

Summary of service provider complaint report

South West Healthcare

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:



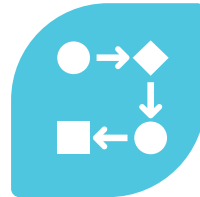
identify key themes and emerging issues across the sector



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

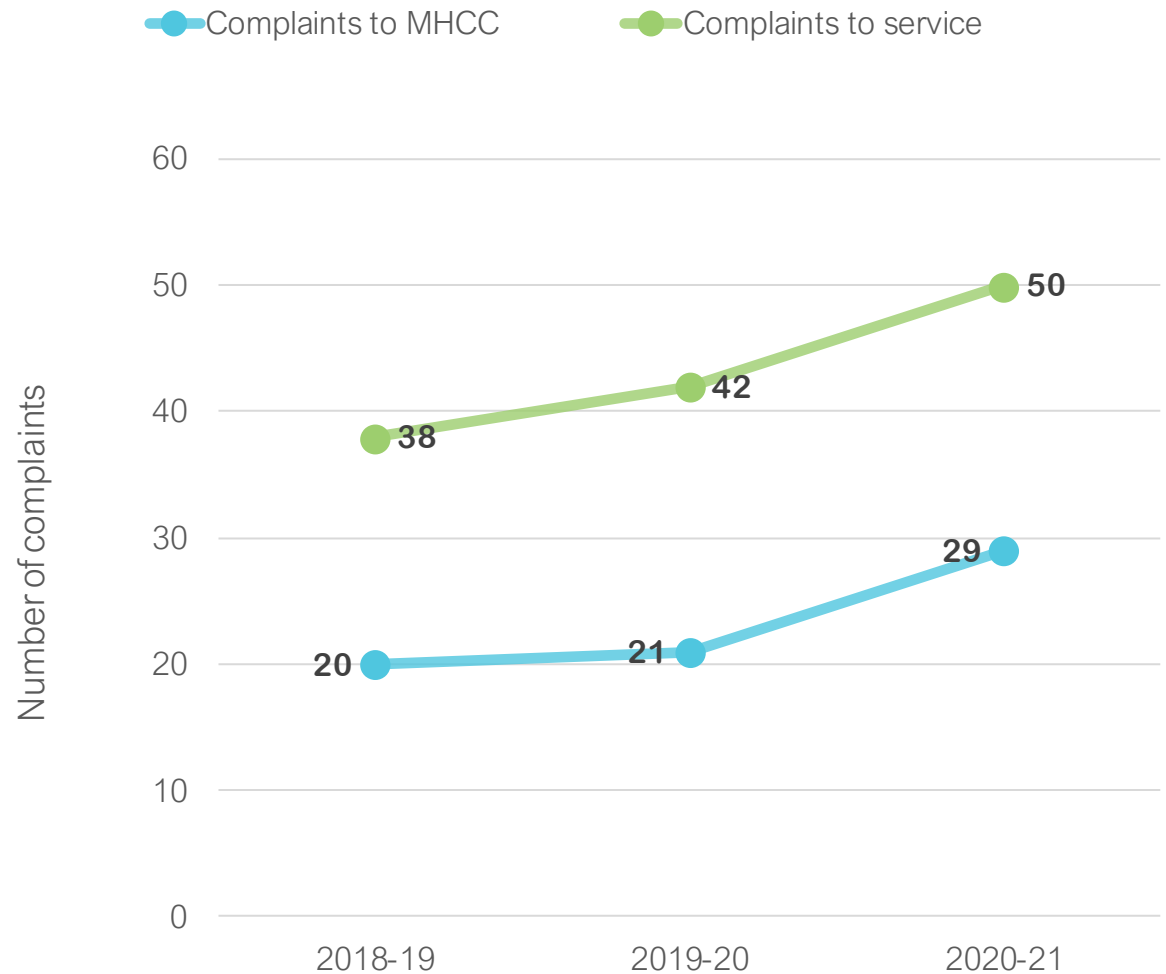
29

Complaints to MHCC
about South West
Healthcare

50

Complaints to South
West Healthcare

- The number of complaints to both the MHCC about South West Healthcare and to South West Healthcare directly rose in 2020-21.
- Overall, more complaints were made to the South West Healthcare directly 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 lower rate of complaints was made to the MHCC about South West Healthcare, and a slightly lower rate of complaints was made directly to the service. A much higher rate of compliments was made to South West Healthcare compared to the sector.

Complaints about South West Healthcare

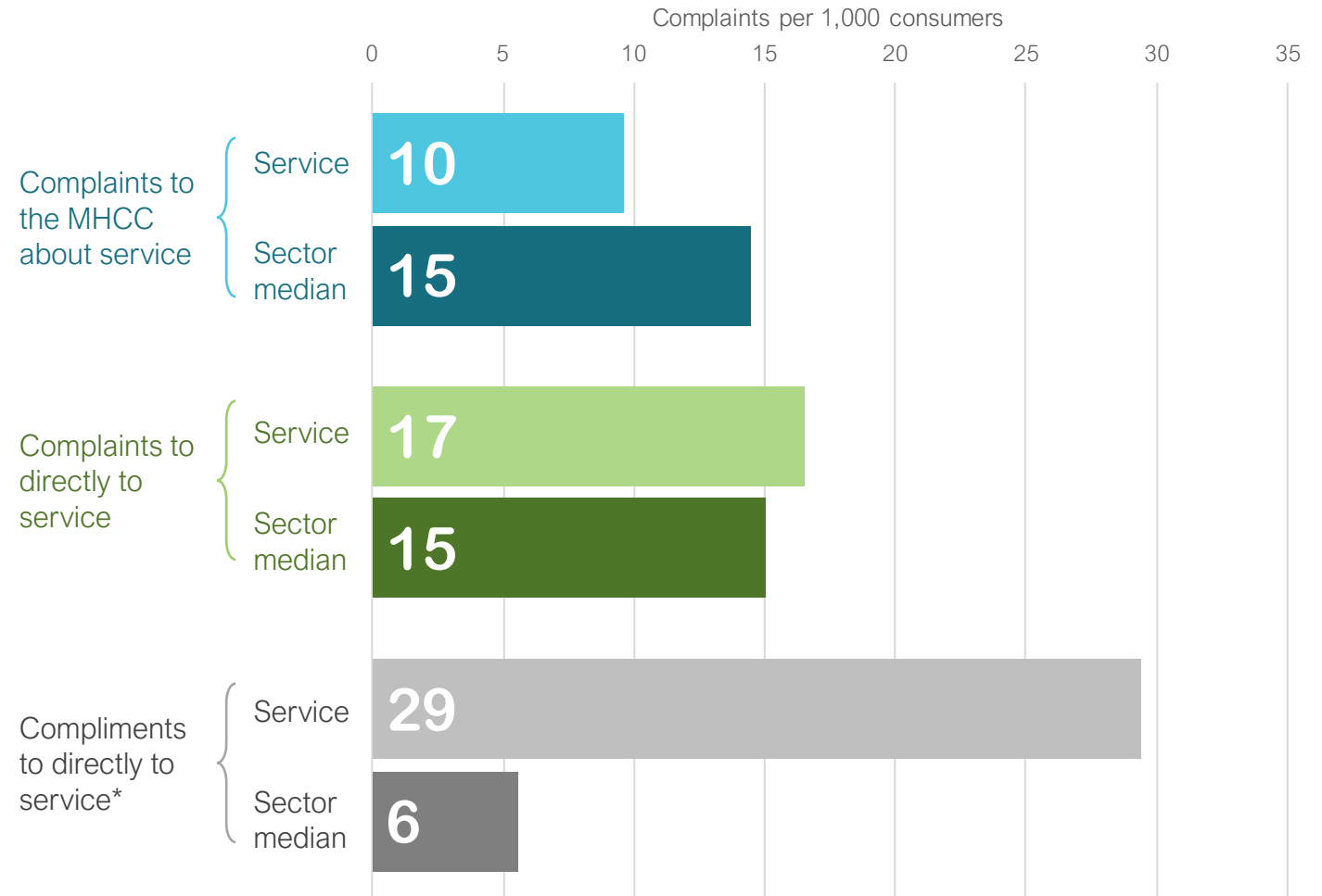
- to the MHCC (n=29)
- to the service (n=50)

