

Summary of service provider complaint report

Alfred Health

2021-22



Introduction

Purpose

The purpose of this summary presentation is to showcase key data for complaints made to the MHCC, and complaints and compliments made directly to your service, largely focusing on the 2021-22 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:



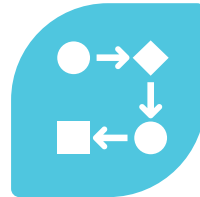
identify key themes and emerging issues across the sector



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? 2021-22

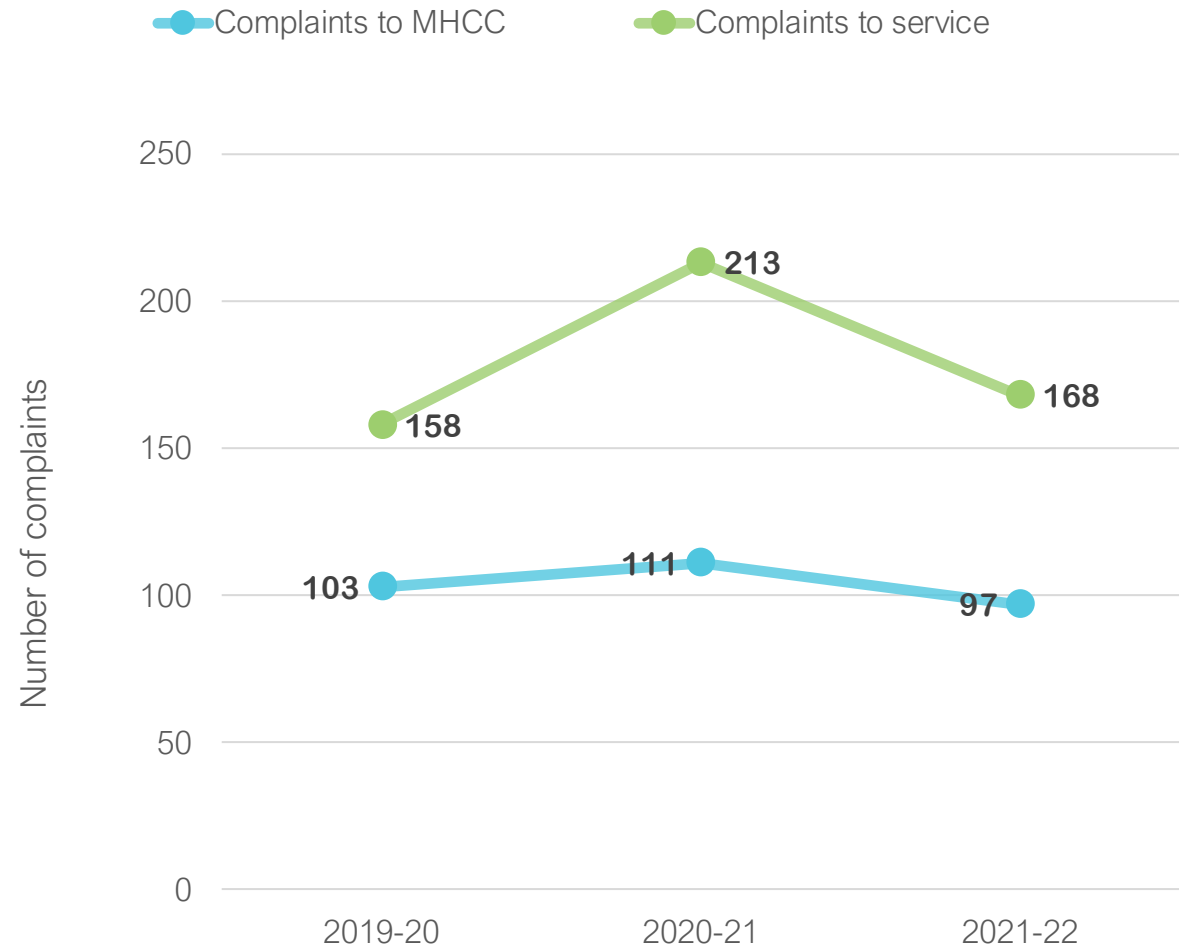
97

Complaints to MHCC
about Alfred Health

168

Complaints to Alfred
Health

- The number of complaints made to the MHCC about Alfred Health moderately decreased, while the number of complaints made to Alfred Health in 2021-22 notably decreased from the previous year.
- Overall, the number of complaints made to the MHCC about Alfred Health were considerably lower than those made directly to Alfred Health. The number of complaints made to the MHCC has remained relatively stable since 2019-20. Meanwhile, an increase was recorded in 2020-21, before declining in 2021-22, for complaints being made directly to Alfred Health.



Complaint and compliment rates 2021-22

- Sector medians instead of averages are shown, as most services have relatively lower rates of complaints and compliments, with fewer services having higher rates of complaints and compliments. Half of all services have complaints and compliment rates below the sector median.
- Compared to the sector, a slightly higher rate of complaints was made to the MHCC about Alfred Health and to Alfred Health directly. A higher rate of compliments was made to Alfred Health compared to the sector.

