

Summary of service provider complaint report

Barwon 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 were raised, and how the complaints were 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:



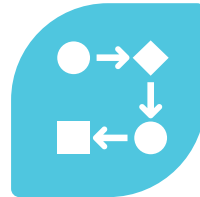
identify key themes and emerging issues across the sector



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

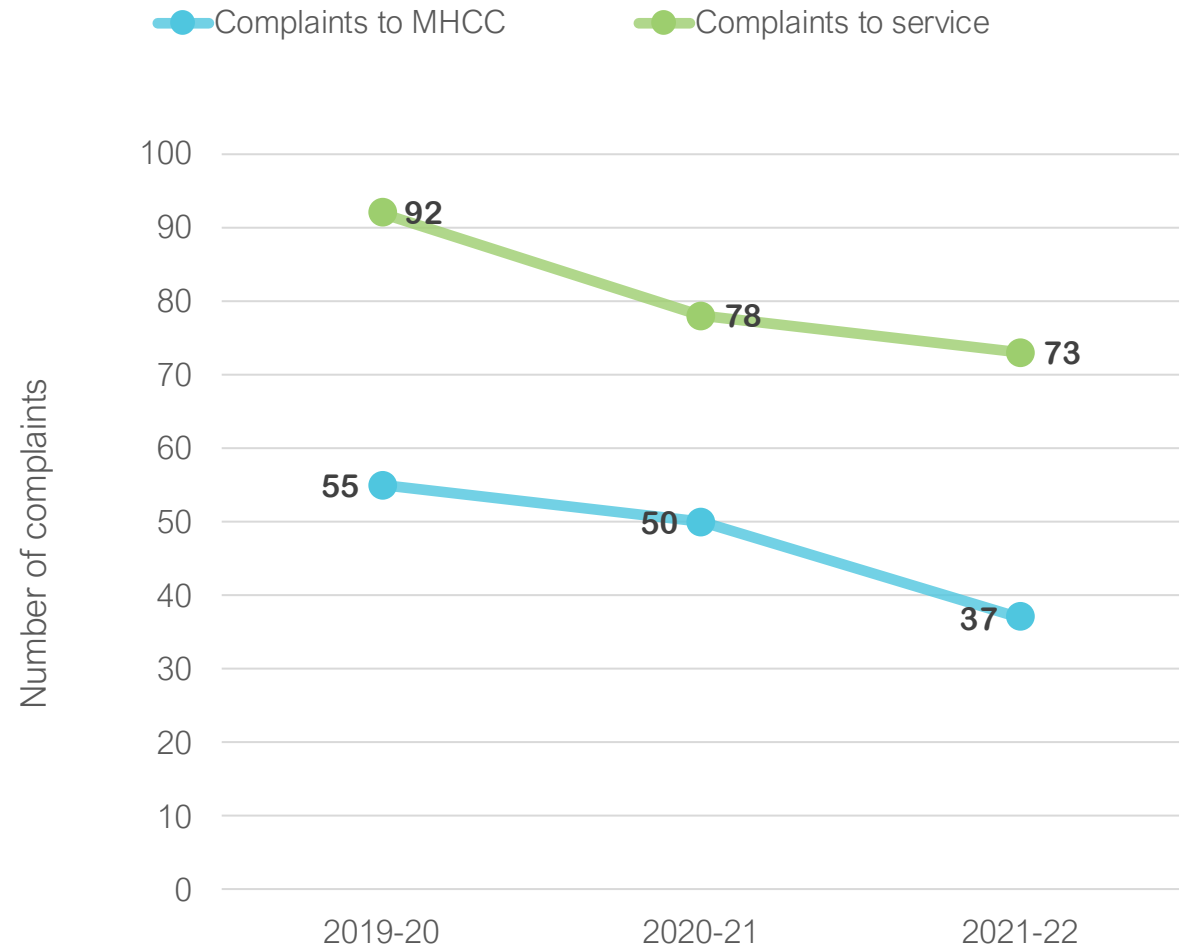
37

Complaints to MHCC
about Barwon Health

73

Complaints to
Barwon Health

- Compared to 2020-21, there were fewer complaints made to the MHCC about Barwon Health, as well as fewer direct complaints to the service itself in 2021-22.
- In general, the number of complaints made to the service directly remains notably higher than those submitted to the MHCC.
- Overall, there has been a steady decline in the number of complaints made about Barwon Health to both the MHCC and the service directly since 2019-20.



Complaint and compliment rates

2021-22

- 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, while a slightly higher rate of complaints was made to Barwon Health directly. A lower rate of compliments were reported to Barwon Health compared to the sector.

Complaints about Barwon Health

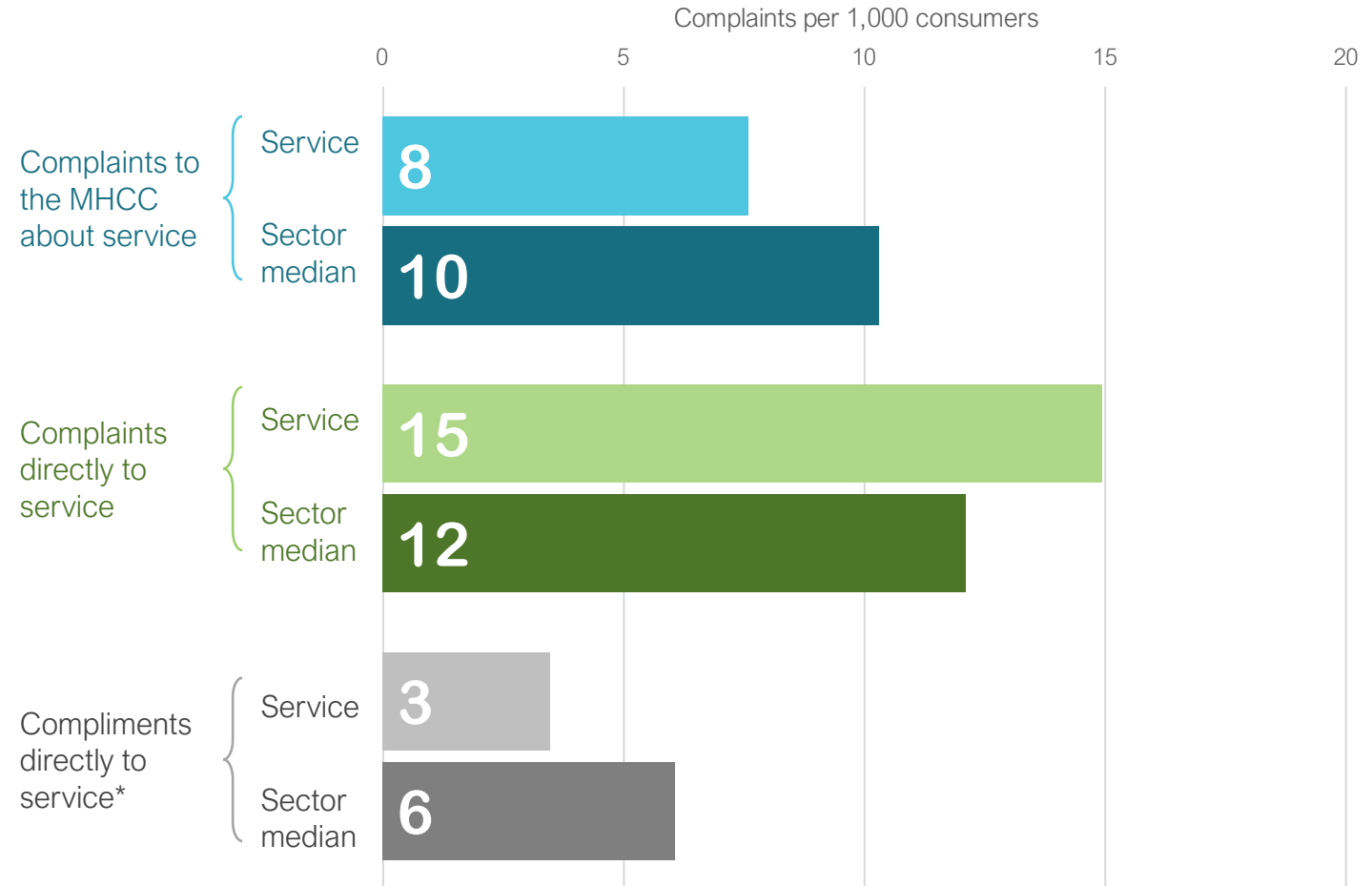
- to the MHCC (n=37)
- to the service (n=73)