● Compliments to South West Healthcare (n=89)

Sector-wide complaints

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

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

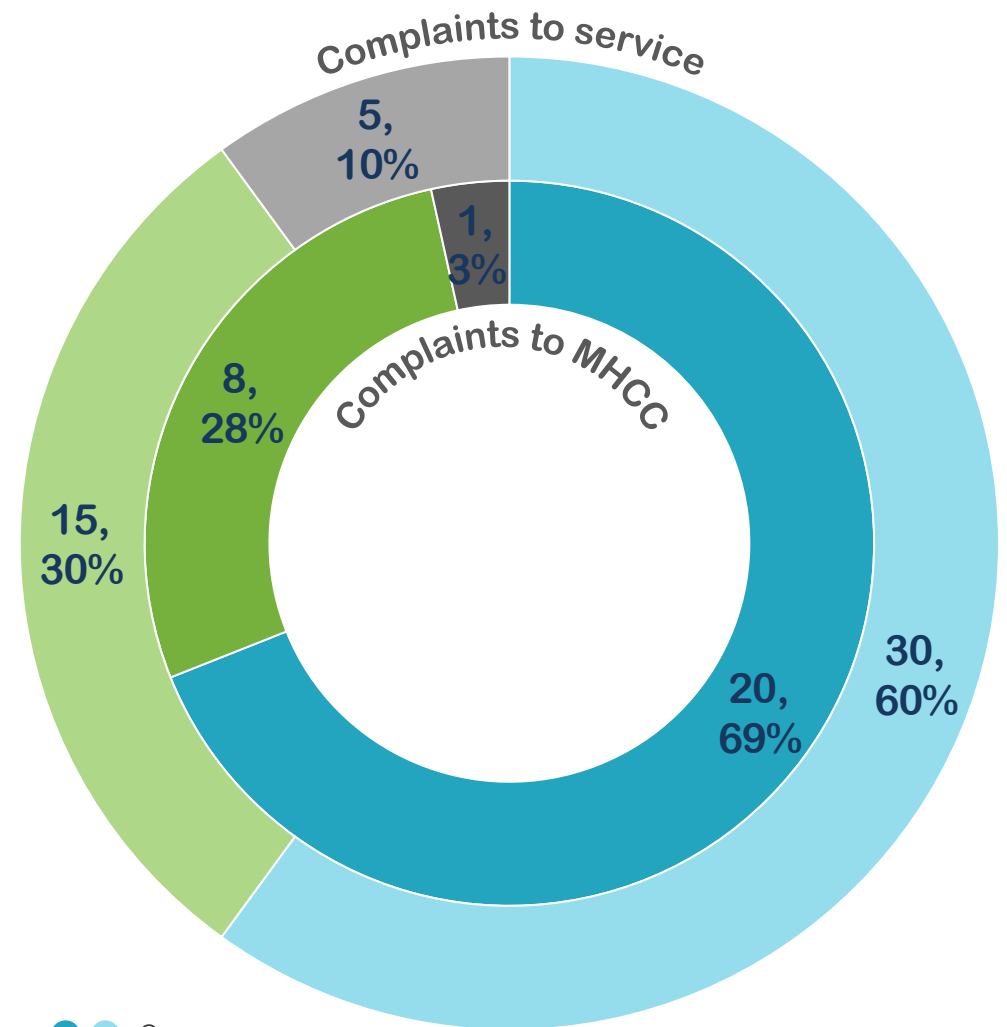


*Note: not all services reported compliments, and services likely used different approaches to capture compliments data

Who is making complaints? 2020-21

Complaints raised about South West Healthcare

- Consumers made the majority of complaints to the MHCC about South West Healthcare and to South West Healthcare directly.
- In contrast, family members / carers made roughly a third of all complaints to the MHCC and directly to South West Healthcare.



