
to the MHCC (n=67)

to the service (n=16)

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 St Vincent's Hospital

Complaints about St Vincent's Hospital

● to the MHCC (n=67)

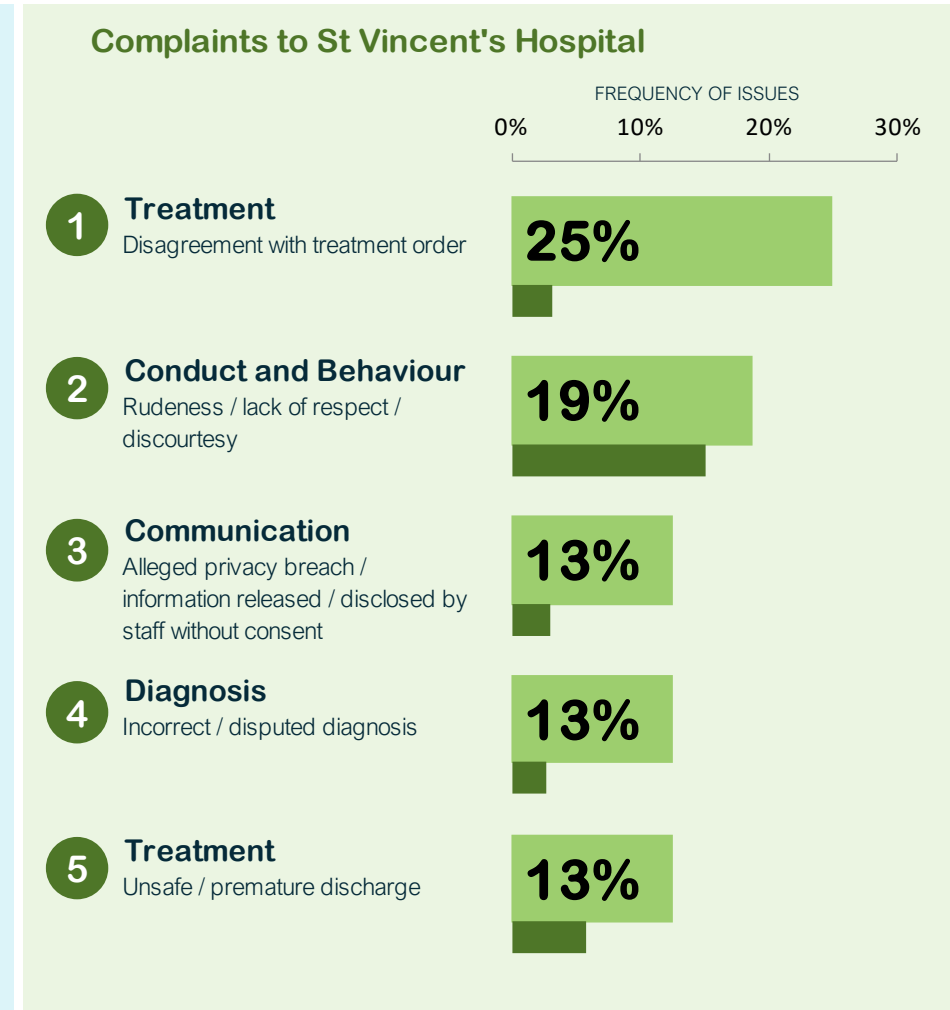
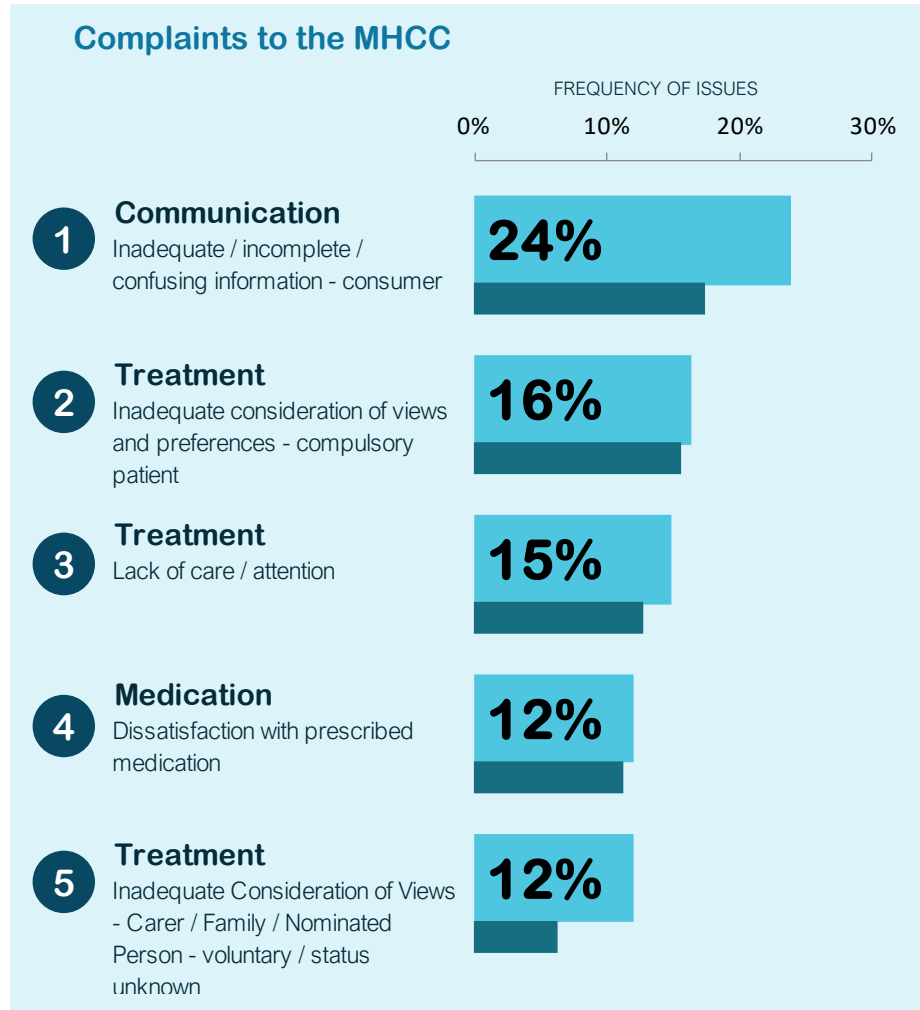
● to the service (n=16)