● Compliments to Barwon Health (n=17)

Sector-wide complaints

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

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

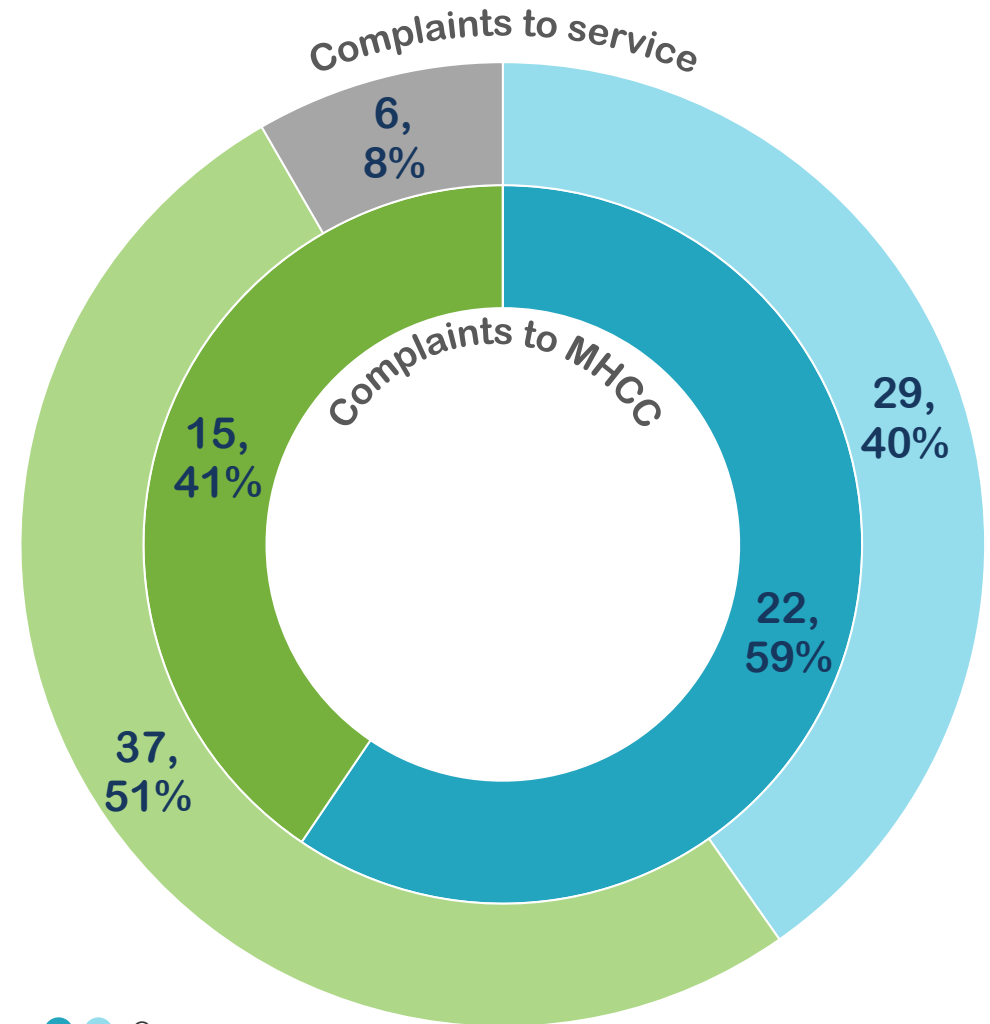


*Note: not all services reported compliments, and services likely used different approaches to capture compliments data

Who is making complaints? 2021-22

Complaints raised about Barwon Health

- Consumers made the majority of complaints to the MHCC about Barwon Health and contributed 40% of the complaints to Barwon Health directly. This is slightly lower than the sector as a whole.
- In contrast, family members/carers made 41% of complaints to the MHCC and around half of the complaints directly to Barwon Health.