Complaints about Alfred Health

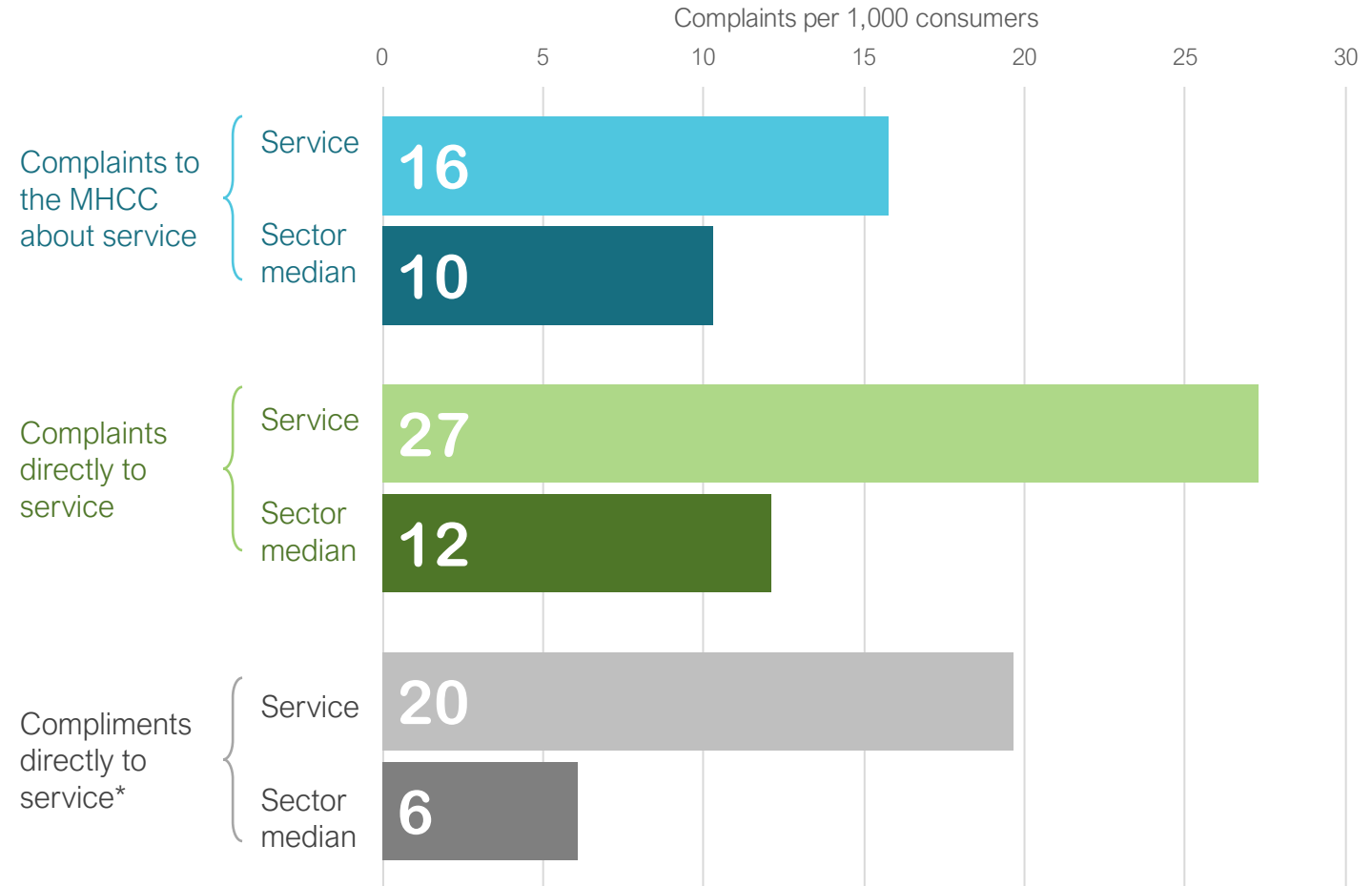
- to the MHCC (n=97)
- to the service (n=168)

● Compliments to Alfred Health (n=121)

Sector-wide complaints

- to the MHCC (n=1282)
- to the service (n=1582)

● Compliments to services sector-wide (n=891)

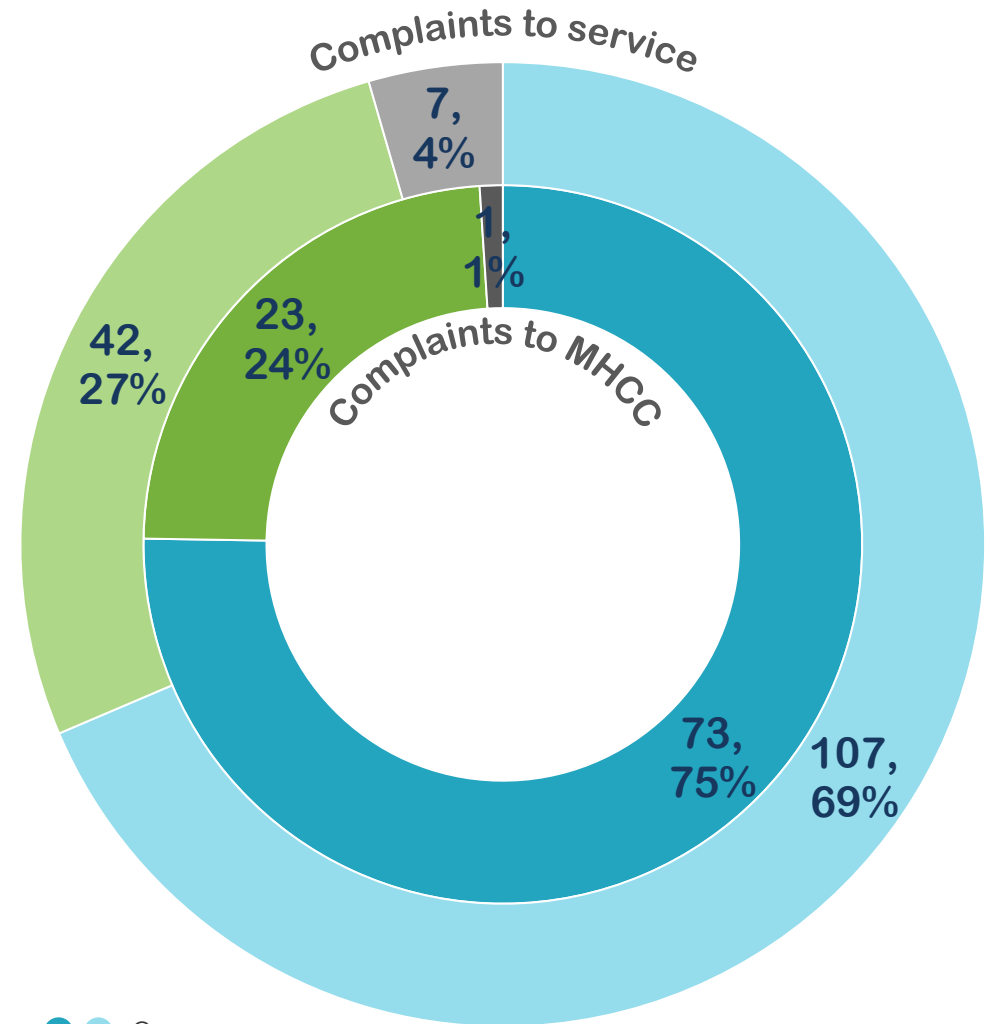


*Note: not all services reported compliments, and services likely used different approaches to capture compliments data

Who is making complaints? 2021-22

Complaints raised about Alfred Health

- Consumers made the majority of the complaints made to the MHCC about Alfred Health and to Alfred Health directly. This is broadly consistent with the sector as a whole.
- In contrast, family members / carers made around a quarter of complaints to the MHCC and directly to Alfred Health.