- Consumer
- Family member/carer
- Other

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



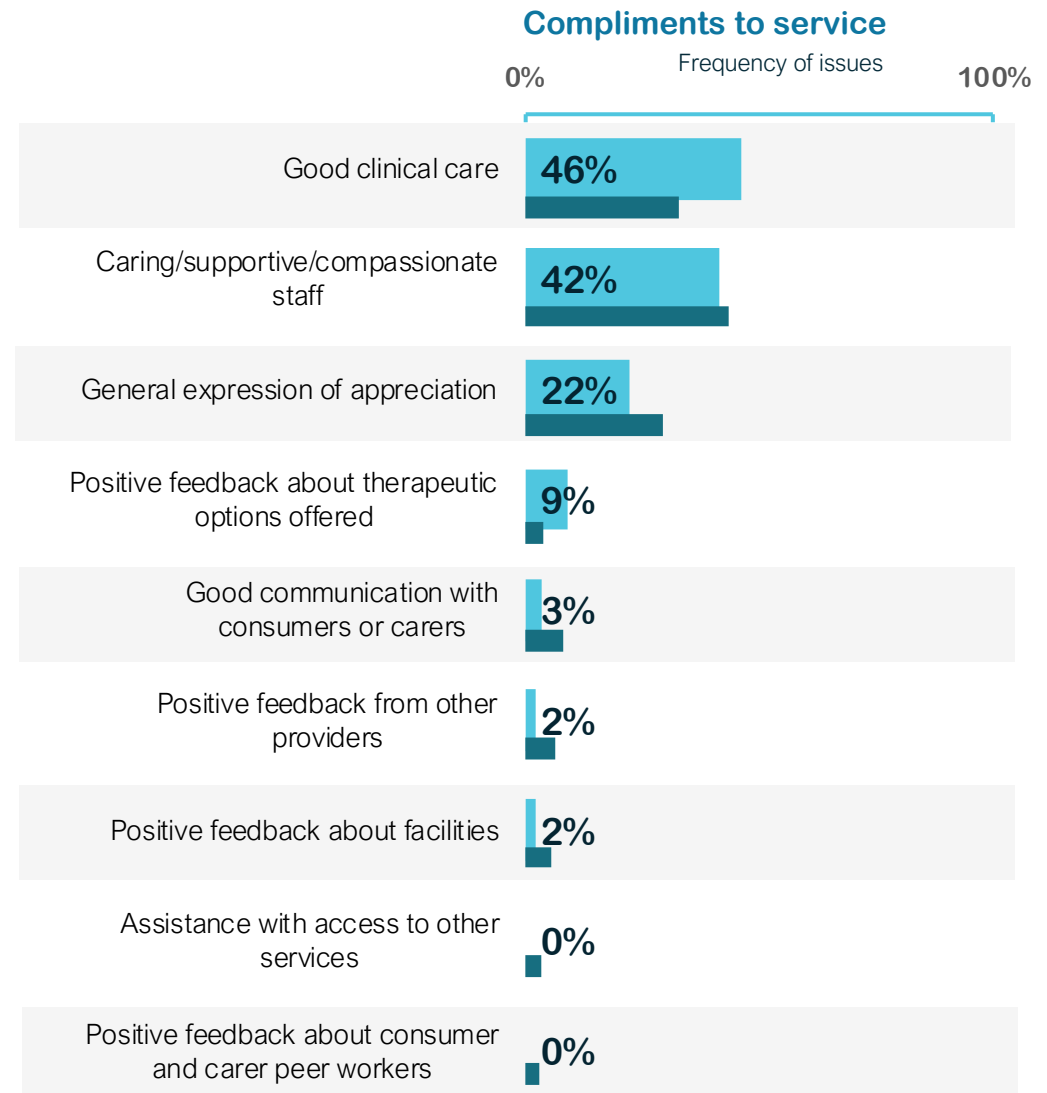
Issues raised in complaints and compliments

What were compliments about? 2020-21

Themes raised in compliments about South West Healthcare

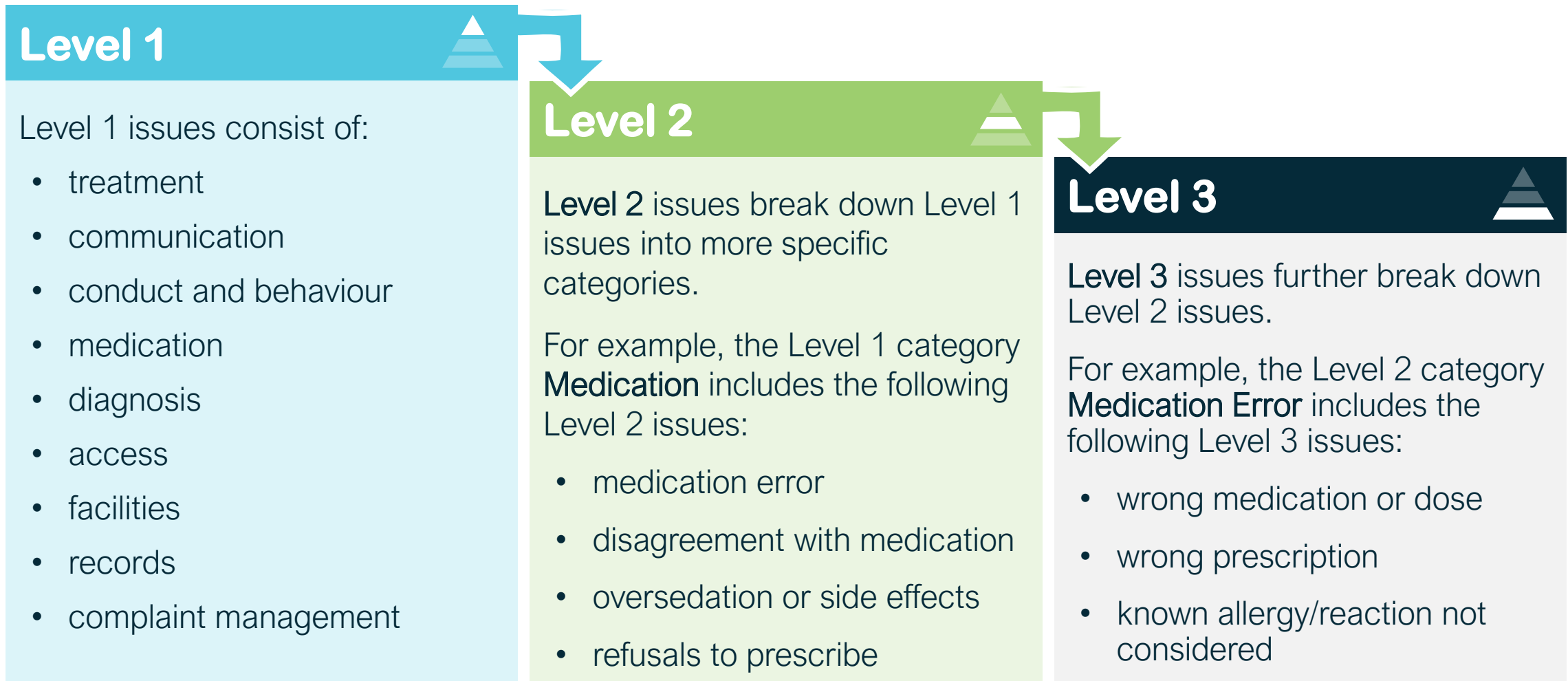
● Compliments to South West Healthcare (n=89)
 ● Compliments to services sector-wide (n=1109)

- 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 South West Healthcare were most commonly about good clinical care and caring/supportive/compassionate staff, and these were raised in broadly similar percentages of compliments compared to the sector as a whole.
- A lower percentage of compliments made to South West Healthcare were classified as general expression of appreciation compared to the sector as a whole. This can be viewed as positive and reflects the level of detail provided by South West Healthcare 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 South West Healthcare

- Issues raised in complaints to the MHCC about South West Healthcare were broadly inconsistent with those raised in complaints to the MHCC for the sector, with Treatment and Access being raised in a higher proportion, however, issues about Communication, Medication and Conduct and Behaviour were raised in a lower proportion compared to the sector.
- Issues raised in complaints made directly to South West Healthcare were broadly consistent with those raised in complaints to services for the sector, with Treatment, Conduct and Behaviour, and Communication being the most commonly raised issues.