- Consumer
- Family member/carer
- Other

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



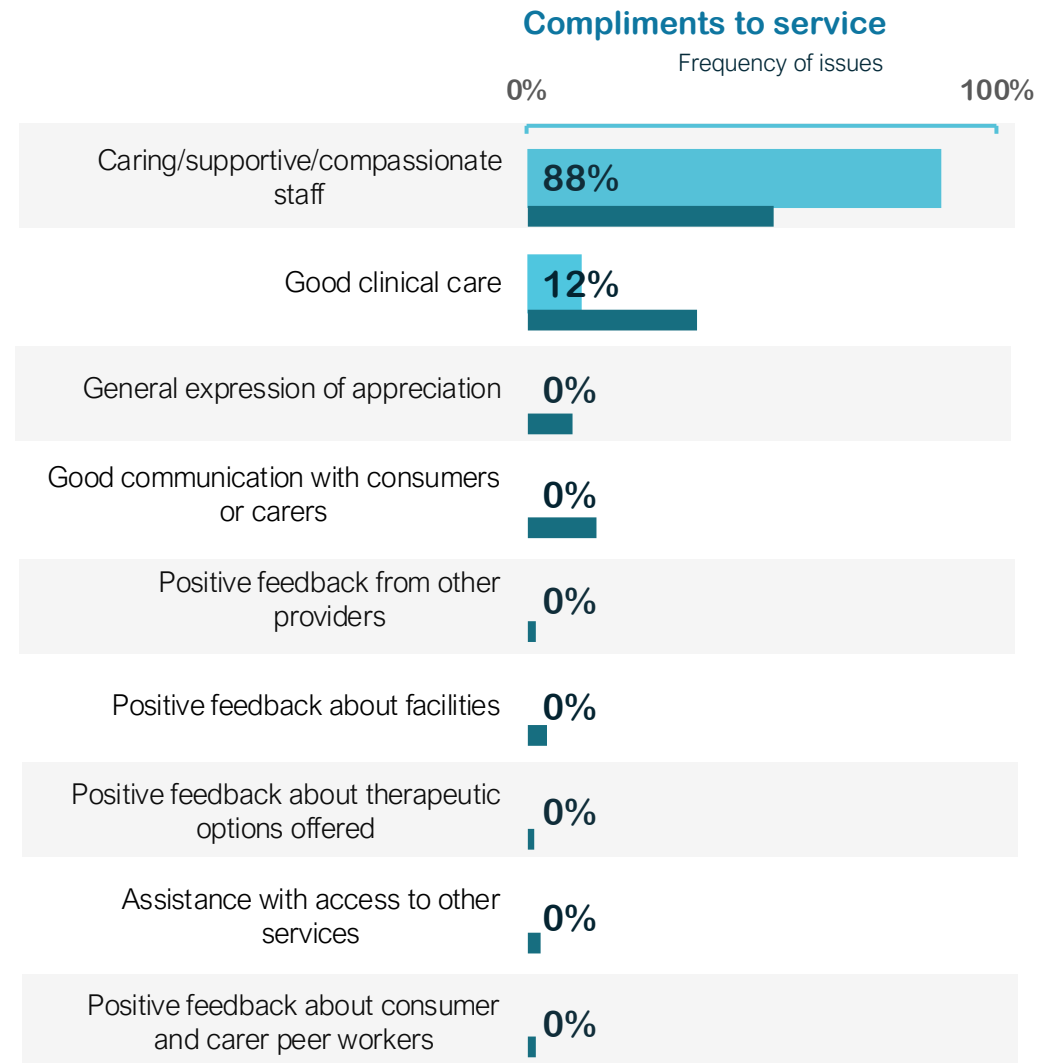
Issues raised in complaints and compliments

What were compliments about? 2021-22

● Compliments to Barwon Health (n=17)
 ● Compliments to services sector-wide (n=891)

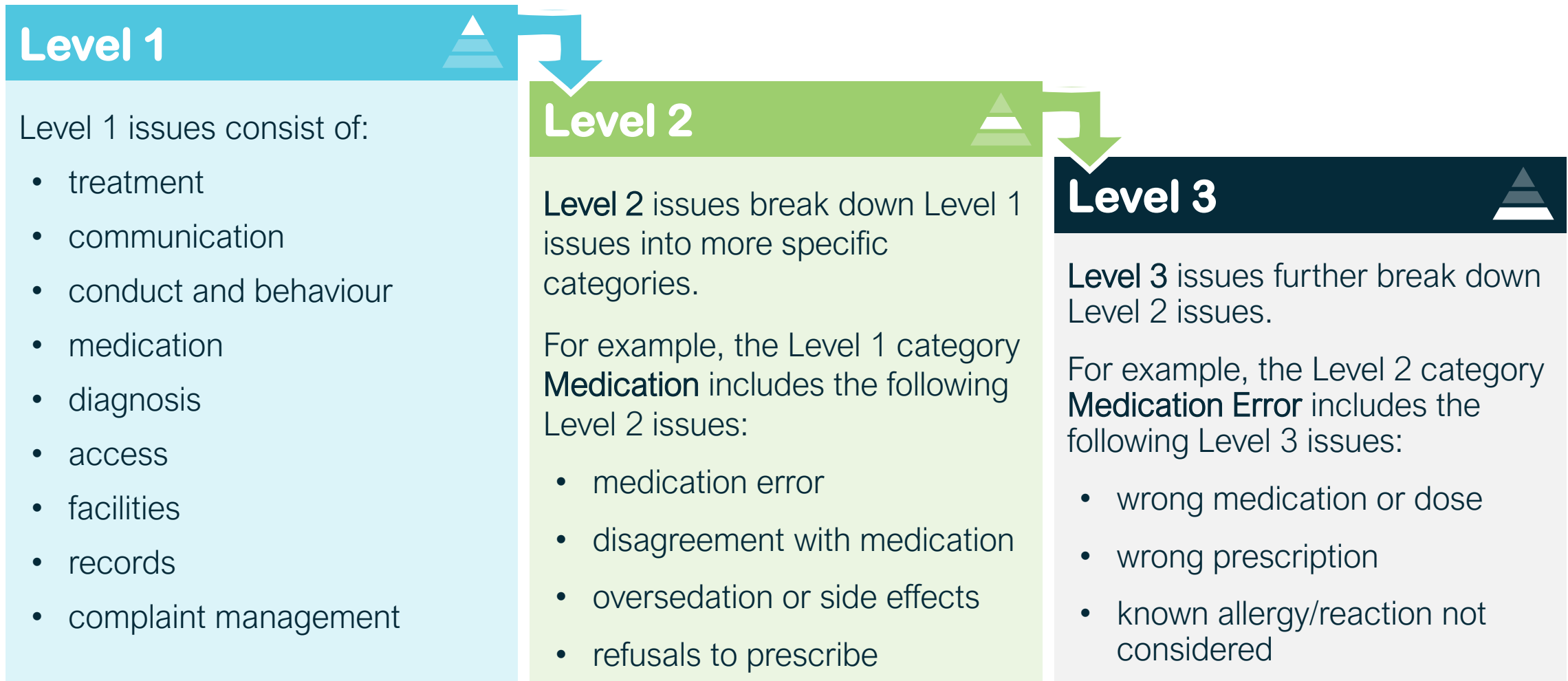
Themes raised in compliments about Austin Health

- The majority of compliments made to Barwon Health related to caring/supportive and compassionate staff, which was raised in higher percentages compared to the rest of the sector. Compliments about good clinical care were also reported by the service.
- A considerable level of detail was provided by Barwon Health about their compliments data that enabled the MHCC to identify specific themes.