Sector-wide complaints

● to the MHCC (n=1641)

● to the service (n=1679)

- Inadequate, incomplete or confusing information provided to patients was the most frequently occurring issue in complaints to the MHCC about St Vincent's Hospital, raised in a higher proportion of complaints than the sector
- In complaints made directly to St Vincent's Hospital, disagreement with a treatment order was the most frequently occurring issue, raised in a higher proportion of complaints when compared with the sector. Rudeness, lack of respect, discourtesy was also commonly raised consistent with the sector.



Issues raised by consumers 2020-21

Most frequent Level 3 issues raised about St Vincent's Hospital

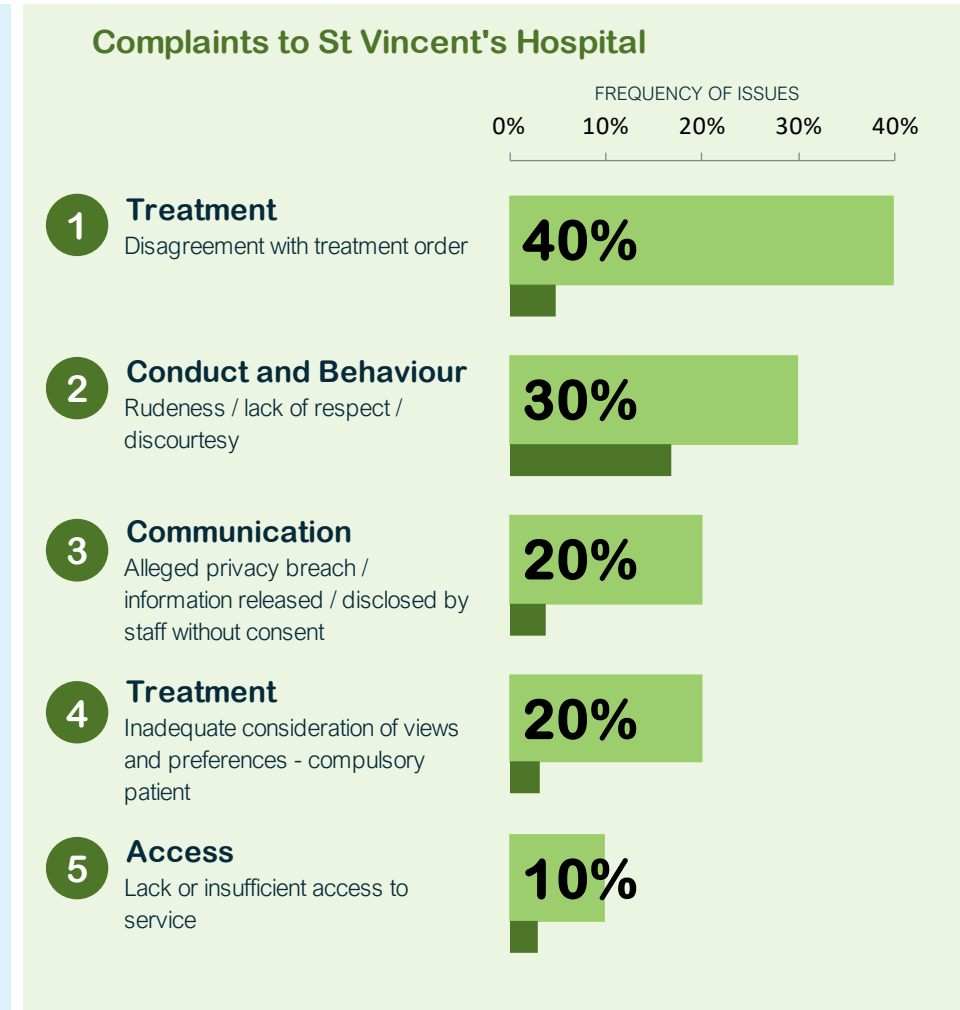
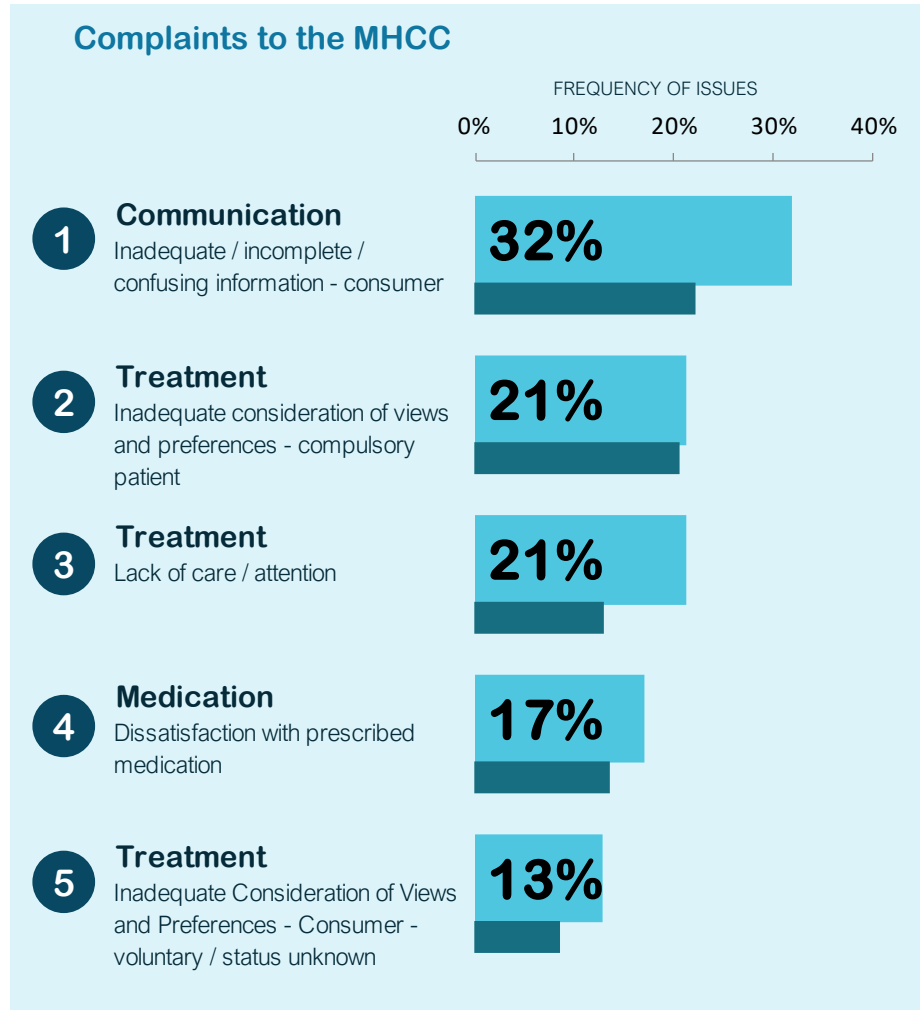
Complaints about St Vincent's Hospital

