

Summary of service provider complaint report

Bendigo 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:



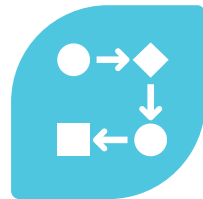
identify key themes and emerging issues across the sector



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

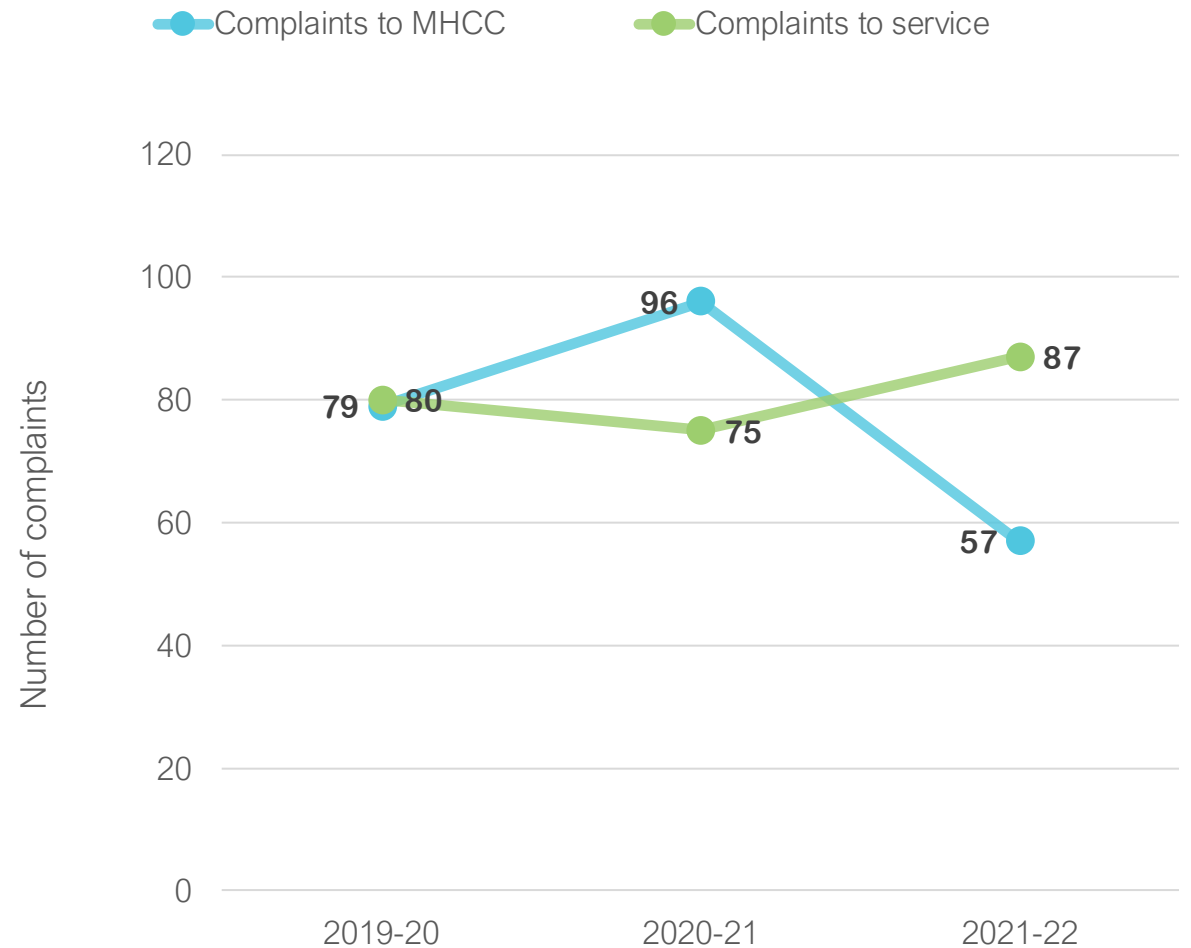
57

Complaints to MHCC
about Bendigo Health

87

Complaints to
Bendigo Health

- Compared to 2020-21, the number of complaints made to the MHCC about Bendigo Health decreased significantly. In contrast, the number of complaints made to Bendigo Health directly increased.
- The number of complaints received by the service itself has stayed mostly consistent since 2019-20. Currently, these complaints outnumber those received by the MHCC.
- The number of complaints made to the MHCC about Bendigo Health was higher in 2020-21 compared with 2019-20, but lower in 2021-22.



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.
- The rate of complaints made to the MHCC about Bendigo Health was slightly higher when compared to the sector, while the rate of complaints made directly to the service was higher than the sector. Bendigo health received a lower rate of compliments compared to the sector.