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 Barwon Health

to the MHCC (n=37)

to the service (n=73)

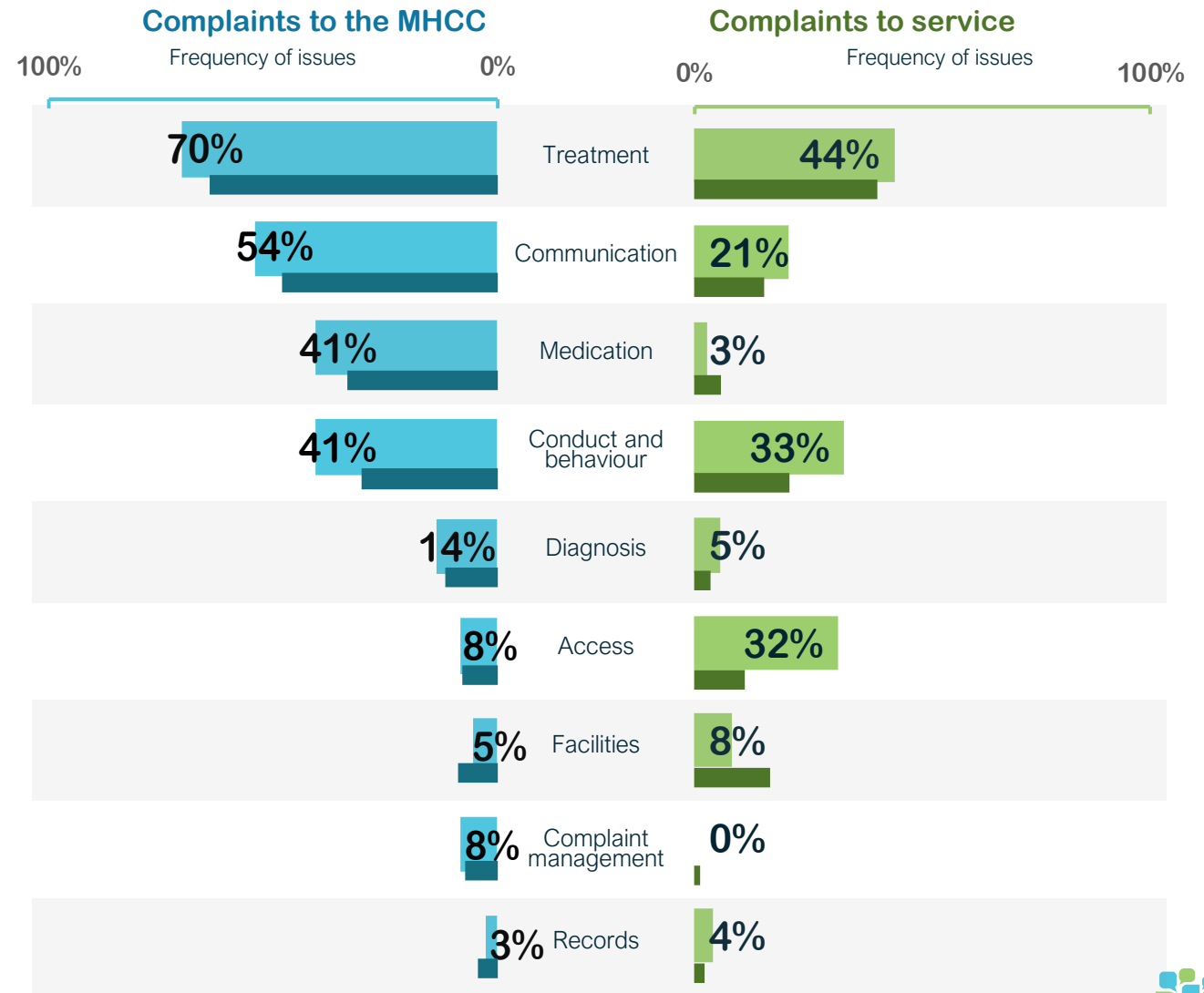
Sector-wide complaints

to the MHCC (n=1282)

to the service (n=1582)

Level 1 issues raised about Barwon Health

- Issues raised in complaints made to the MHCC about Barwon 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 Barwon Health were also broadly consistent with those raised in complaints to services across the sector, with Treatment, Conduct and Behaviour, Access, and Communication being the most commonly raised issues.



What were complaints about? 2021-22

Most frequent Level 3 issues raised about Barwon Health

Complaints about Barwon Health

● to the MHCC (n=37)