Complaints about South West Healthcare

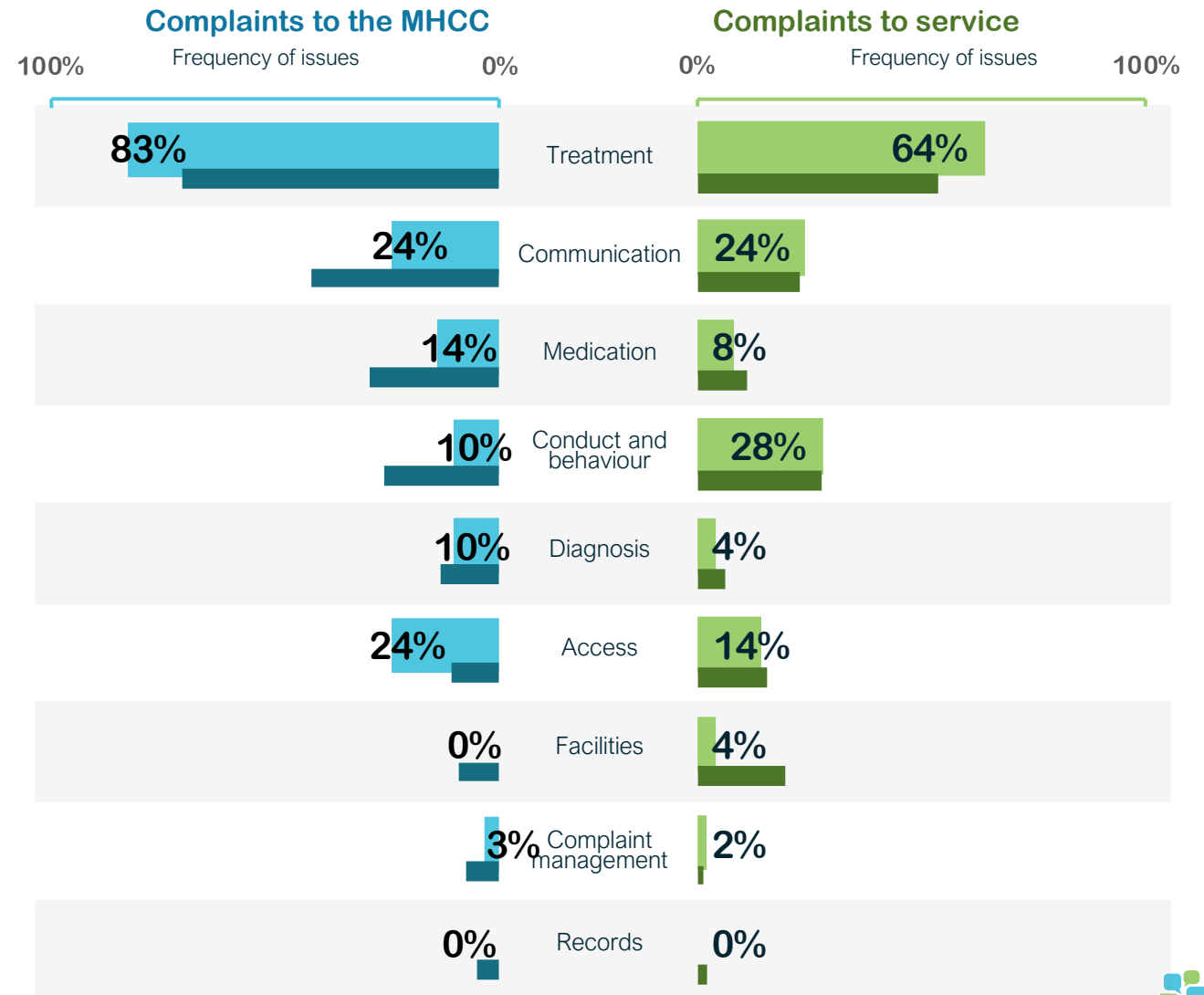
to the MHCC (n=29)

to the service (n=50)

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 South West Healthcare

Complaints about South West Healthcare

● to the MHCC (n=29)

● to the service (n=50)