- to the MHCC (n=47)
- to the service (n=10)

Sector-wide complaints

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

- The top five issues raised by consumers in complaints to the MHCC about St Vincent's Hospital were broadly consistent with the top five issues raised in complaints to the MHCC overall. Although inadequate, incomplete or confusing information provided to the patient was raised in a slightly higher proportion compared with the sector.
- The most frequently raised issue by consumers in complaints directly to St Vincent's Hospital was disagreement with treatment order, raised in a considerably higher proportion when compared with the sector.



Issues raised by carers 2020-21

Most frequent Level 3 issues raised about St Vincent's Hospital

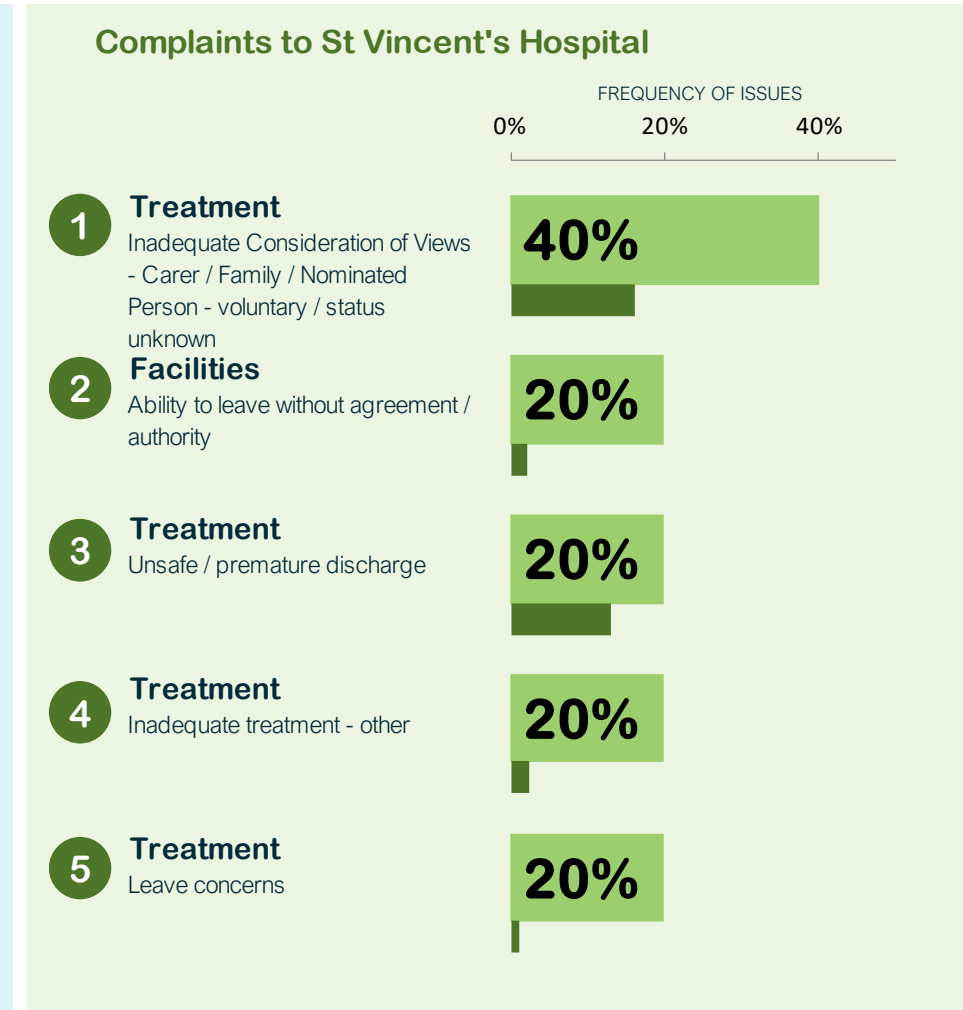
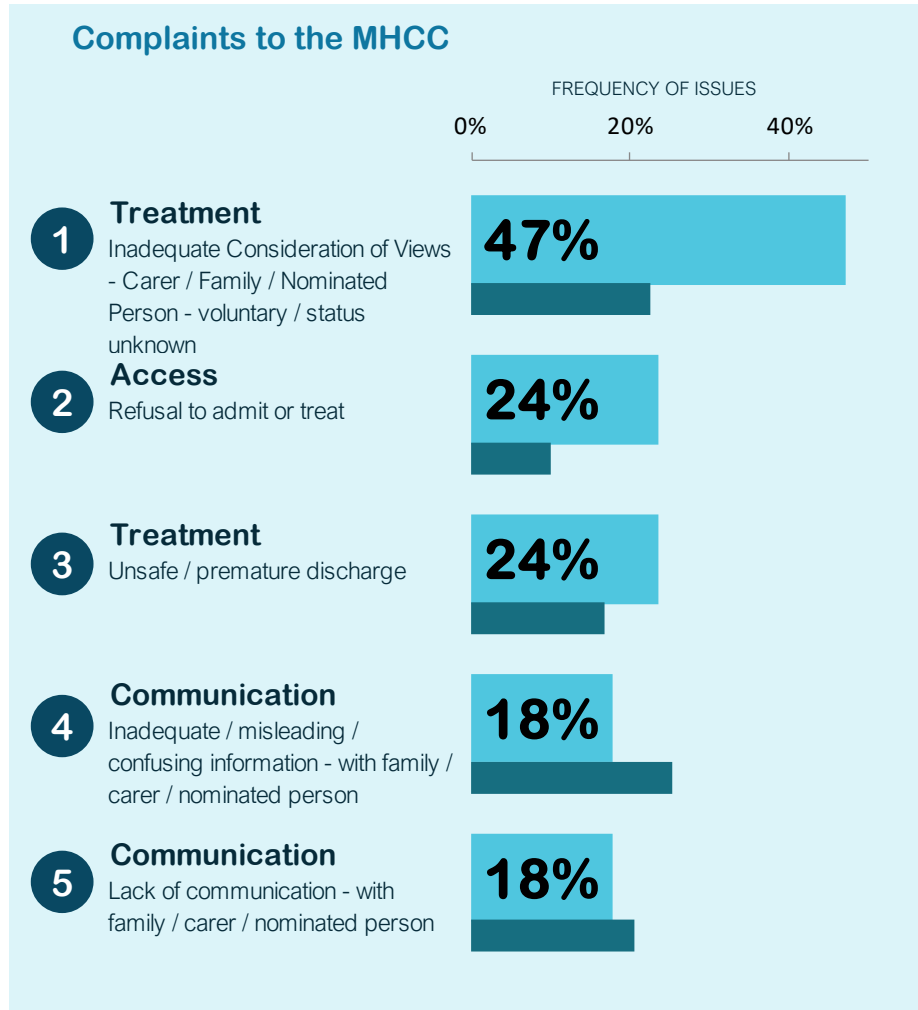
Complaints about St Vincent's Hospital