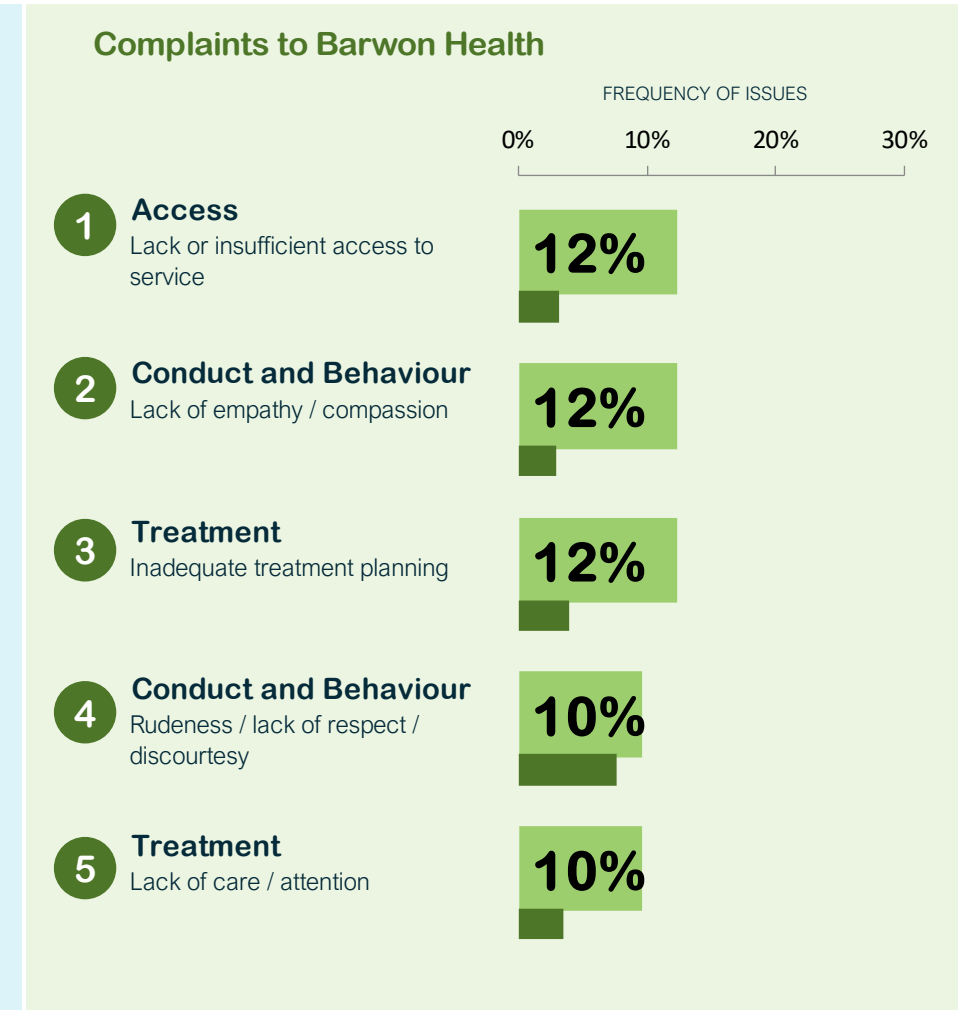
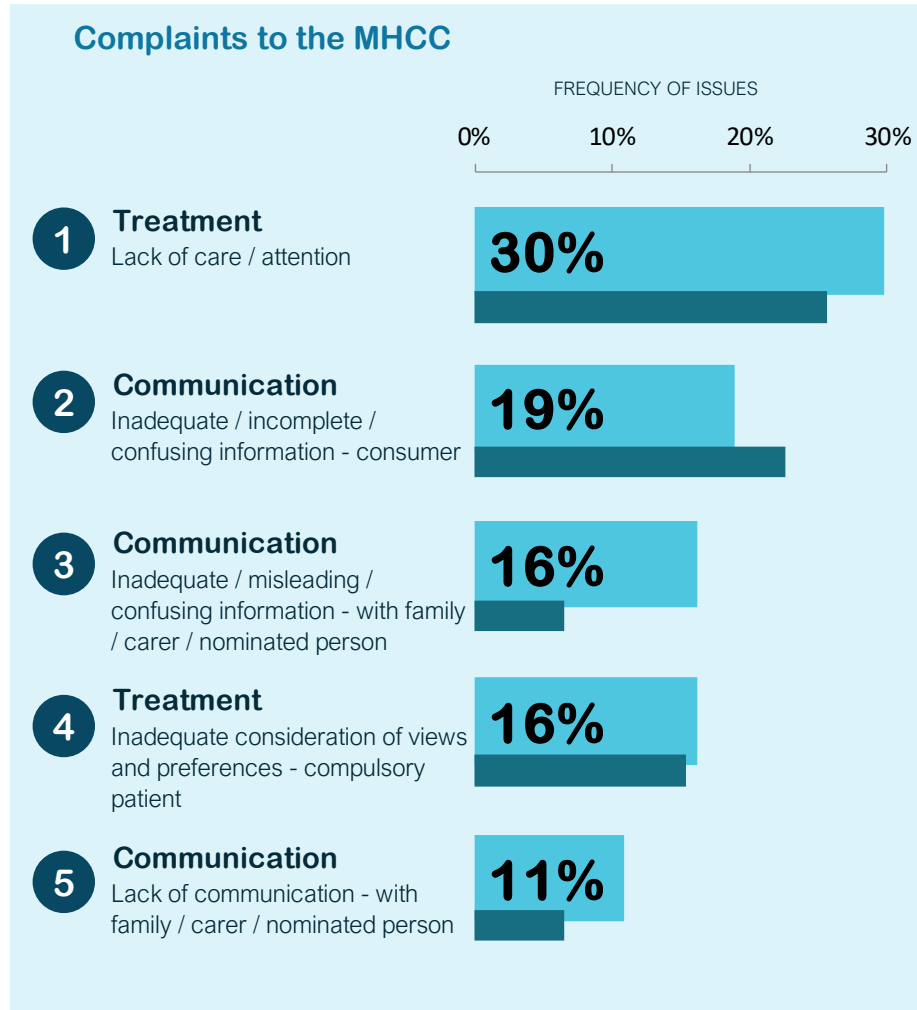
● to the service (n=73)

Sector-wide complaints

● to the MHCC (n=1282)

● to the service (n=1582)

- Lack of care / attention, and inadequate / incomplete / confusing information provided to consumers were the most frequently occurring issues raised in complaints to the MHCC about Barwon Health.
- Insufficient access to the service, lack of empathy / compassion, and inadequate treatment planning were the most frequently occurring issues in complaints made directly to Barwon Health. These were raised in a higher proportion when compared to the sector.