Complaints about Bendigo Health

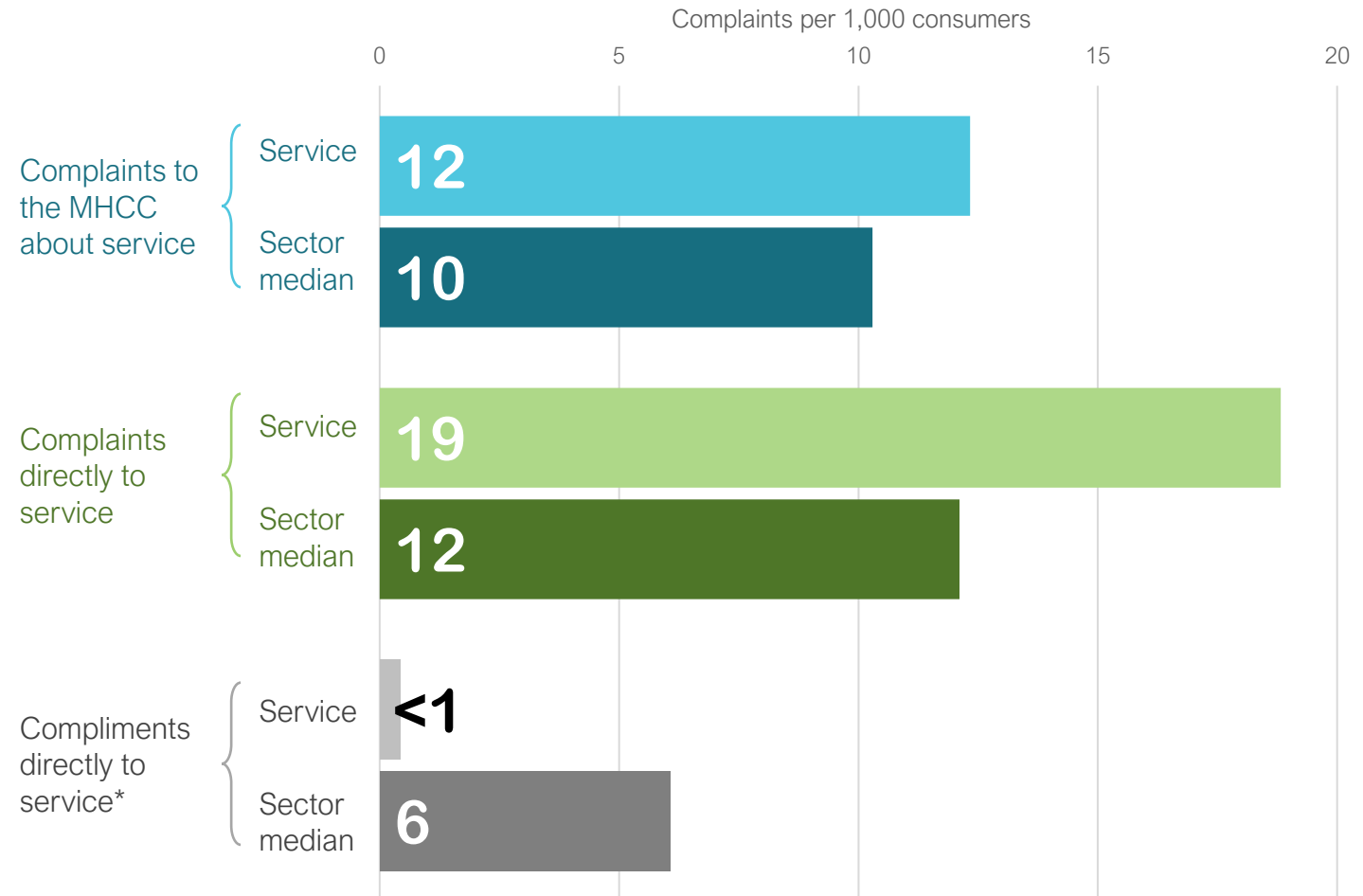
- to the MHCC (n=57)
- to the service (n=87)

Compliments to Bendigo Health (n=2)

Sector-wide complaints

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

Compliments to services sector-wide (n=891)

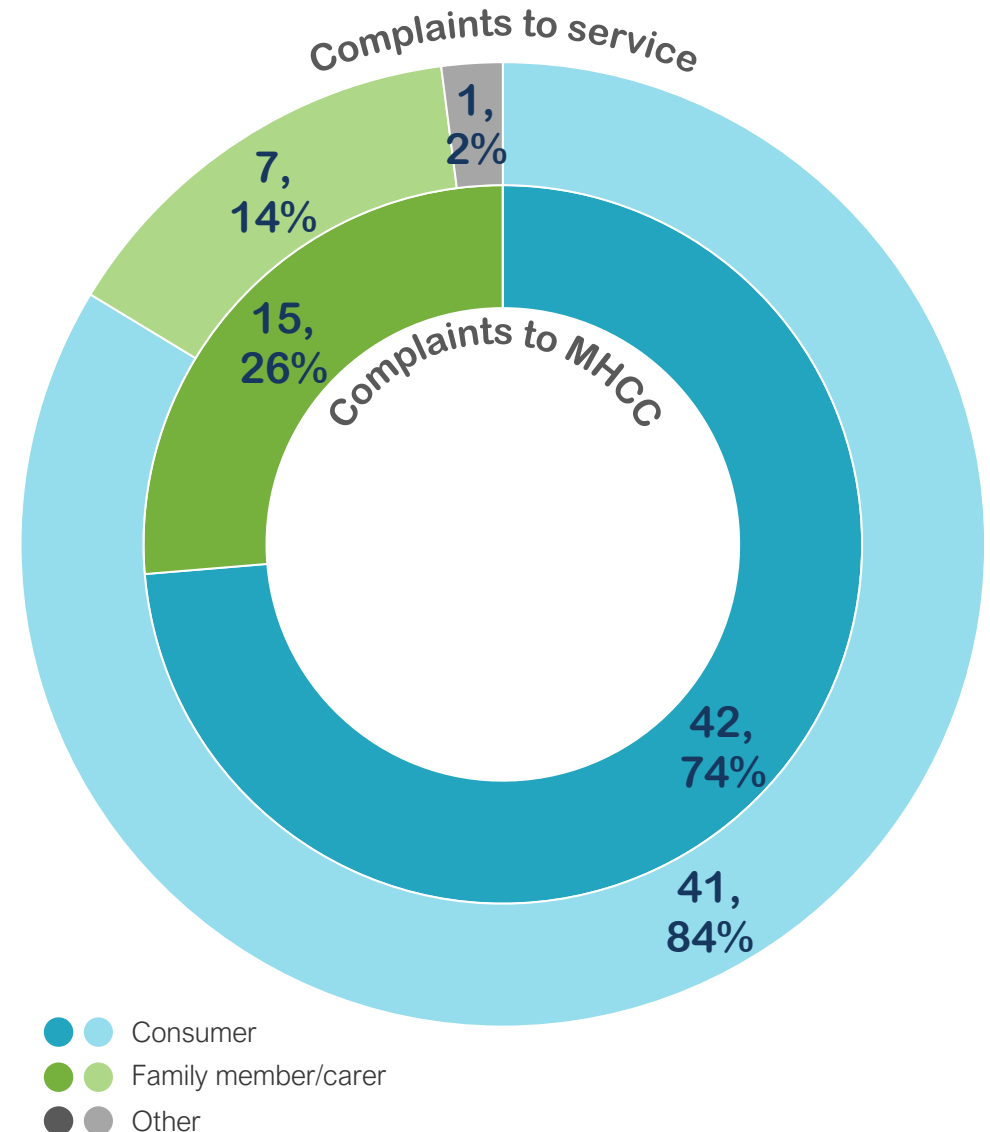


*Note: not all services reported compliments, and services likely used different approaches to capture compliments data

Who is making complaints? 2021-22

Complaints raised about Bendigo Health

- Most of the complaints about Bendigo Health came from consumers, both in complaints made to the MHCC and complaints made to the service itself. This is broadly consistent with the sector as a whole.
- In contrast, family members / carers accounted for approximately a quarter of complaints to the MHCC, consistent with the sector, and only 14% of the complaints received by the service which is lower than the sector.