- Consumer
- Family member/carer
- Other

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



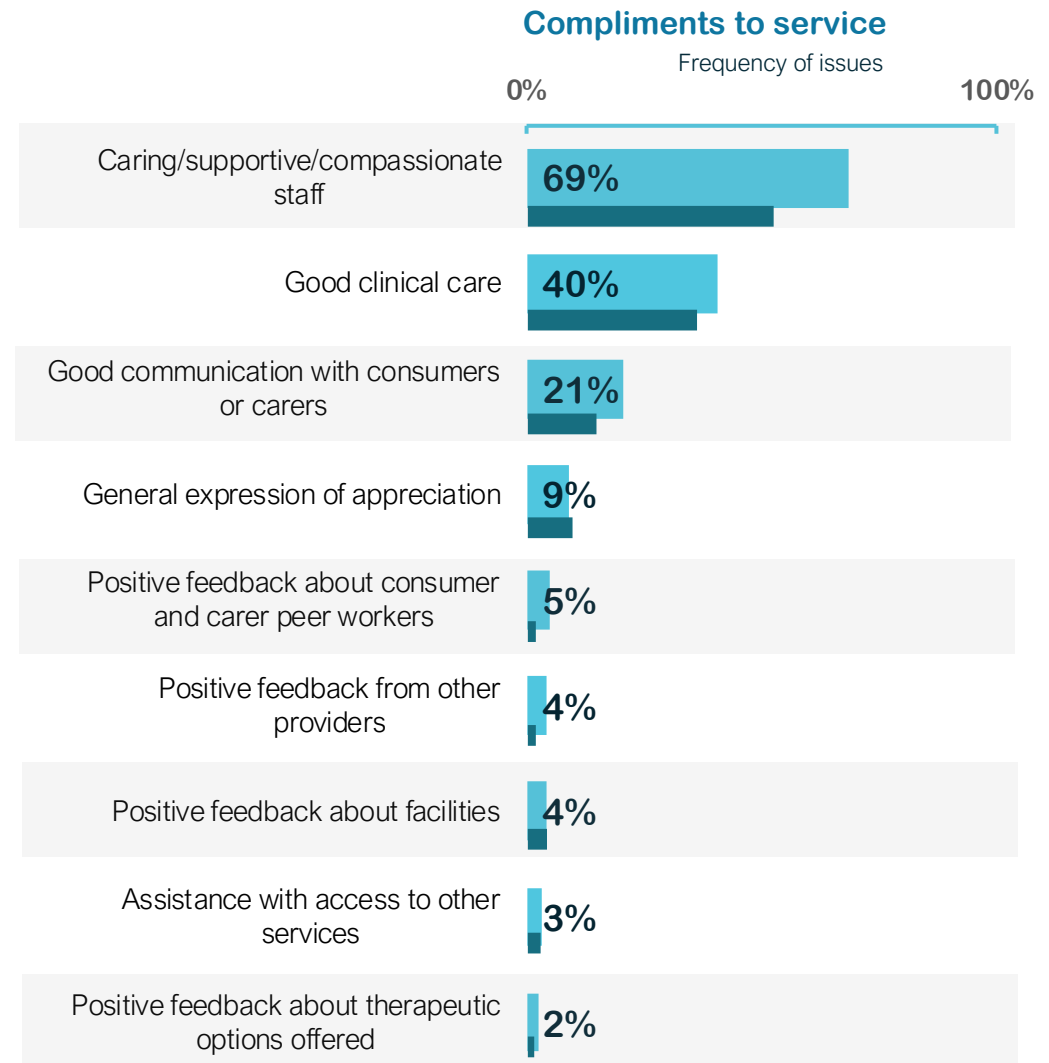
Issues raised in complaints and compliments

What were compliments about? 2021-22

● Compliments to Alfred Health (n=121)
 ● Compliments to services sector-wide (n=891)