Issues raised by consumers 2021-22

Most frequent Level 3 issues raised about Barwon Health

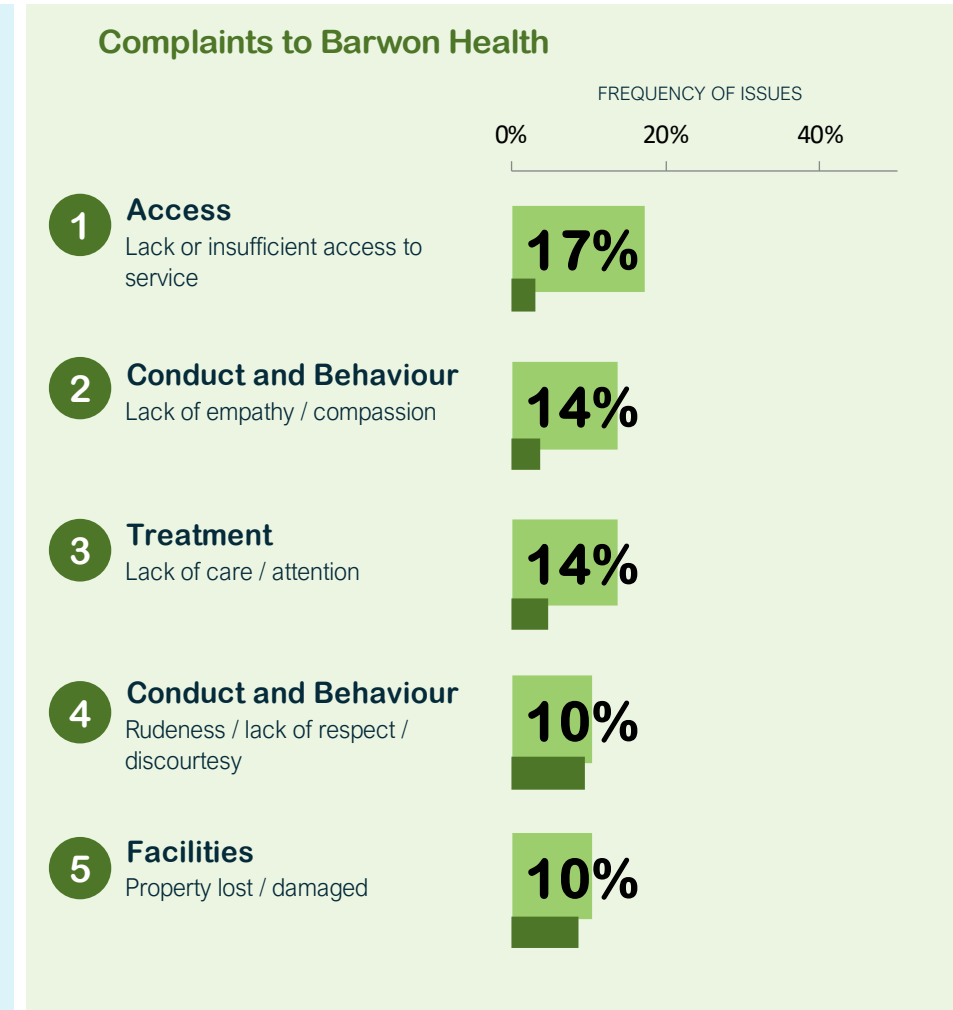
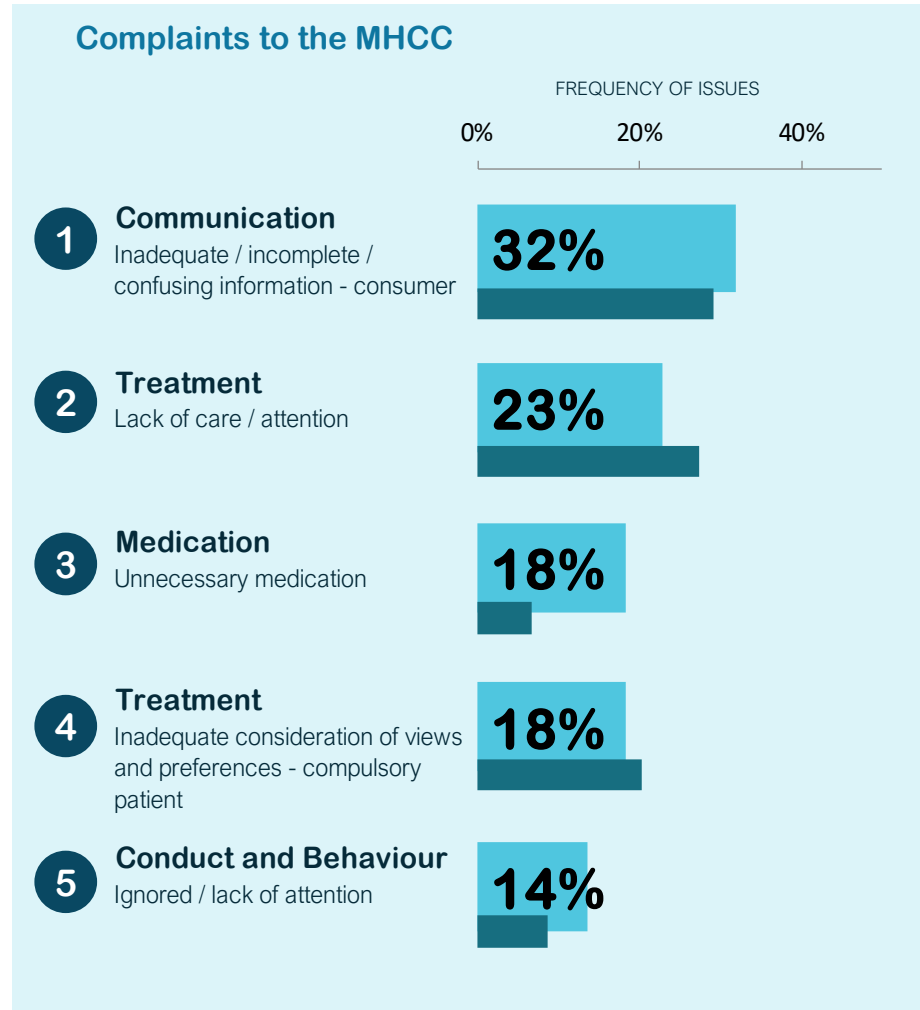
Complaints about Barwon Health

- to the MHCC (n=22)
- to the service (n=29)

Sector-wide complaints

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

- The top issues raised by consumers among complaints made to the MHCC about Barwon Health were inadequate/incomplete or confusing information provided to consumers, and lack of care / attention. These issues were raised in a similar proportion to the sector.
- The most frequently raised issue by consumers in complaints directly to Barwon Health was a lack of sufficient access to the service, which was recorded at a higher proportion when compared to sector-wide complaints.