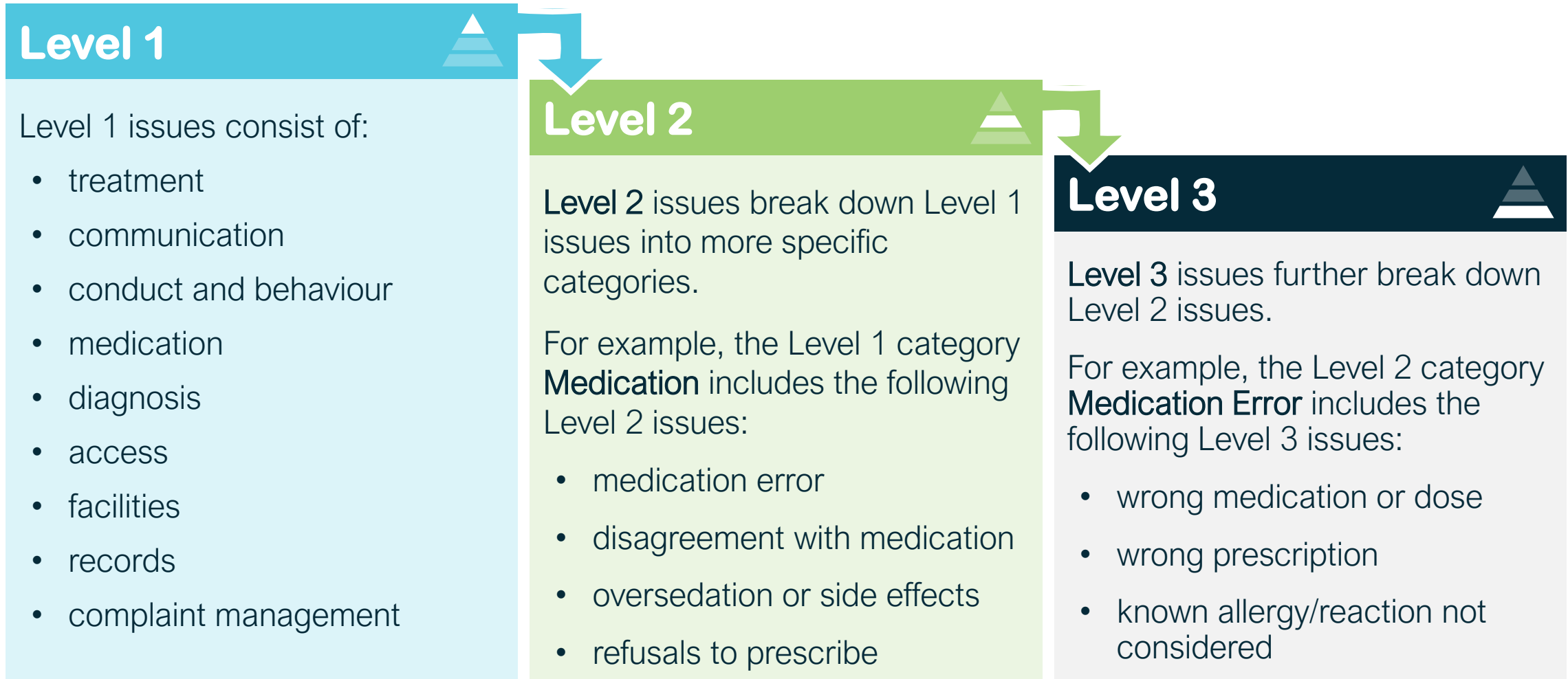
Note: this graphic does not include complaints where the complainant status was unknown.



Issues raised in complaints and compliments

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 Bendigo Health

to the MHCC (n=57)

to the service (n=87)