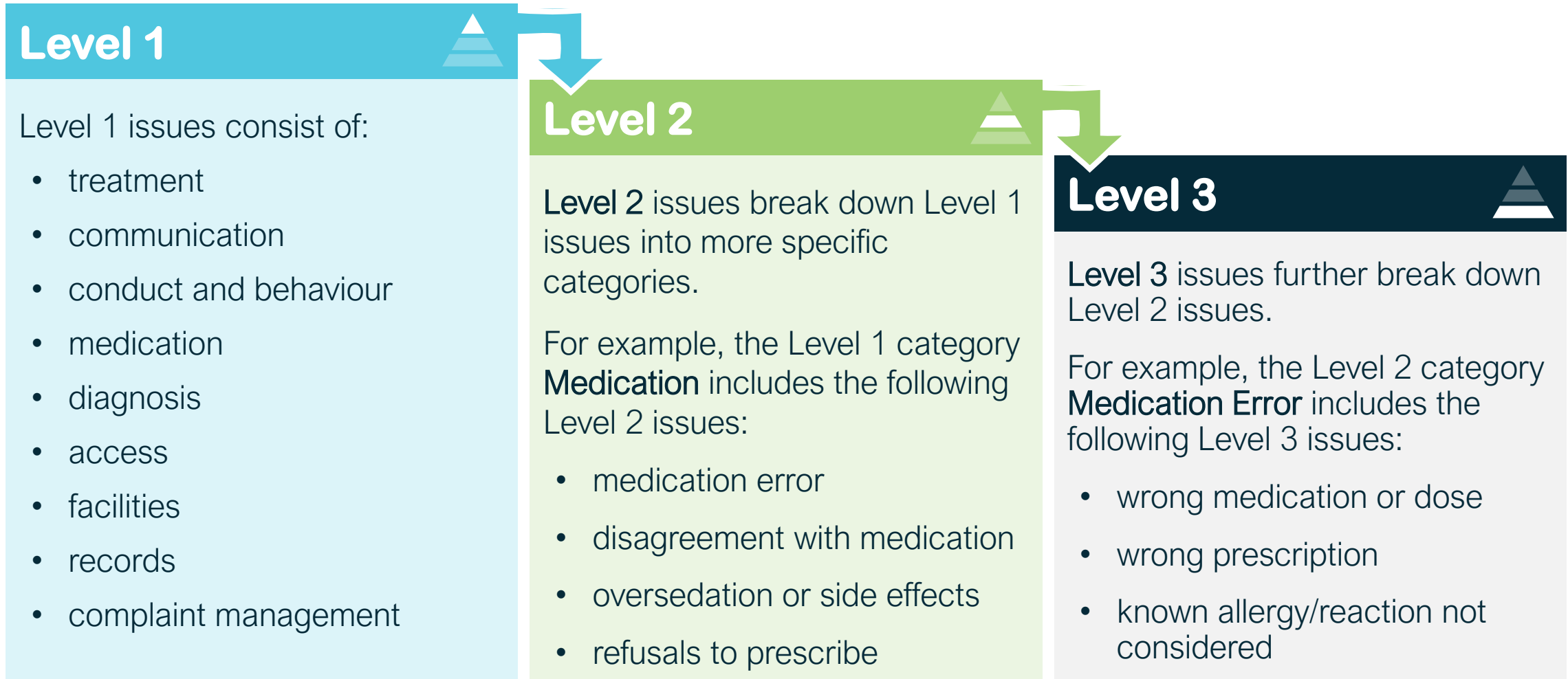
Themes in compliments to Alfred Health

- A considerable level of detail was provided by Alfred Health about their compliments data that enabled the MHCC to identify more specific themes.
- Over two thirds of compliments made to Alfred Health were positive feedback about caring / supportive and compassionate staff, these were higher than the proportion of compliments made to services sector-wide.
- Similar to the top compliment themes reported sector-wide, good clinical care and good communication with consumers or carers were also commonly mentioned in compliments to Alfred Health.



How does the MHCC categorise issues?

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



What were complaints about? 2021-22

Complaints about Alfred Health

● to the MHCC (n=97)

● to the service (n=168)

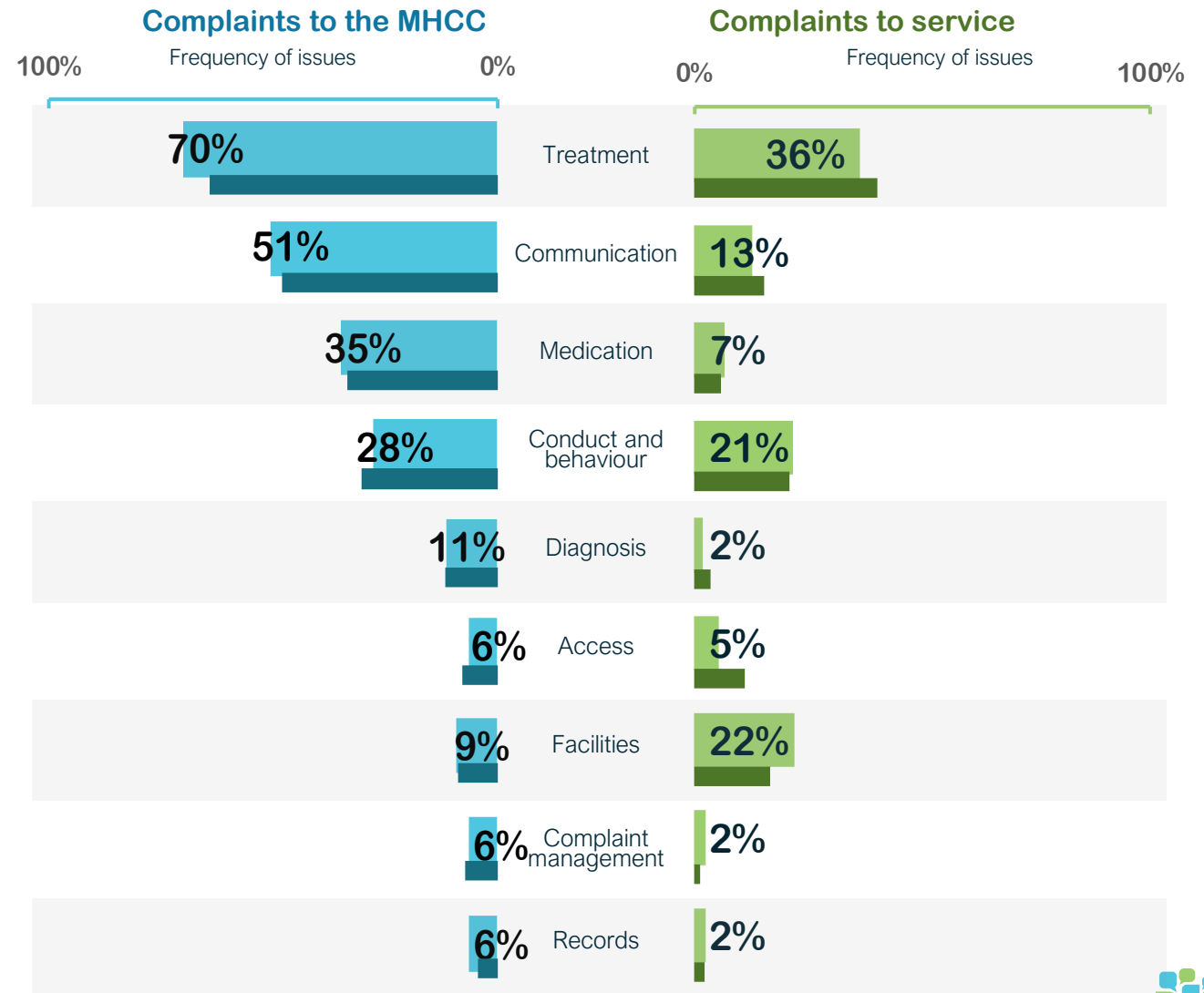
Sector-wide complaints

● to the MHCC (n=1282)

● to the service (n=1582)

Level 1 Issues raised about Alfred Health

- Issues raised in complaints to the MHCC about Alfred Health were consistent with those raised in complaints to the MHCC for the sector, with Treatment, Communication, Medication and Conduct and behaviour being the most commonly raised issues.
- Issues raised in complaints made directly to Alfred Health were also broadly consistent with those raised in complaints to services for the sector, with Treatment, Facilities, and Conduct & behaviour being the most commonly raised issues.