Issues raised by carers 2021-22

Most frequent Level 3 issues raised about Barwon Health

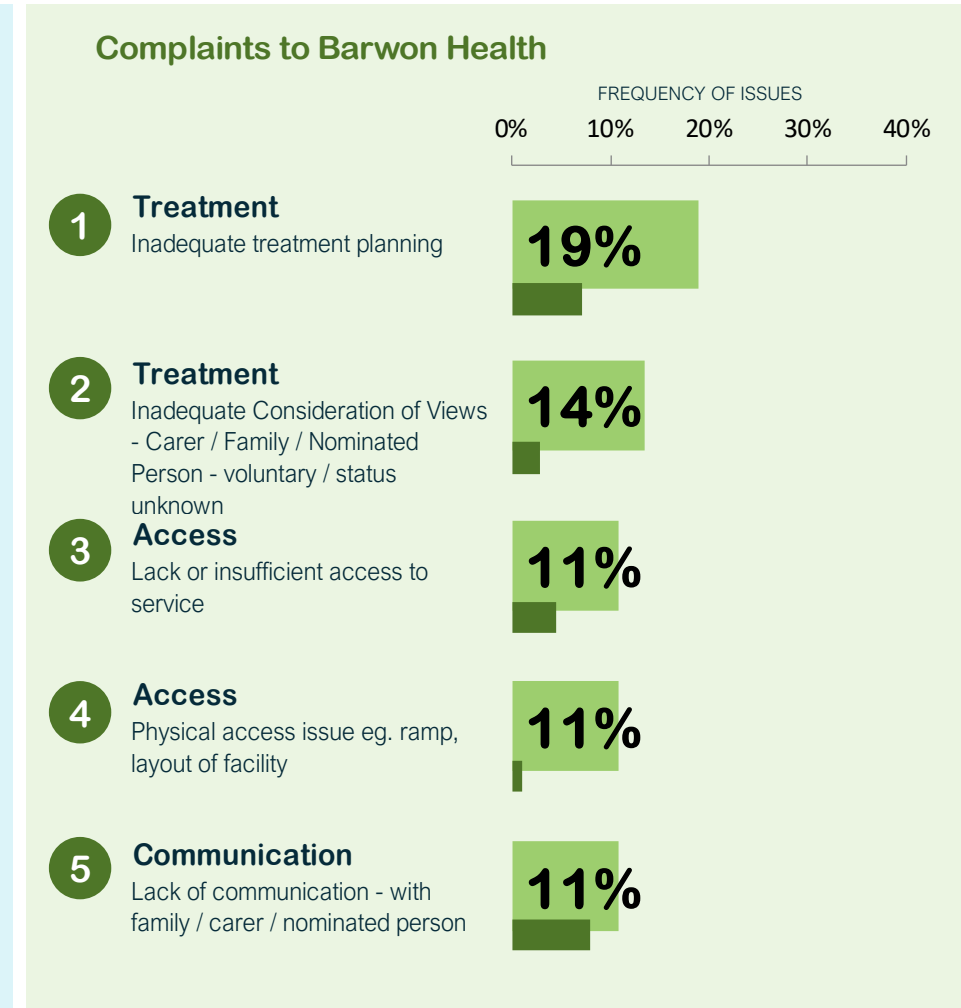
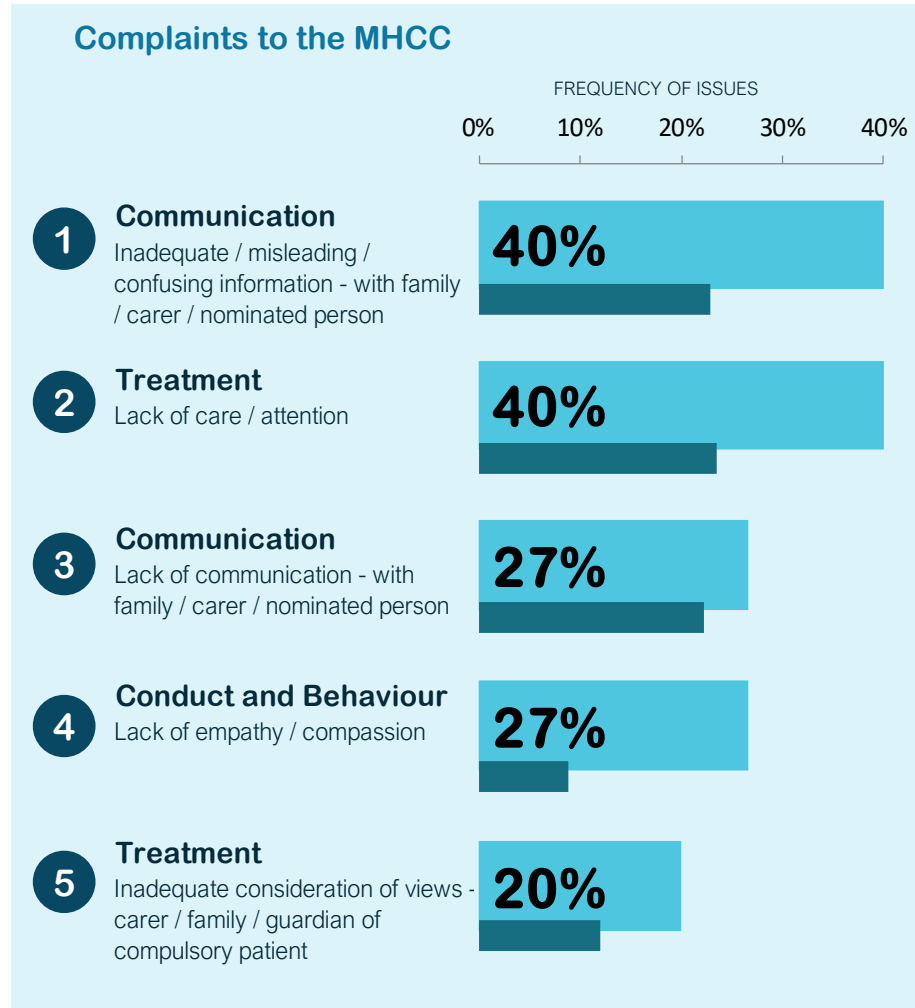
- Complaints made to the MHCC about Barwon Health by carers / family members were frequently related to inadequate / misleading / confusing information given to families / carers, as well as lack of care / attention. Both these issues were raised in a higher proportion when compared to the sector.
- Complaints raised by carers and family to Barwon Health directly were commonly about inadequate treatment planning, and inadequate consideration of views of carers / family regarding treatment of voluntary consumers or persons whose status was unknown.

Complaints about Barwon Health

- to the MHCC (n=15)
- to the service (n=37)

Sector-wide complaints

- to the MHCC (n=341)
- to the service (n=427)