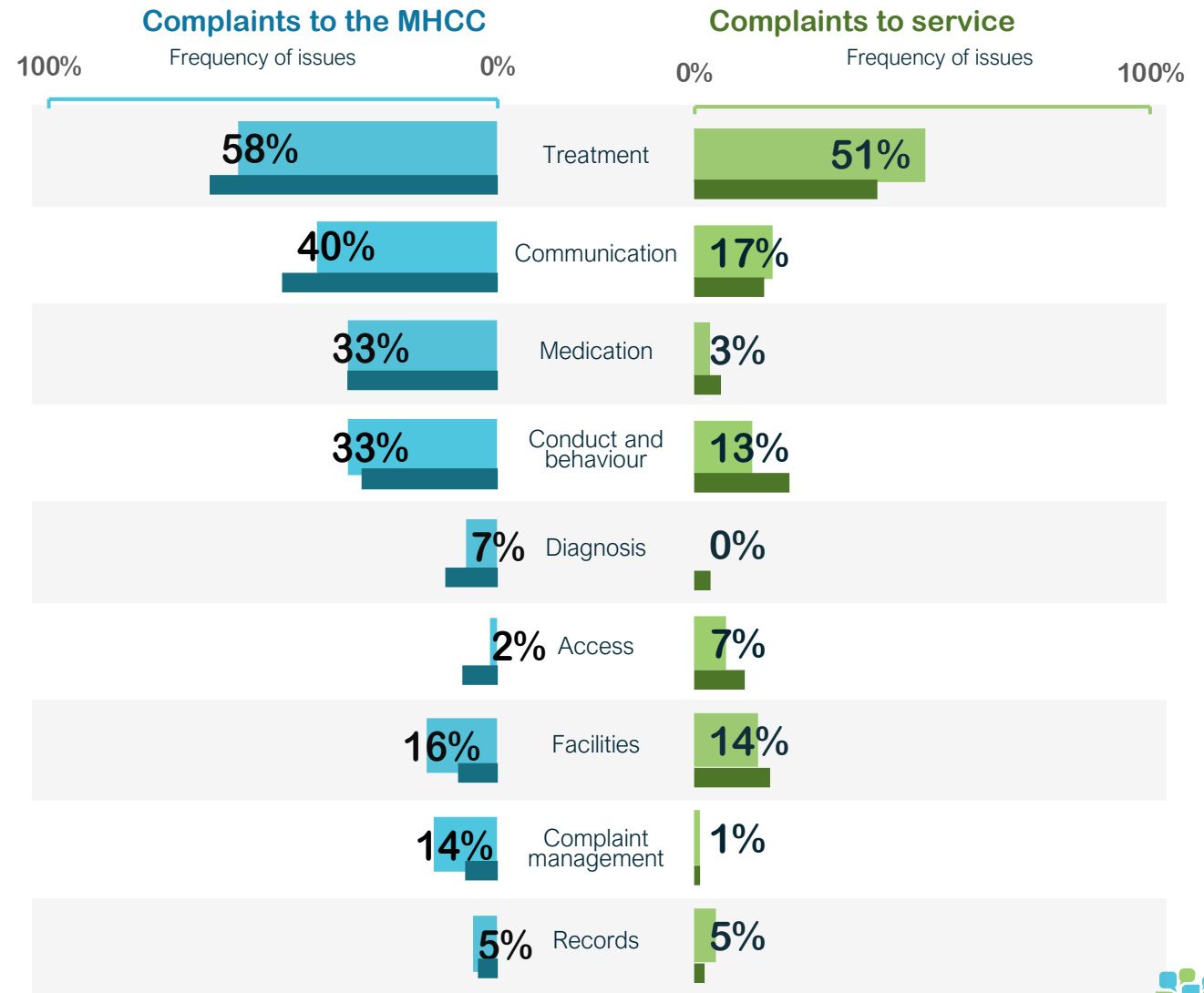
Sector-wide complaints

to the MHCC (n=1282)

to the service (n=1582)

Level 1 issues raised about Bendigo Health

- The Level 1 issues raised in complaints made to the MHCC about Bendigo Health were largely consistent with those raised across the sector. The most commonly raised issues included Treatment, Communication, Medication, and Conduct and behaviour.