What were complaints about? 2021-22

Most frequent Level 3 issues raised about Alfred Health

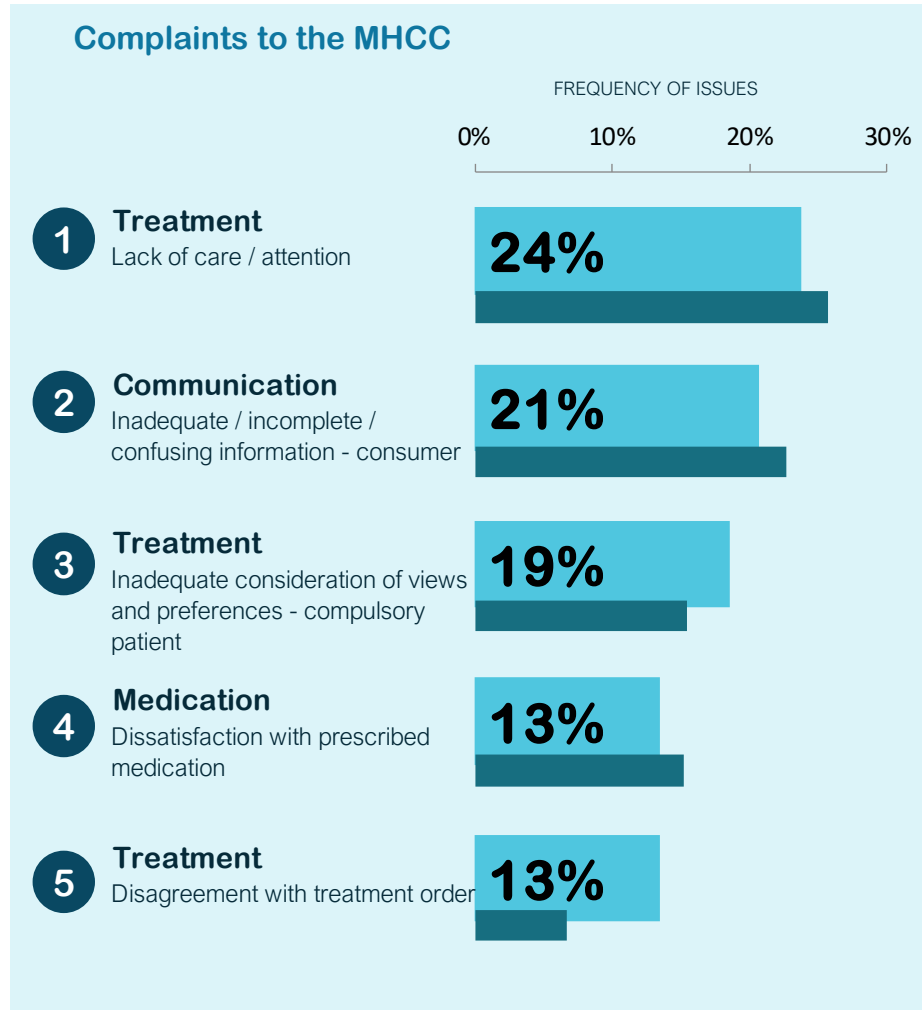
Complaints about Alfred Health

- to the MHCC (n=97)
- to the service (n=168)

Sector-wide complaints

- to the MHCC (n=1282)
- to the service (n=1582)

- Lack of care / attention was the most frequently occurring issue in complaints to the MHCC about Alfred Health – the proportion was similar to complaints made sector-wide.
- Complaints made directly to Alfred Health frequently mentioned property lost / damage, which was raised in a higher proportion compared to the sector. Alleged privacy breach/ information released/ disclosed by staff without consent, was also raised in these complaints in a higher proportion than in complaints made sector-wide.