- to the MHCC (n=17)
- to the service (n=5)

Sector-wide complaints

- to the MHCC (n=426)
- to the service (n=529)

- Inadequate consideration of their views and preferences was the most frequently raised issue by family members / carers in complaints to the MHCC about St Vincent's Hospital, as well as refusal to admit or treat and unsafe / premature discharge.
- Similar issues were also raised by family members / carers in complaints directly to St Vincent's Hospital, as well as inadequate treatment and concerns about leaving and having the ability to leave without agreement, which were raised in a higher proportion of complaints compared to the sector.



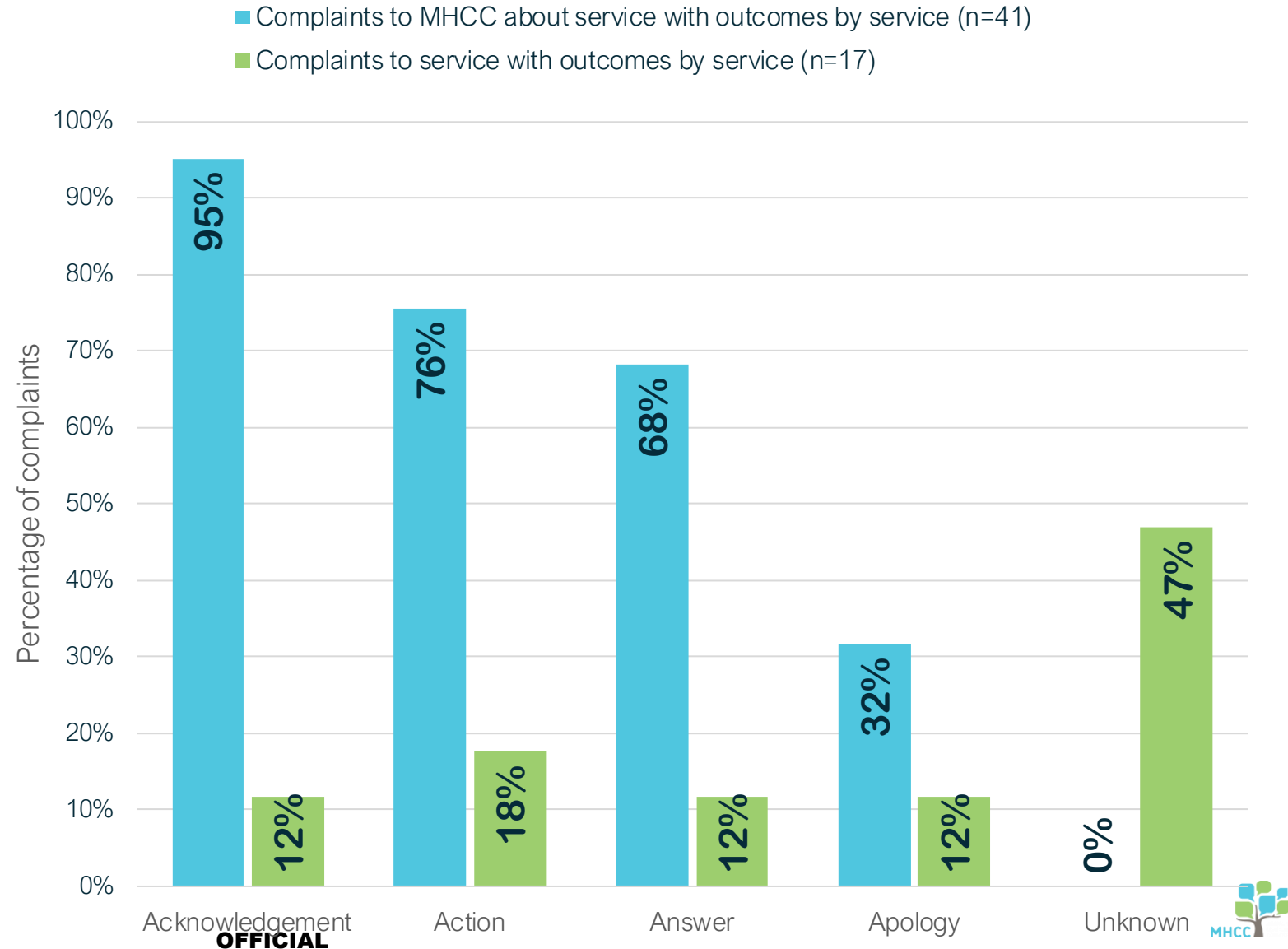


Outcomes of complaints

What were the outcomes of complaints? 2020-21

Closed complaints about St Vincent's Hospital

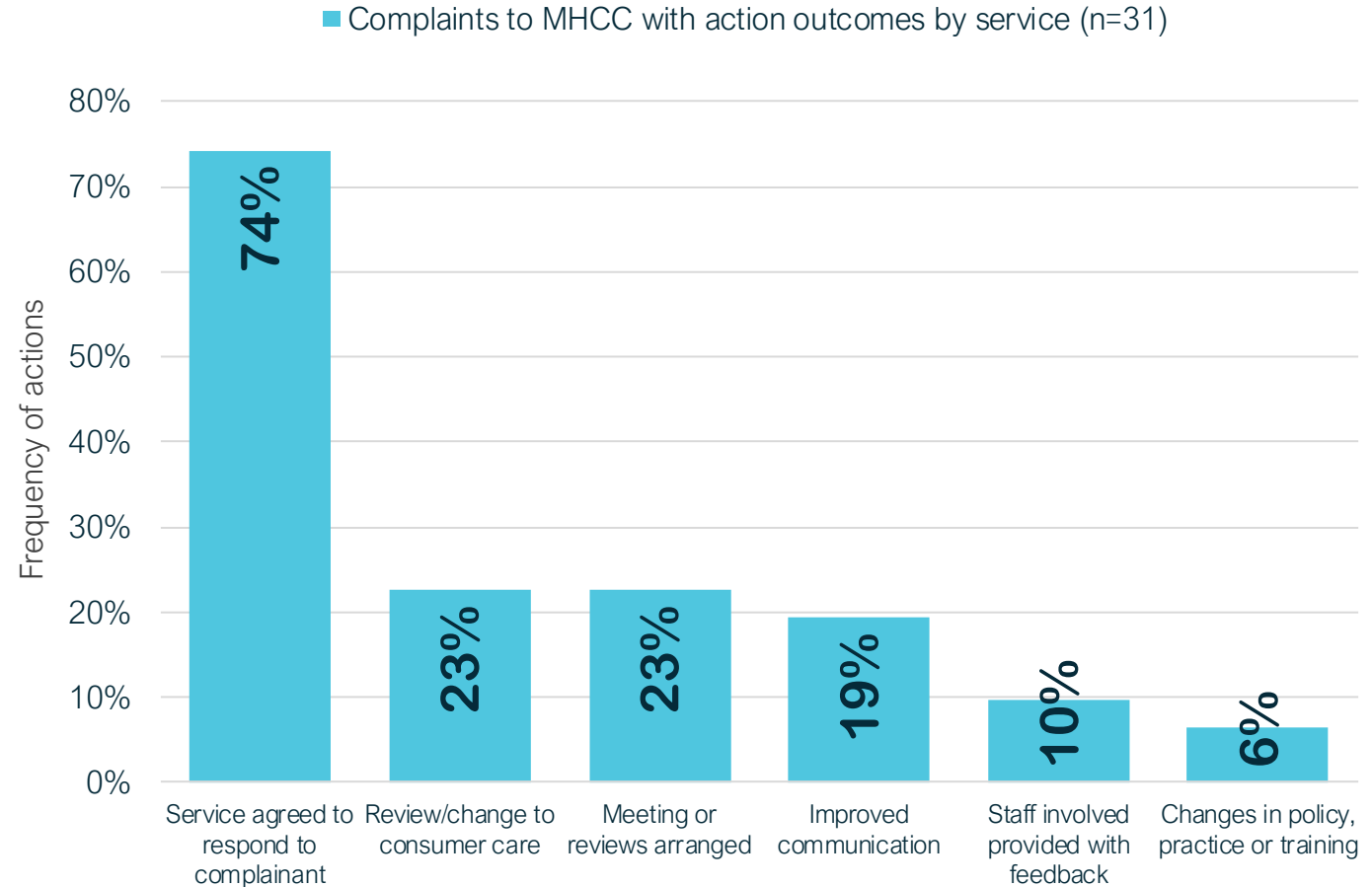
- Outcomes of complaints are framed in terms of the '4 A's' of complaint resolution - acknowledgement, action, answers and apology.
- This chart only includes complaints to the MHCC about St Vincent's Hospital that were assessed as being in scope for resolution or having a known service outcome. The most common outcome of these complaints was acknowledgement by St Vincent's Hospital of the issues raised by the complainant.
- For the complaints that were made directly to St. Vincent's Hospital, where an outcome was reported, the most common outcome was action taken by the service to respond to issues raised by the complainant.



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 St Vincent'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
 - meeting or reviews arranged



Key points to consider



Complaint numbers

- Overall, more complaints were made to the MHCC than directly to St Vincent's Hospital. The MHCC would like 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.
- Consumers made the majority of complaints to the MHCC about St Vincent's Hospital and to St Vincent's Hospital Directly



Issues raised

- Inadequate, incomplete or confusing information provided to patients was the most frequently occurring issue in complaints to the MHCC about St Vincent's Hospital, raised in a higher proportion of complaints than the sector.
- In complaints made directly to St Vincent's Hospital, disagreement with a treatment order was the most frequently occurring issue, raised in a higher proportion of complaints when compared with the sector. Rudeness, lack of respect, discourtesy was also commonly raised consistent with the sector.



Outcomes

- The most common outcome of these complaints was acknowledgement by St Vincent's Hospital of the issues raised by the complainant.
- The most common outcome of complaints made directly to St Vincent's Hospital was unknown, followed by action taken.
- For the complaints that were made directly to St. Vincent's Hospital, where an outcome was reported, the most common outcome was action taken by the service to respond to issues raised by the complainant.