- The most commonly raised issues in complaints made directly to Bendigo Health were about Treatment, Communication, and Facilities. These were raised in similar proportions when compared to the sector.



What were complaints about? 2021-22

Most frequent Level 3 issues raised about Bendigo Health

Complaints about Bendigo Health

● to the MHCC (n=57)

● to the service (n=87)

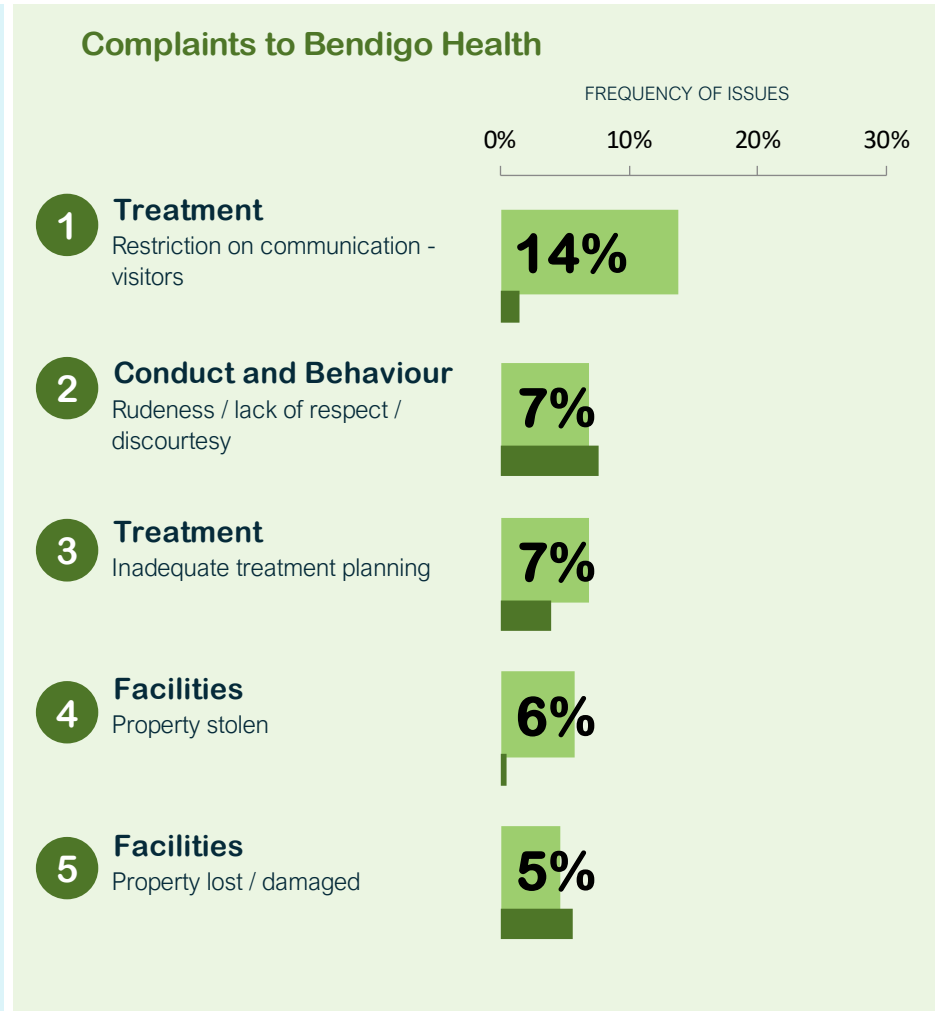
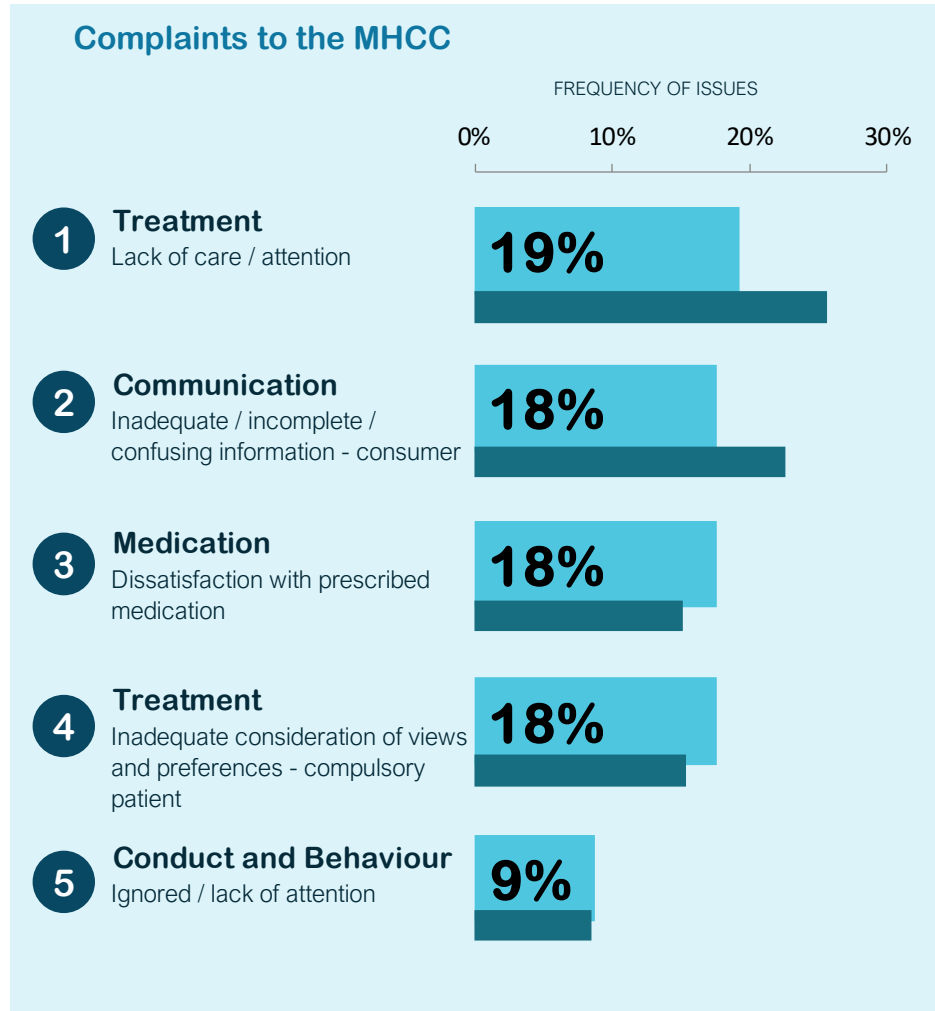
Sector-wide complaints