Issues raised by consumers 2021-22

Most frequent Level 3 issues raised about Alfred Health

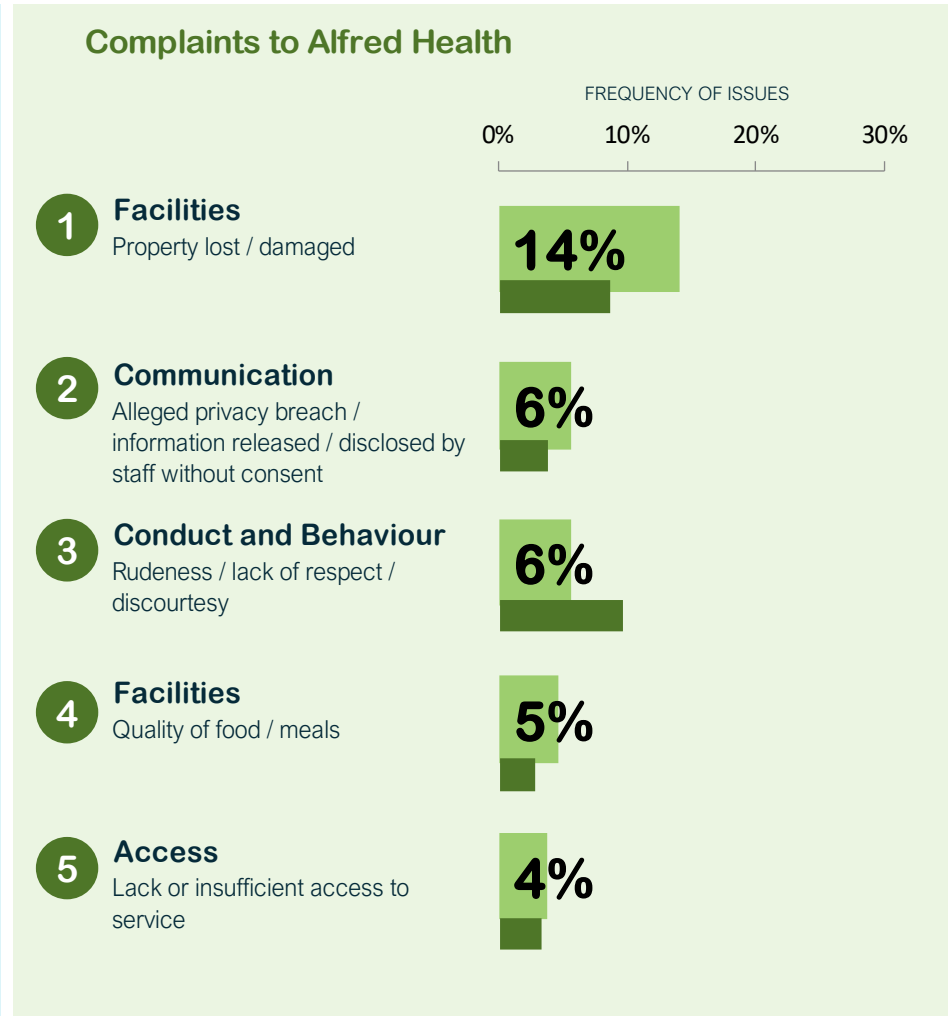
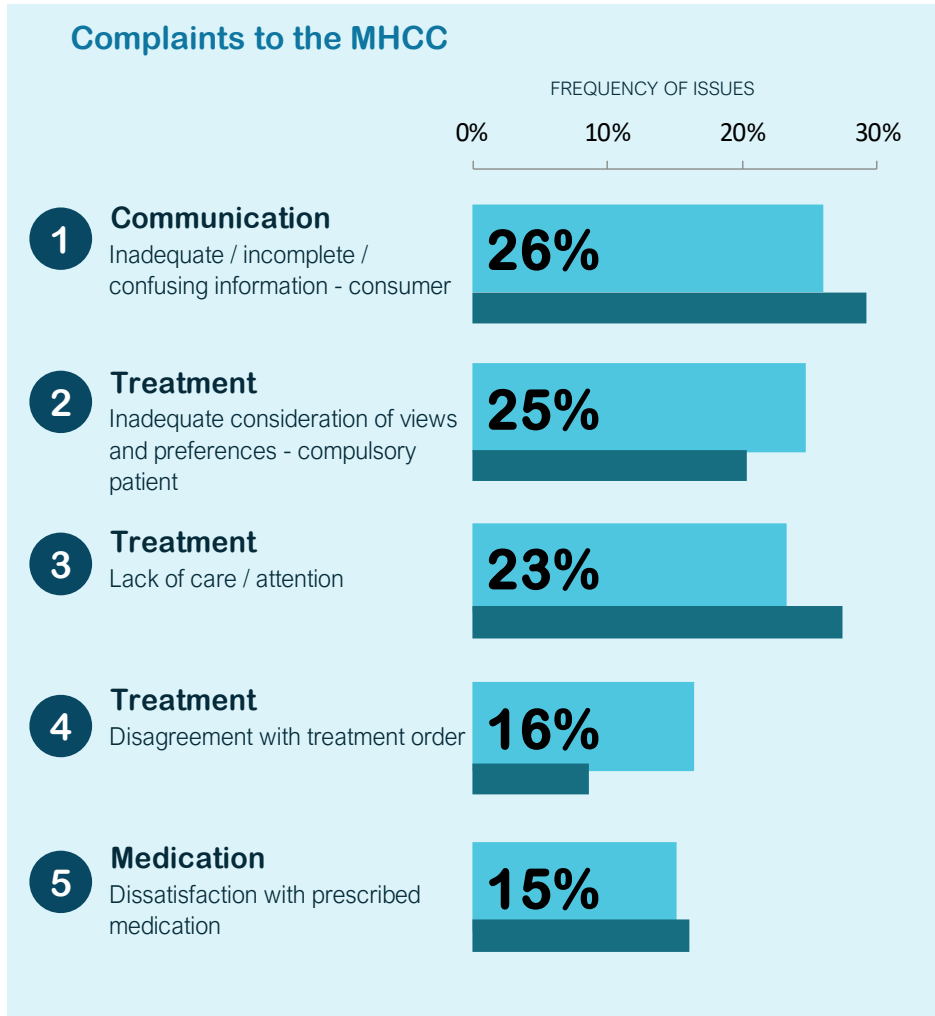
- Inadequate / incomplete or confusing information provided to consumers, inadequate consideration of views and preferences for compulsory patient(s), and lack of care / attention were commonly raised issues among complaints made to MHCC about Alfred Health by consumers.
- The most frequently raised issues by consumers in complaints directly to the service was lost / damaged property – this was recorded in a higher proportion than complaints across the sector.

Complaints about Alfred Health

- to the MHCC (n=73)
- to the service (n=107)

Sector-wide complaints

- to the MHCC (n=918)
- to the service (n=832)



Issues raised by carers 2021-22

Most frequent Level 3 issues raised about Alfred Health

Complaints about Alfred Health

● to the MHCC (n=23)