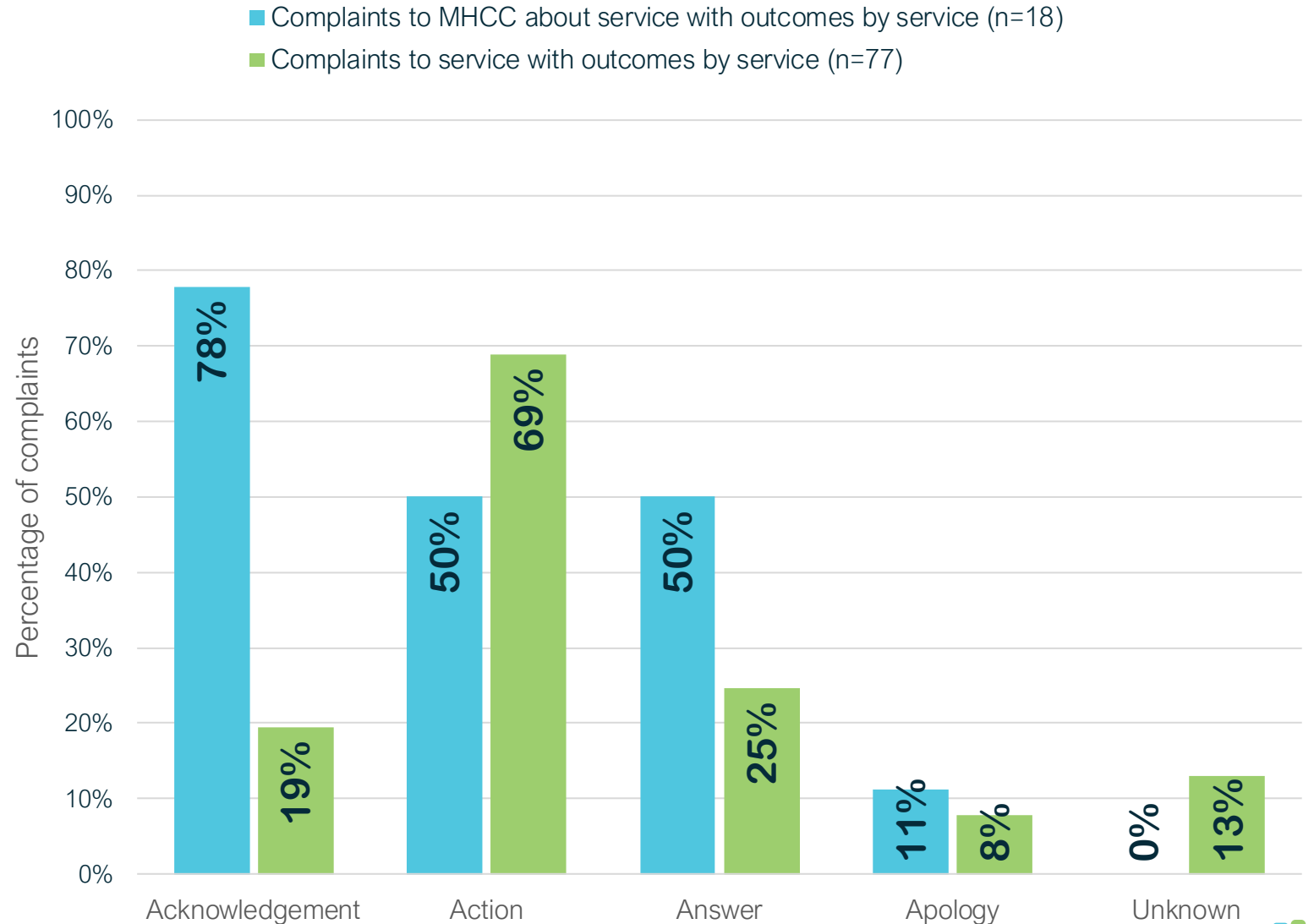


Outcomes of complaints

What were the outcomes of complaints? 2021-22

Closed complaints about Barwon 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 Barwon Health that were assessed as being in scope for resolution and/or having a known service outcome. The most common outcomes of complaints made to the MHCC about Barwon Health were acknowledgement of the concerns raised, followed by actions taken and answers in response to those complaints.
- The most common outcome of complaints made directly to Barwon Health were actions taken in response to complaints.

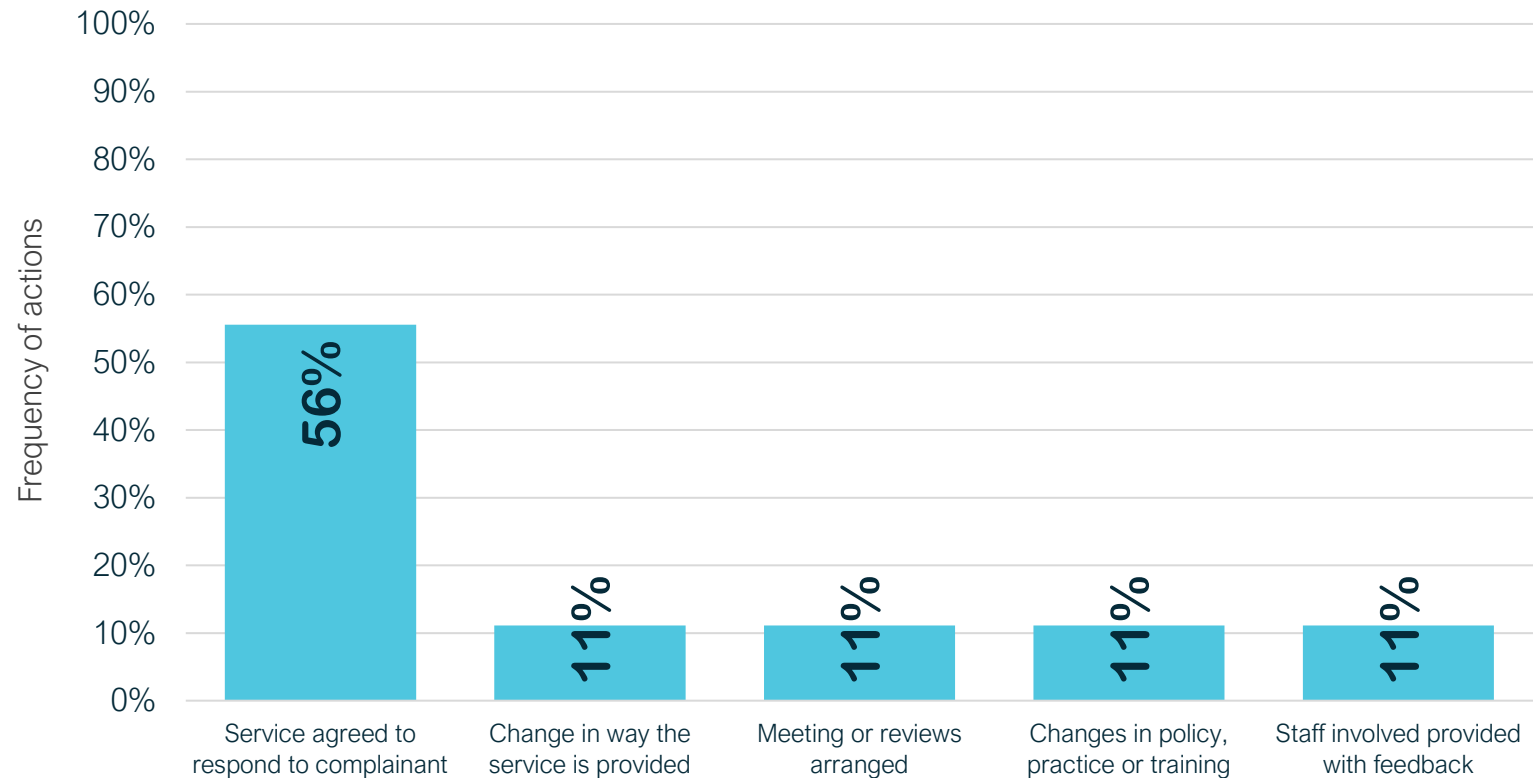


What actions were taken by the service? 2021-22

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

- The action most frequently undertaken by Barwon Health in response to complaints made to the MHCC was the service agreeing to respond to the complainant.
- Other actions taken included:
 - Changes in the ways service is provided
 - Meetings or reviews arranged
 - Changes in policy, practice or training

■ Complaints to MHCC with action outcomes by service (n=9)



Key points to consider



Complaint numbers

- Compared to 2020-21, there were fewer complaints made to the MHCC about Barwon Health, as well as fewer complaints made directly to the service in 2021-22.
- In general, the number of complaints made directly to the service remains notably higher than those submitted to the MHCC.
- Overall, there has been a steady decline in the number of complaints about Barwon Health to both the MHCC and the service directly since 2019-20.



Issues raised

- Lack of care / attention and inadequate / incomplete / confusing information provided to consumers were the most frequently occurring issues raised in complaints made to the MHCC about Barwon Health.
- Insufficient access to the service, lack of empathy / compassion, and inadequate treatment planning were the most frequently occurring issues in complaints made directly to Barwon Health.



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 made to the MHCC was to respond to the consumer or complainant directly.