● to the MHCC (n=1282)

● to the service (n=1582)

- Lack of care/attention, inadequate/incomplete/confusing information provided to consumers, dissatisfaction with prescribed medication, and inadequate consideration of the views and preferences of compulsory consumers were the most commonly raised issues in complaints made to the MHCC about Bendigo Health.

- Complaints made directly to Bendigo Health showed that restrictions on communication and visitations was the most frequently occurring issue, which was raised at a higher proportion when compared to the sector.



Issues raised by consumers 2021-22

Most frequent Level 3 issues raised about Bendigo Health

- The top two issues raised by consumers about Bendigo Health in complaints made to the MHCC were inadequate / incomplete or confusing information provided to consumers, and inadequate consideration of compulsory patients' views and preferences.
- The most frequent concern raised by consumers in complaints directly to the service was inadequate treatment planning, which occurred at a higher rate compared to complaints across the sector.

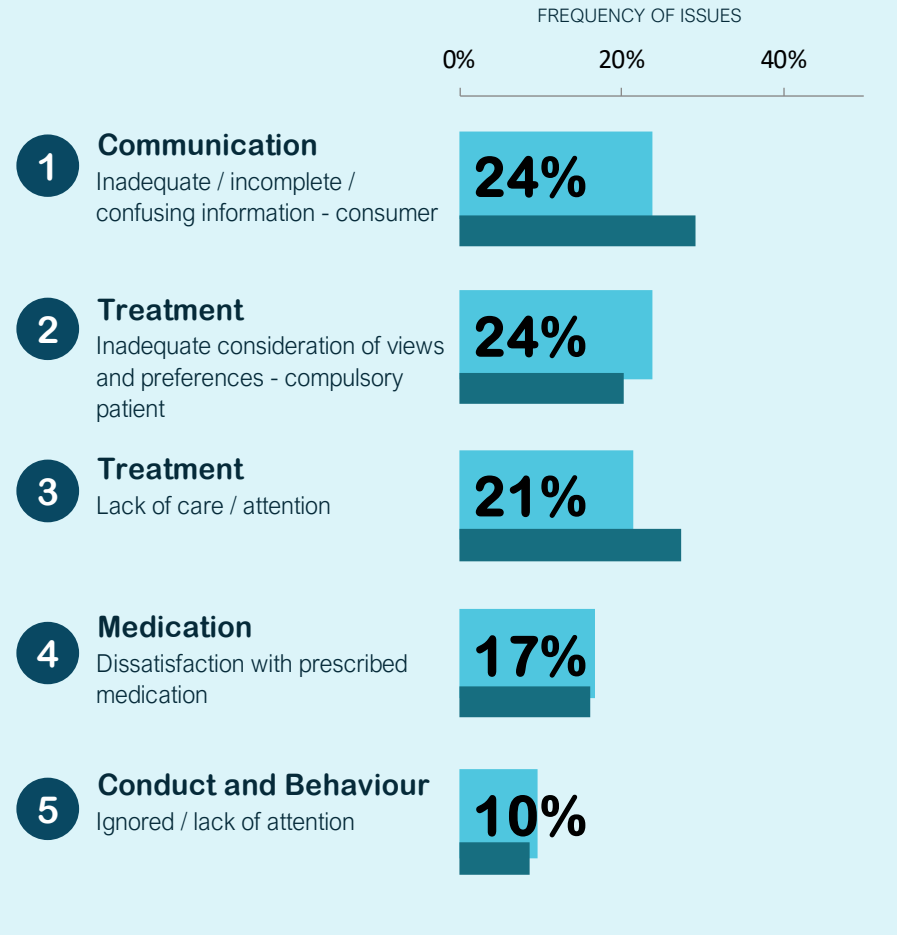
Complaints about Bendigo Health

- to the MHCC (n=42)
- to the service (n=41)