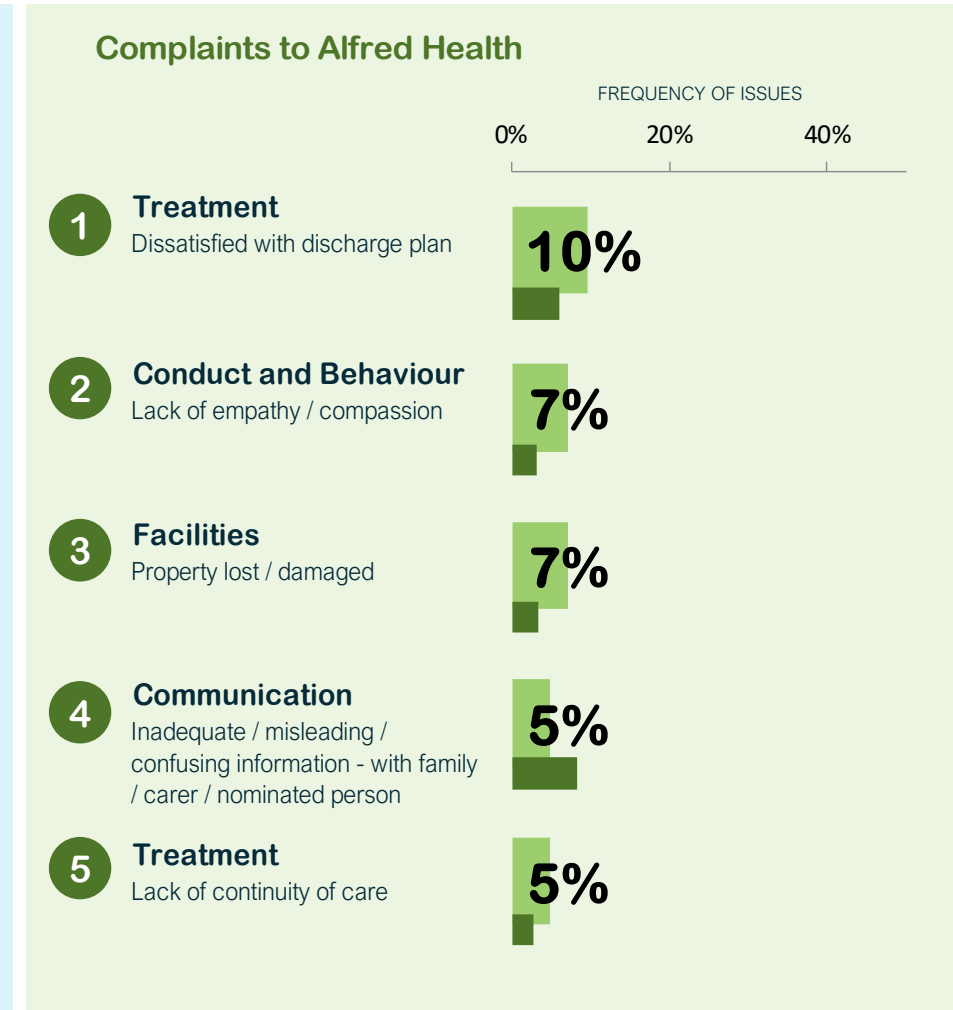
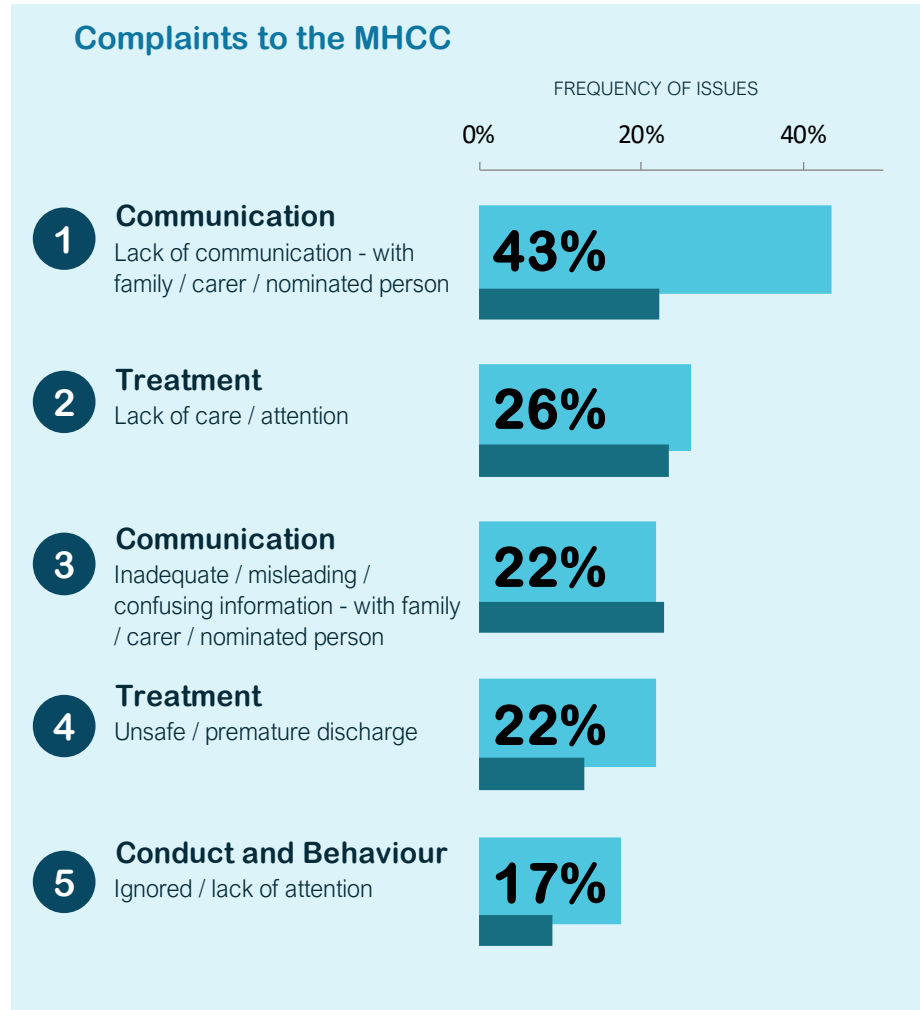
● to the service (n=42)

Sector-wide complaints

● to the MHCC (n=341)

● to the service (n=427)

- Complaints made to the MHCC about Alfred Health by carers / family members were frequently related to lack of communication with them – this was reported at a much higher proportion than in complaints made across the sector.
- Complaints raised by carers / family directly to Alfred Health most commonly related to dissatisfaction with the discharge plan.