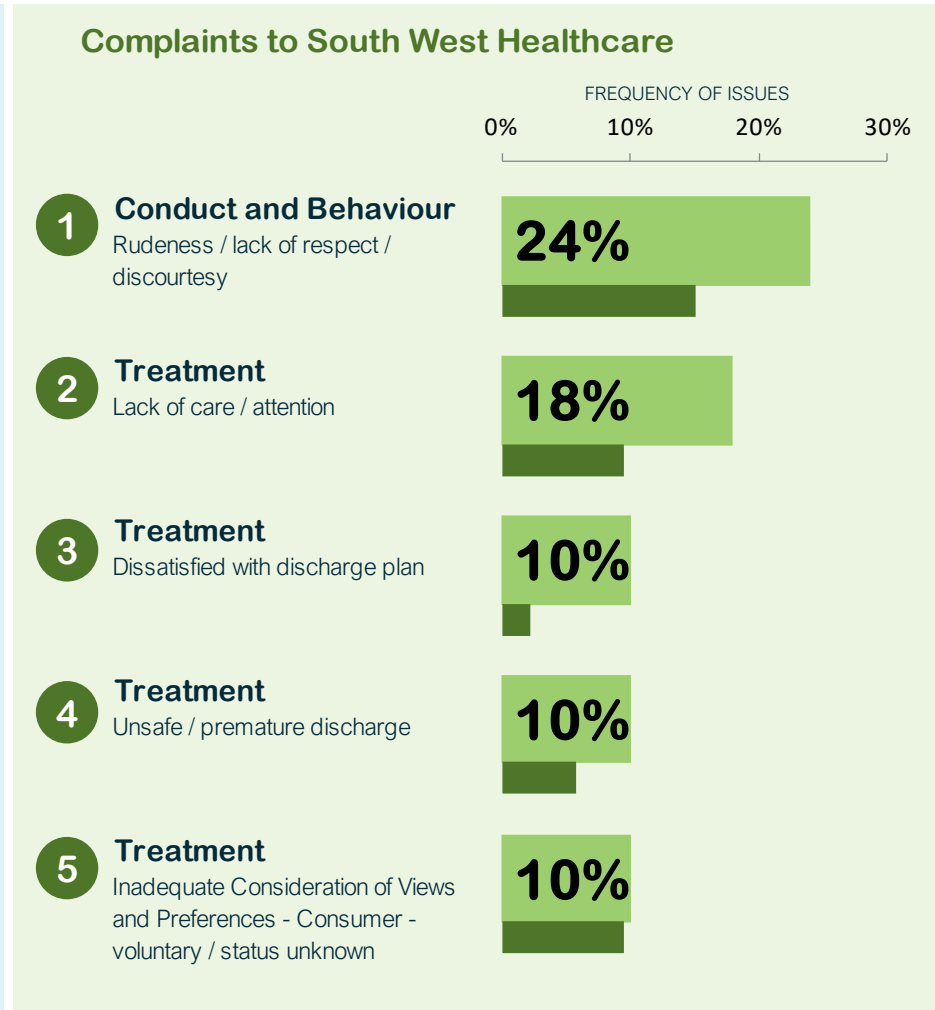
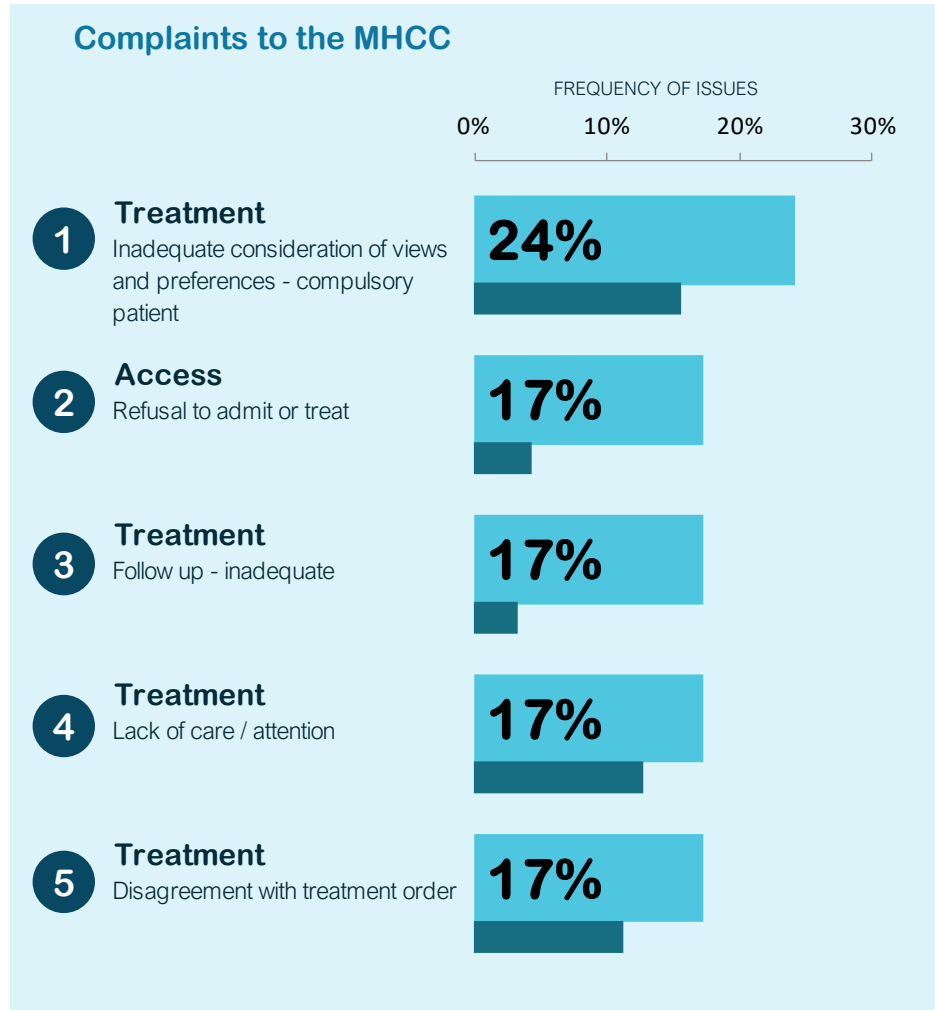
Sector-wide complaints

● to the MHCC (n=1641)

● to the service (n=1679)

- Inadequate consideration of the views and preferences of compulsory patients was the most frequently occurring issue in complaints to the MHCC about South West Healthcare, raised in a higher proportion of complaints than the sector.

- In complaints made directly to South West Healthcare, rudeness / lack of respect / discourtesy, followed by lack of care and attention, were the most frequently occurring issues, raised in a higher proportion of complaints than the sector.