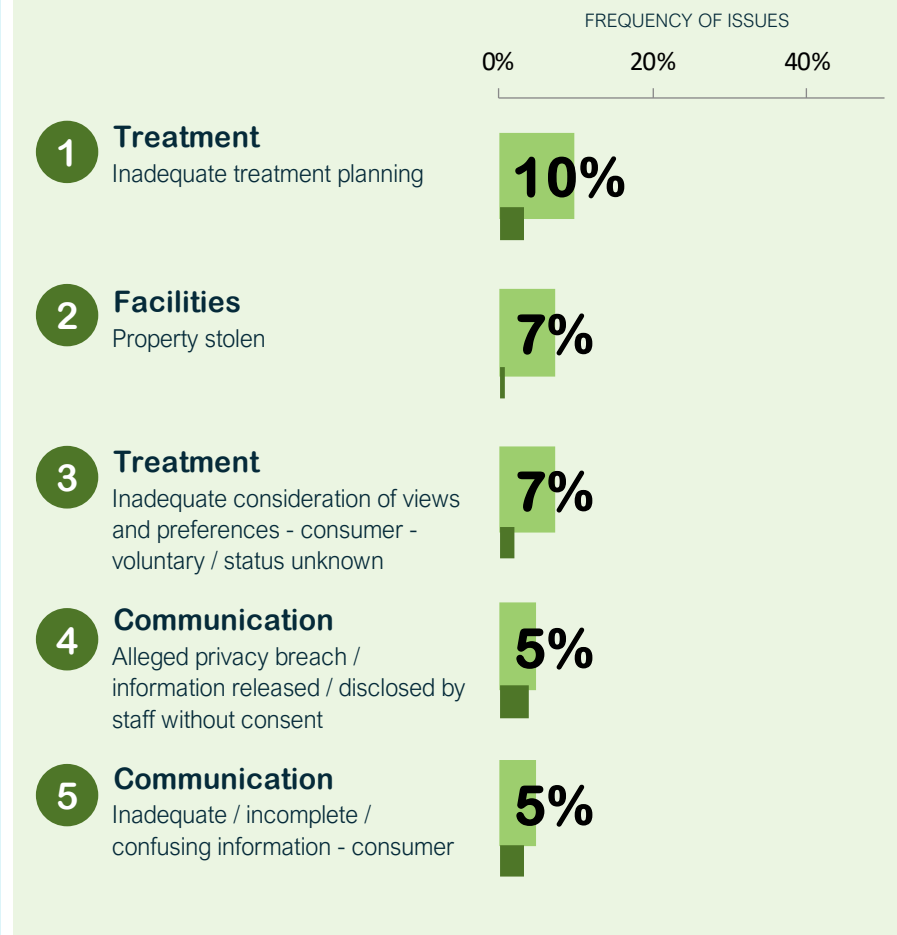
Sector-wide complaints

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

Complaints to the MHCC



Complaints to Bendigo Health



Issues raised by carers 2021-22

Most frequent Level 3 issues raised about Bendigo Health

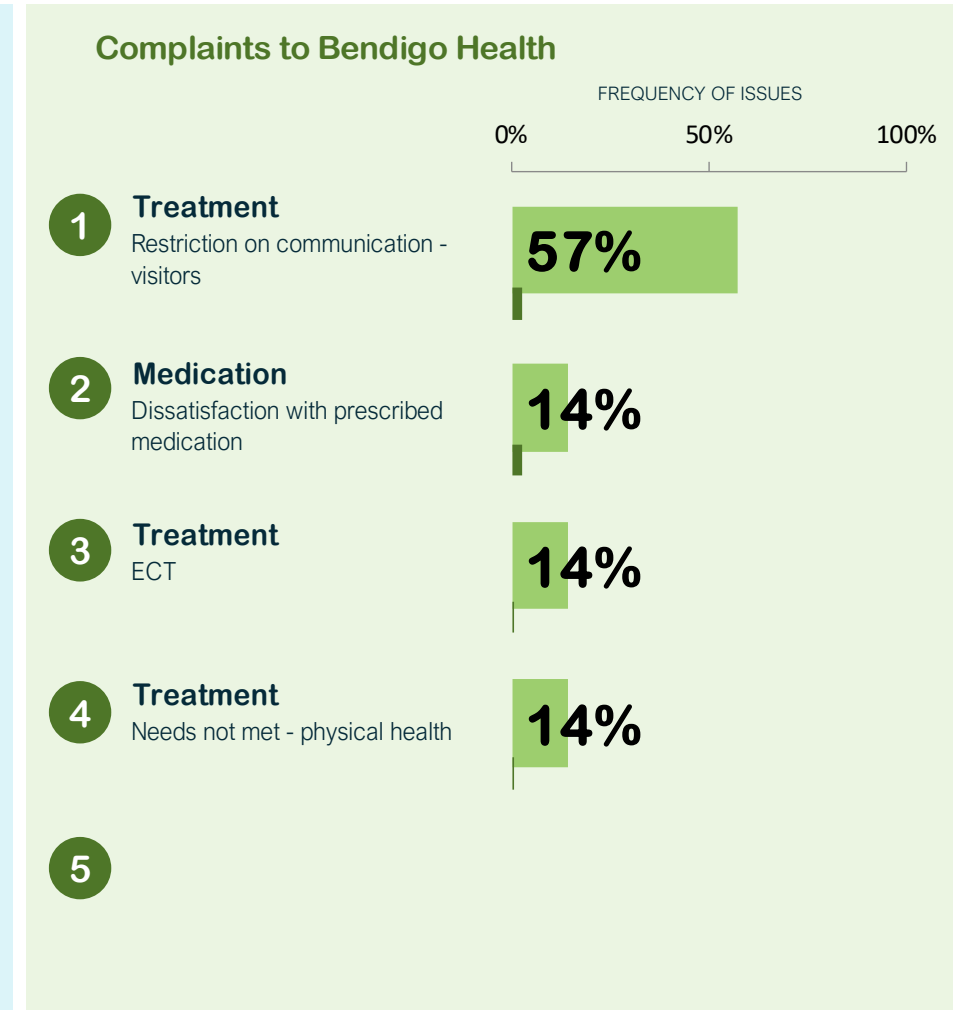
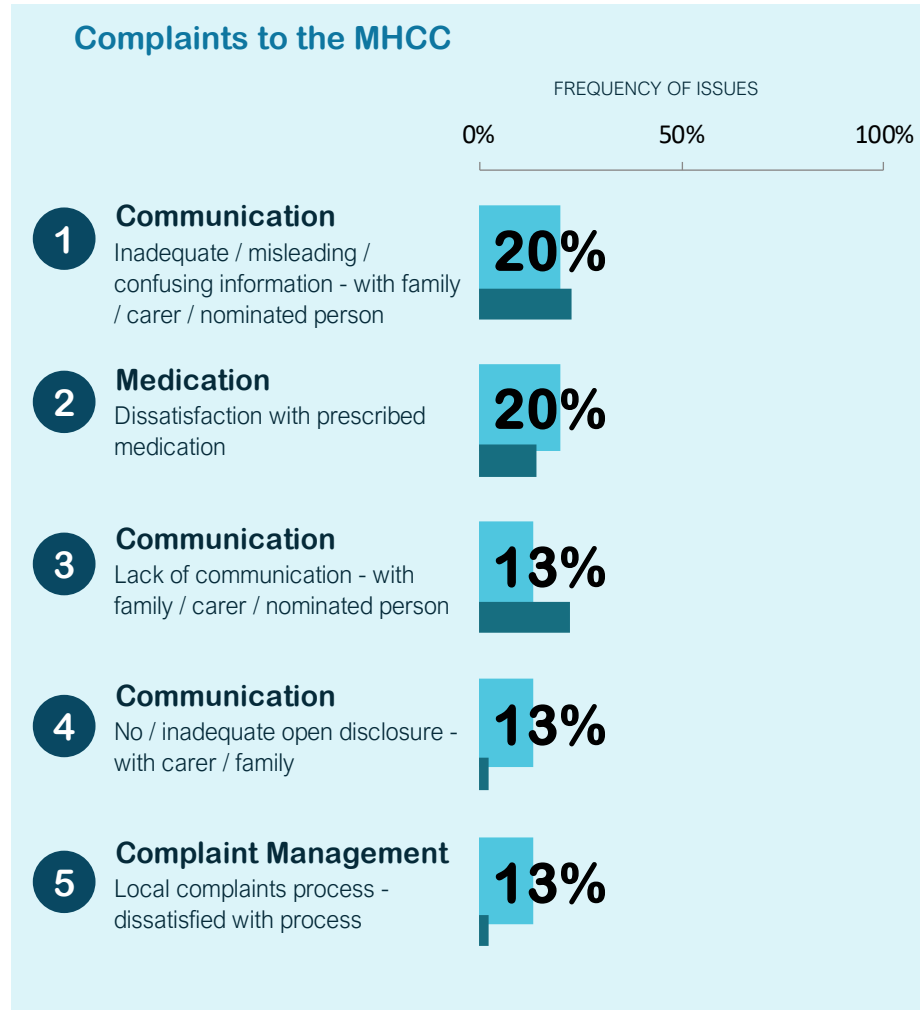
- Complaints made by carers/ family members to the MHCC about Bendigo Health were most frequently about inadequate/ misleading or confusing information provided to them, and dissatisfaction with prescribed medication.
- In contrast, the majority of complaints made by carers / family members to Bendigo Health directly related to restrictions on communication and visitations, which was significantly higher than the proportion of complaints received about this issue when compared to the sector.