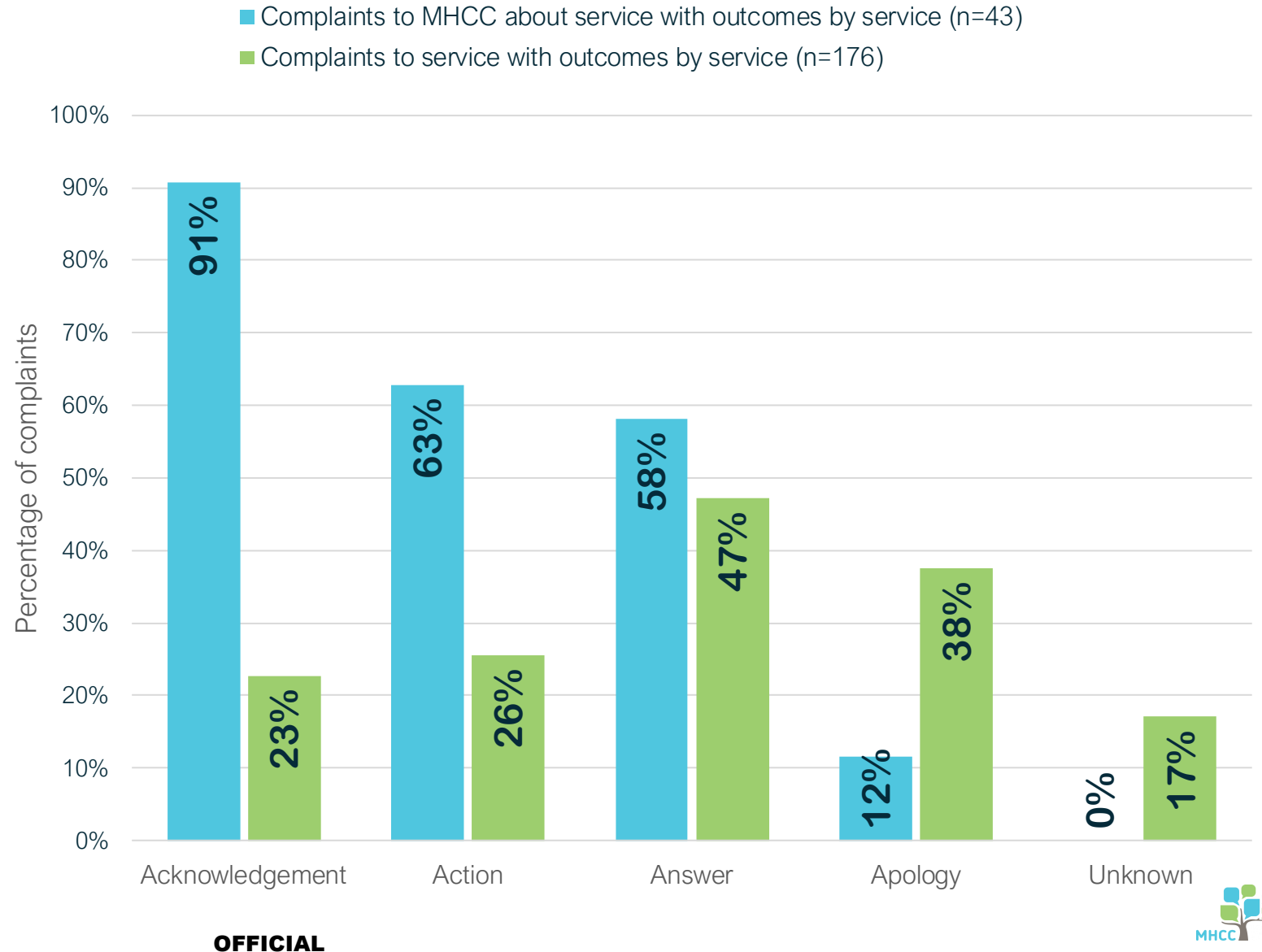


Outcomes of complaints

What were the outcomes of complaints? 2021-22

Closed complaints about Alfred Health

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

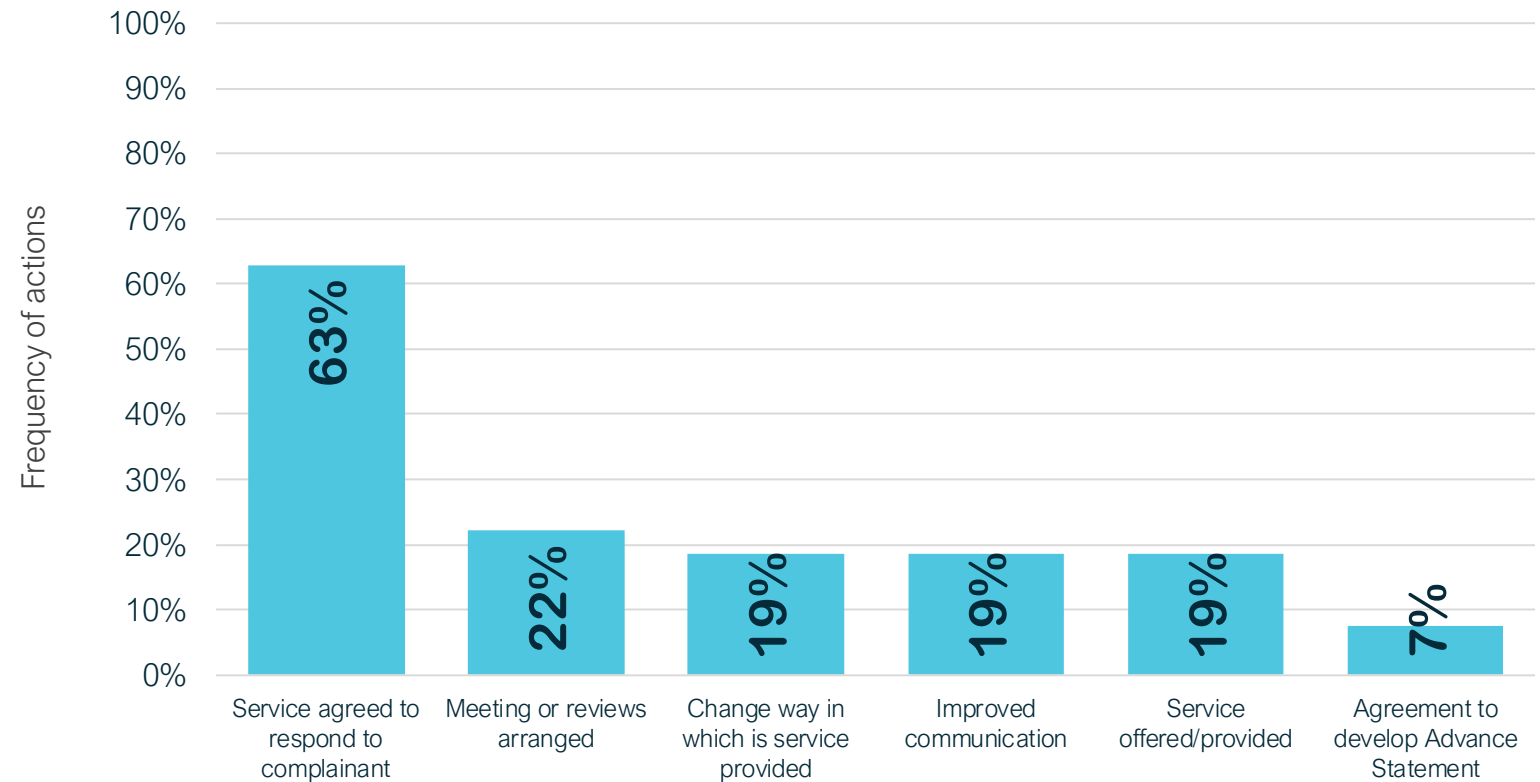


What actions were taken by the service? 2021-22

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

- Actions most frequently undertaken by Alfred Health in response to complaints made to the MHCC included:
 - responding to the complainant or consumer directly
 - arranging meetings or reviews
 - changes in the way the service is provided

■ Complaints to MHCC with action outcomes by service (n=27)



Key points to consider



Complaint numbers

- Overall, more complaints were made directly to Alfred 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/carer's feel empowered to raise concerns directly with the service.
- Consumers made the majority of complaints made to the MHCC about Alfred Health and complaints made to Alfred Health directly.



Issues raised

- Lack of care / attention was the most frequently occurring issue in complaints made to the MHCC about Alfred Health, raised in a slightly higher proportion of complaints than the sector.
- In complaints made directly to Alfred Health loss or damage of property and alleged privacy breach/information released/disclosed by staff without consent were the most frequently occurring issues, raised in a slightly higher proportion than to the sector.



Outcomes

- The most common outcome of the complaints made to the MHCC was acknowledgement by Alfred Health of the issues raised by the complainant. The most common outcome of complaints made directly to Alfred Health was to provide an answer.
- The most common action undertaken by Alfred Health in response to complaints to the MHCC was to respond to the consumer or complainant directly.