Issues raised by consumers 2020-21

Most frequent Level 3 issues raised about South West Healthcare

Complaints about South West Healthcare

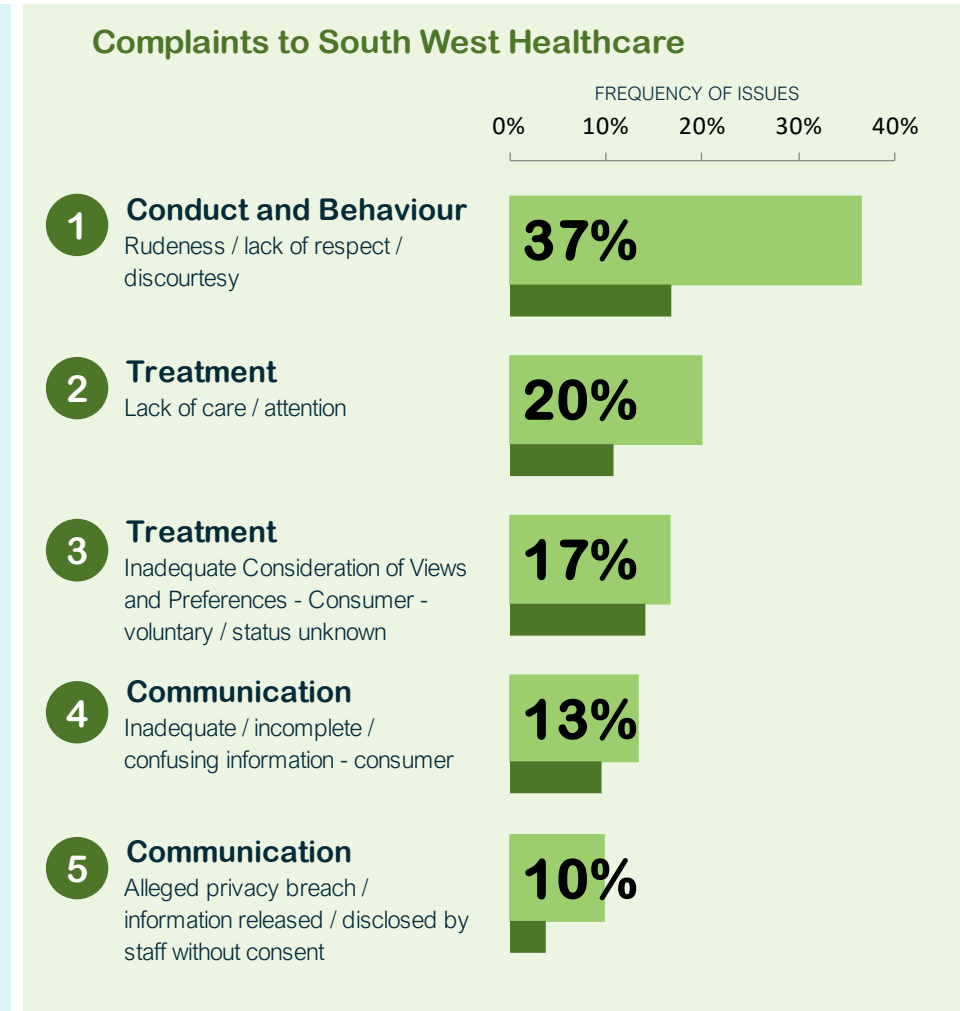
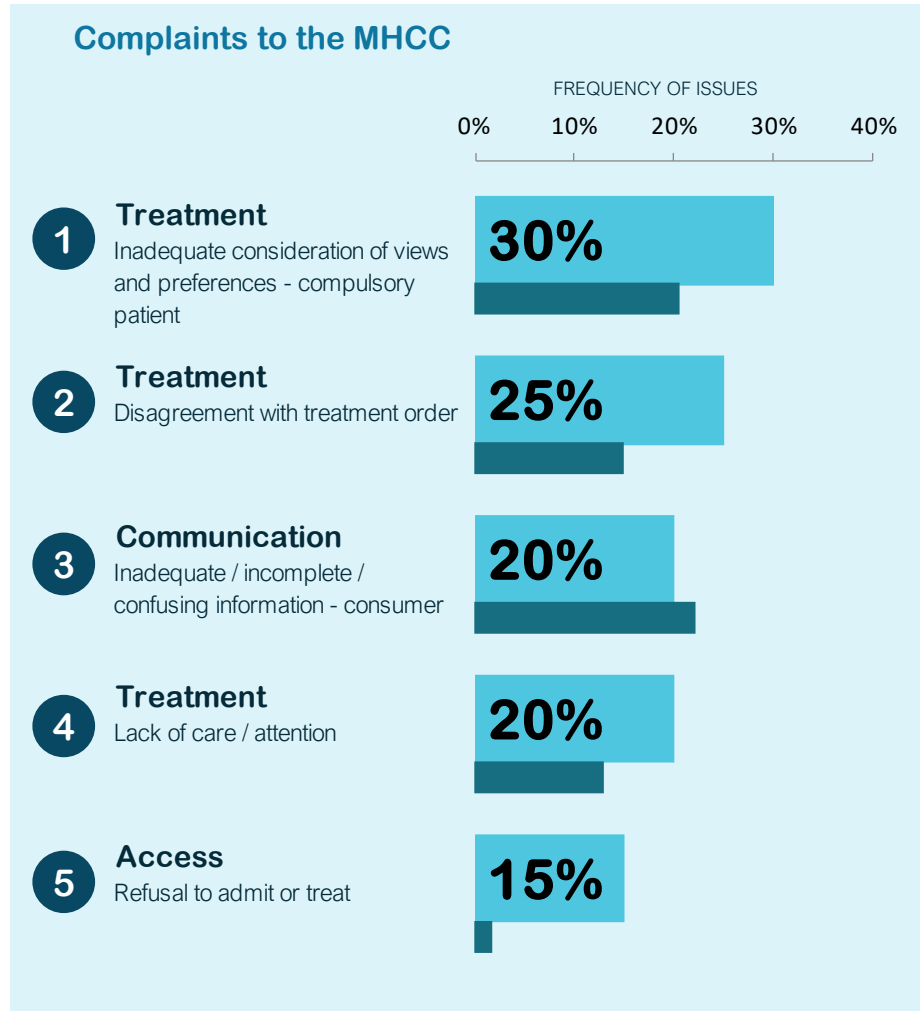
- to the MHCC (n=20)
- to the service (n=30)

Sector-wide complaints

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

Among the top five issues raised by consumers in complaints to the MHCC about South West Healthcare, inadequate consideration of the views and preferences of compulsory patients and disagreement with a treatment order were the most commonly raised, these were raised in a higher proportion compared to the sector.

The most frequently raised issue by consumers in complaints directly to South West Healthcare was rudeness / lack of respect / discourtesy, raised in a higher proportion than the sector.



Issues raised by carers 2020-21

Most frequent Level 3 issues raised about South West Healthcare

Complaints about South West Healthcare

● to the MHCC (n=8)