Complaints about Bendigo Health

- to the MHCC (n=15)
- to the service (n=7)

Sector-wide complaints

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



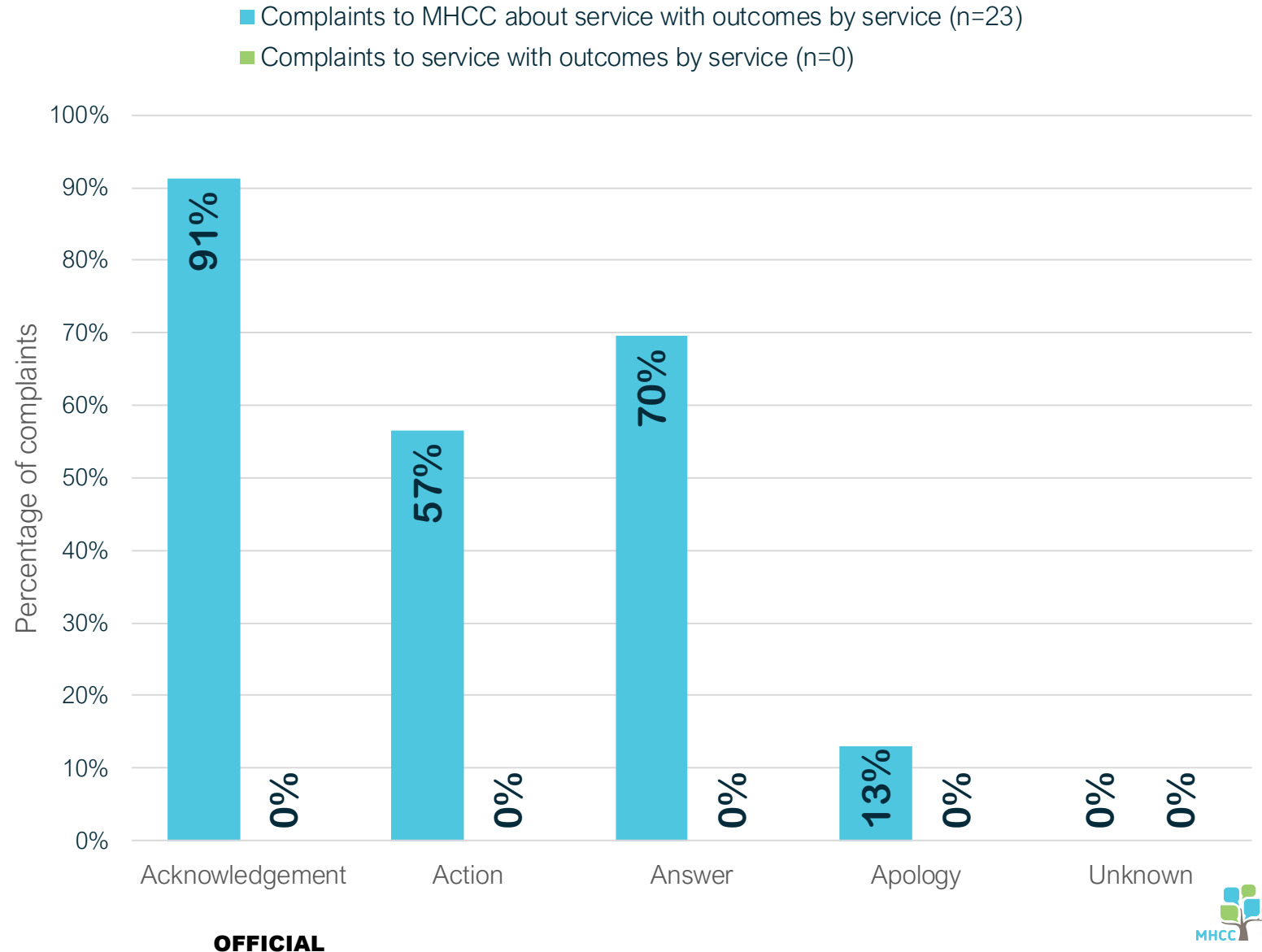


Outcomes of complaints

What were the outcomes of complaints? 2021-22

Closed complaints about Bendigo 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 Bendigo Health that were assessed as being in scope for resolution or having a known service outcome. The most common outcome by Bendigo Health for these complaints was acknowledgement of the issue(s) raised by the complainant, followed by an answer given in response to a complaint, and action(s) taken in response to the concerns raised.
- Bendigo Health did not report outcomes of complaints made directly to the service for this reporting period.

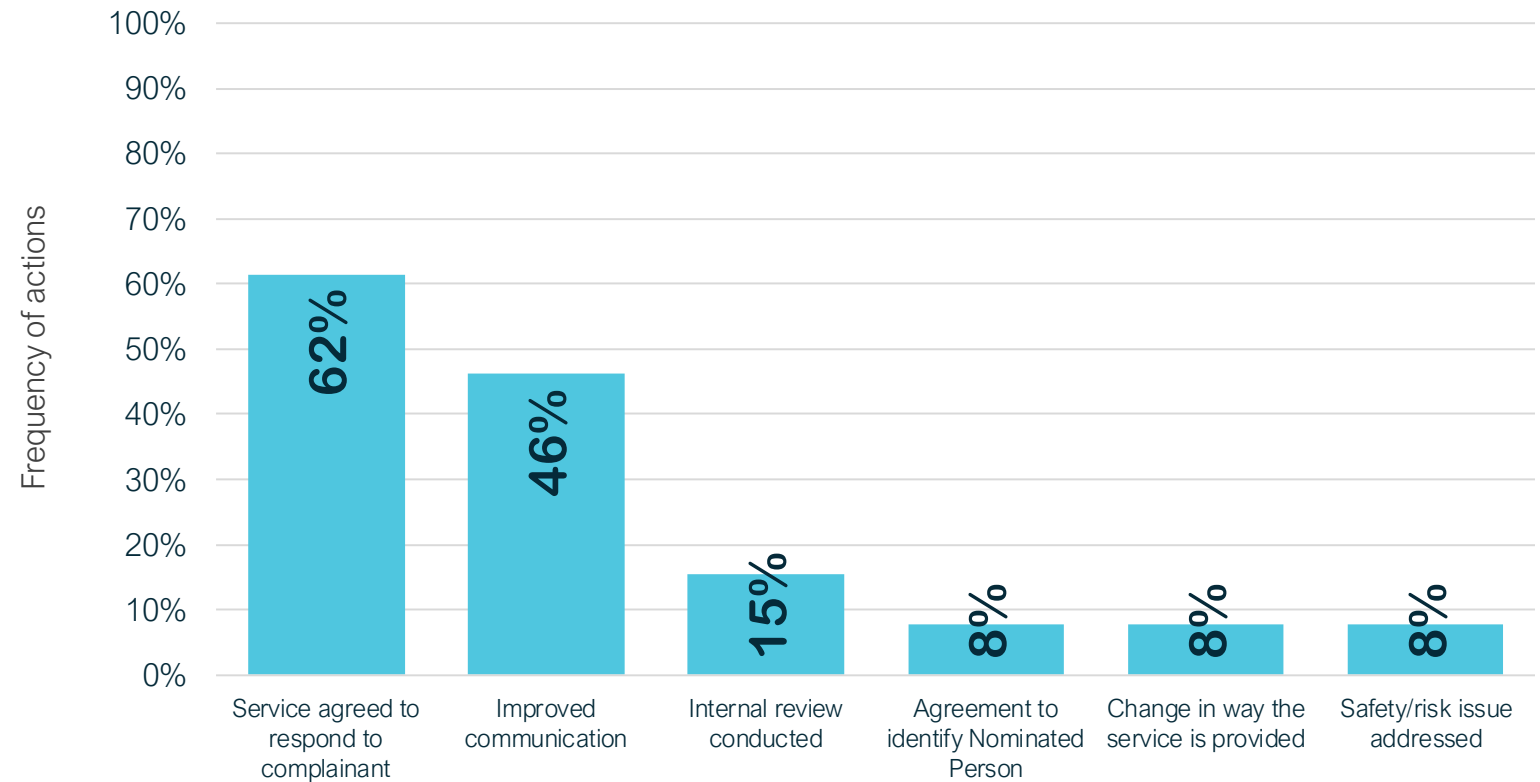


What actions were taken by the service? 2021-22

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

■ Complaints to MHCC with action outcomes by service (n=13)

- Actions most frequently undertaken by Bendigo Health in response to complaints made to the MHCC included:
 - responding to the complainant or consumer directly
 - improved communication/ resolution of misunderstandings
 - conducting an internal review



Key points to consider



Complaint numbers

- Compared to 2020-21, the number of complaints made to the MHCC about Bendigo Health decreased significantly. In contrast, the number of complaints made to Bendigo Health increased.
- The number of complaints received by the service itself has stayed mostly consistent since 2019-20. Currently, these complaints outnumber those received by the MHCC.
- The number of complaints made to the MHCC about Bendigo Health was higher in 2020-21 compared with 2019-20, but lower in 2021-22.



Issues raised

- The top two issues raised by consumers about Bendigo Health were inadequate / incomplete or confusing information provided to consumers, and inadequate consideration of compulsory patients' views and preferences.
- The most frequent concern raised by consumers in complaints directly to the service was inadequate treatment planning, which occurred at a higher rate compared to complaints across the sector.



Outcomes

- Bendigo Health did not report outcomes of complaints made directly to their service this reporting period. Therefore, the outcome of complaints made directly to Bendigo Health is unknown.
- The most common action undertaken by Bendigo Health in response to complaints made to the MHCC was to respond to the consumer or complainant directly.