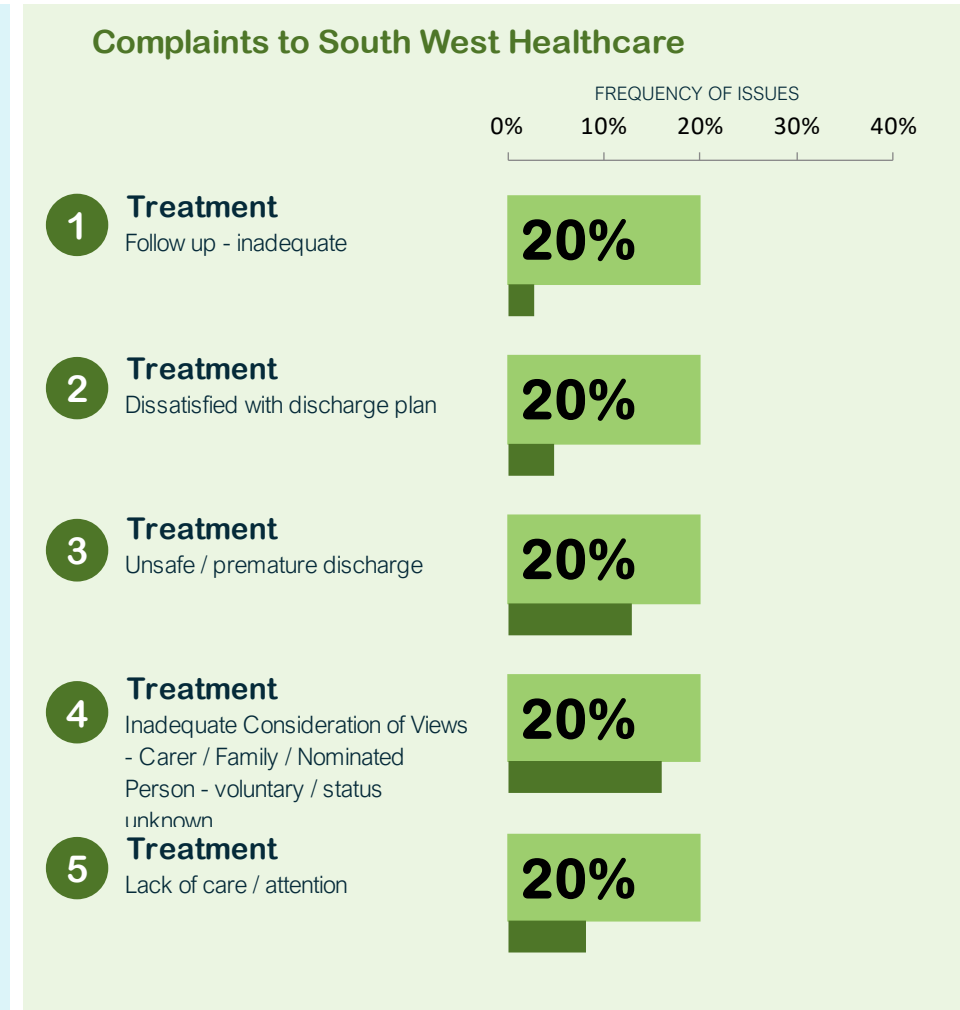
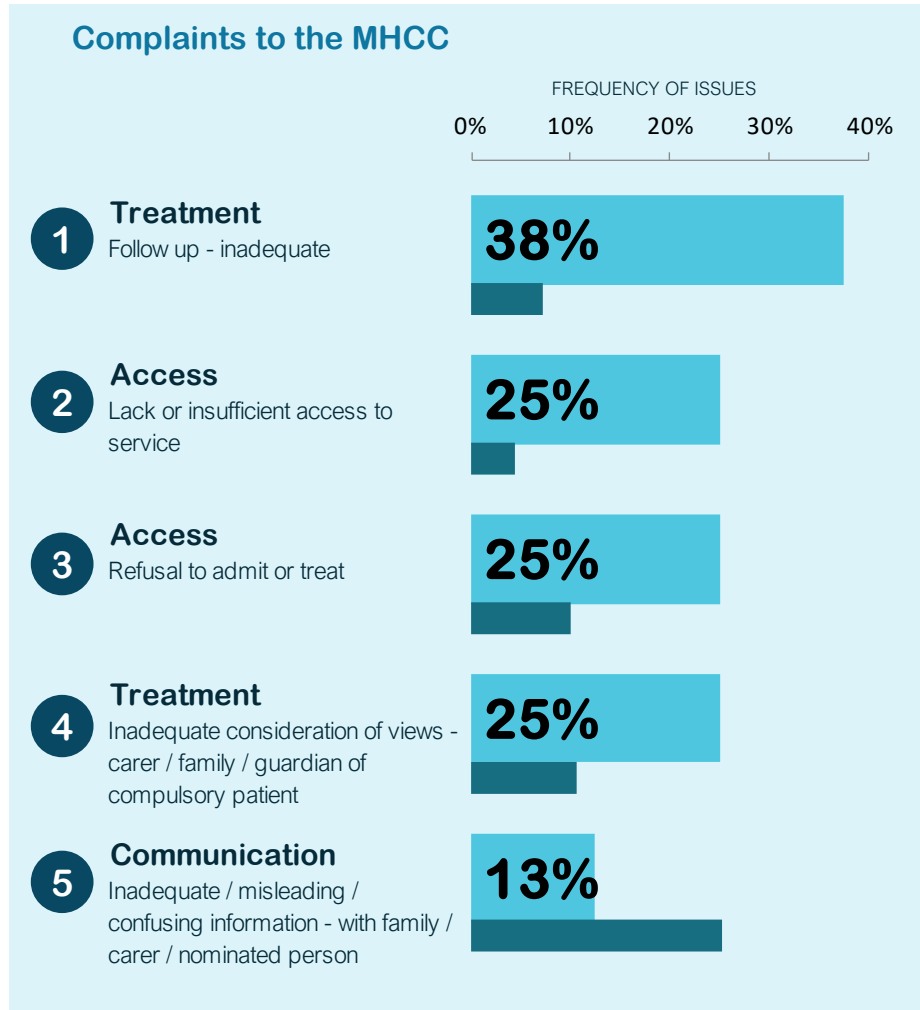
● to the service (n=15)

Sector-wide complaints

● to the MHCC (n=426)

● to the service (n=529)

- Treatment and access issues relating to inadequate follow up and insufficient access or refusal to admit or treat were the most frequently raised by family members / carers in complaints to the MHCC about South West Healthcare.
- Similar issues around treatment were also raised in complaints directly to South West Healthcare, as well as dissatisfaction with the discharge plan, both of which were raised in a higher proportion of complaints compared to the sector.



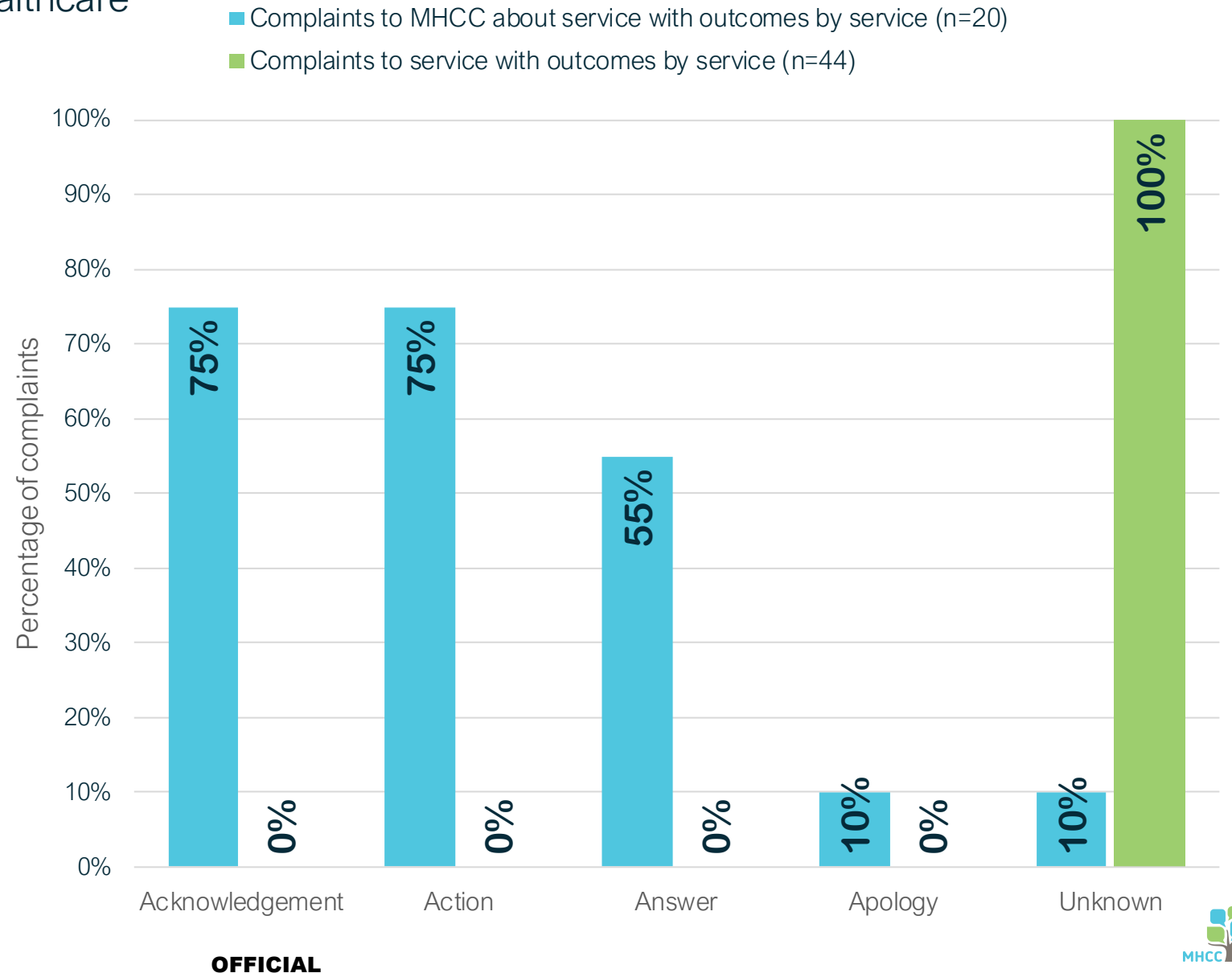


Outcomes of complaints

What were the outcomes of complaints? 2020-21

Closed complaints about South West Healthcare

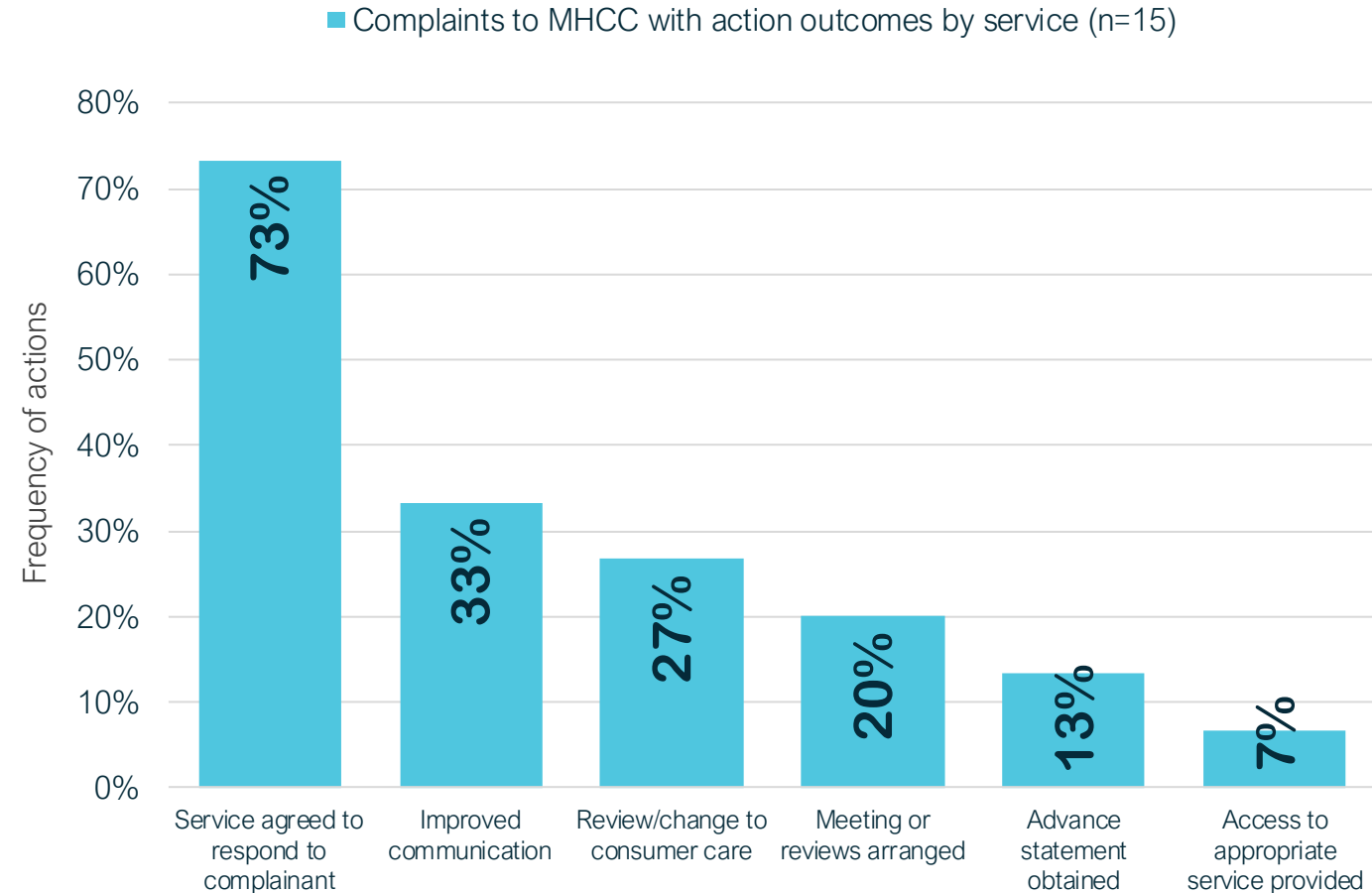
- Outcomes of complaints are framed in terms of the '4 A's' of complaint resolution - acknowledgement, action, answers and apology.
- This chart only includes complaints to the MHCC about South West Healthcare that were assessed as being in scope for resolution or having a known service outcome. The most common outcomes of these complaints were acknowledgement and action taken by South West Healthcare on the issues raised by the complainant.
- South West Healthcare did not report outcomes for complaints made directly to them, for this analysis.



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 South West Healthcare 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

- Overall, more complaints were made to the South West Healthcare directly 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.
- Consumers made the majority of complaints to the MHCC about South West Healthcare and to South West Healthcare directly.



Issues raised

- Inadequate consideration of the views and preferences of compulsory patients was the most frequently occurring issue in complaints to the MHCC about South West Healthcare, raised in a higher proportion of complaints than the sector.
- In complaints made directly to South West Healthcare, rudeness / lack of respect / discourtesy, followed by lack of care and attention, were the most frequently occurring issues, raised in a higher proportion of complaints than the sector.



Outcomes

- The most common outcomes of complaints made to the MHCC were acknowledgement and action taken by South West Healthcare on the issues raised by the complainant.
- The MHCC would be pleased to see more data on outcomes of complaints made directly to the service.
- The most common action undertaken by South West Healthcare in response to complaints to the MHCC was to respond to the consumer or complainant directly.