

Summary of service provider complaint report

Goulburn Valley 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:



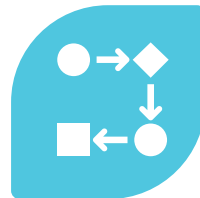
identify key themes and emerging issues across the sector



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

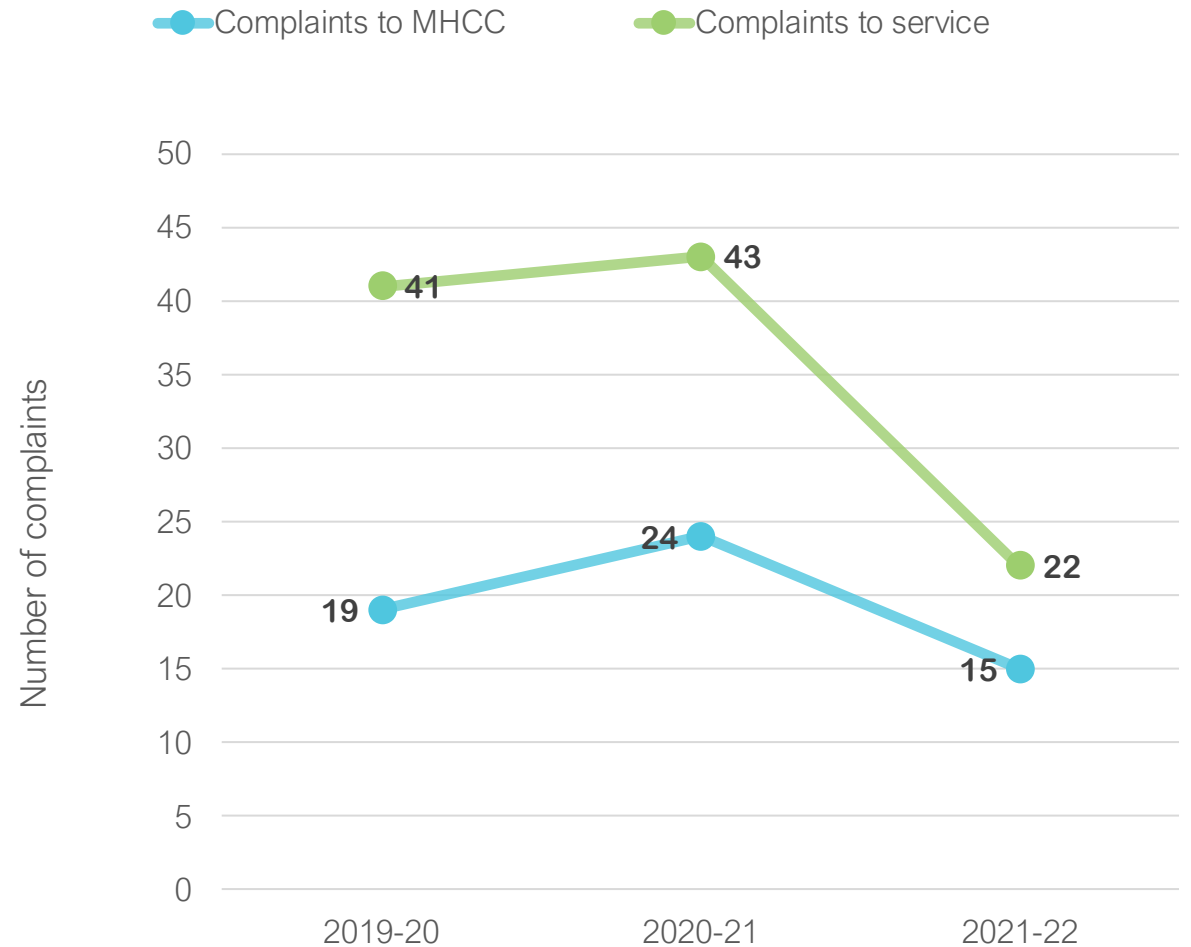
15

Complaints to MHCC about Goulburn Valley Health

22

Complaints to Goulburn Valley Health

- Compared to 2020-21, there were fewer complaints made to the MHCC about Goulburn Valley Health, as well as fewer complaints made directly to the service.
- In general, the number of complaints made to the MHCC about Goulburn Valley Health has remained largely the same since 2019-20, while the number of complaints made directly to the service has significantly decreased in 2021-22 when compared to previous years.



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 complaints and compliments rates below the sector median.
- Overall, when compared to the sector, fewer complaints were made to the MHCC about Goulburn Valley Health and directly to the service. A higher rate of compliments were made to Goulburn Valley Health when compared to the sector.

Complaints about Goulburn Valley Health

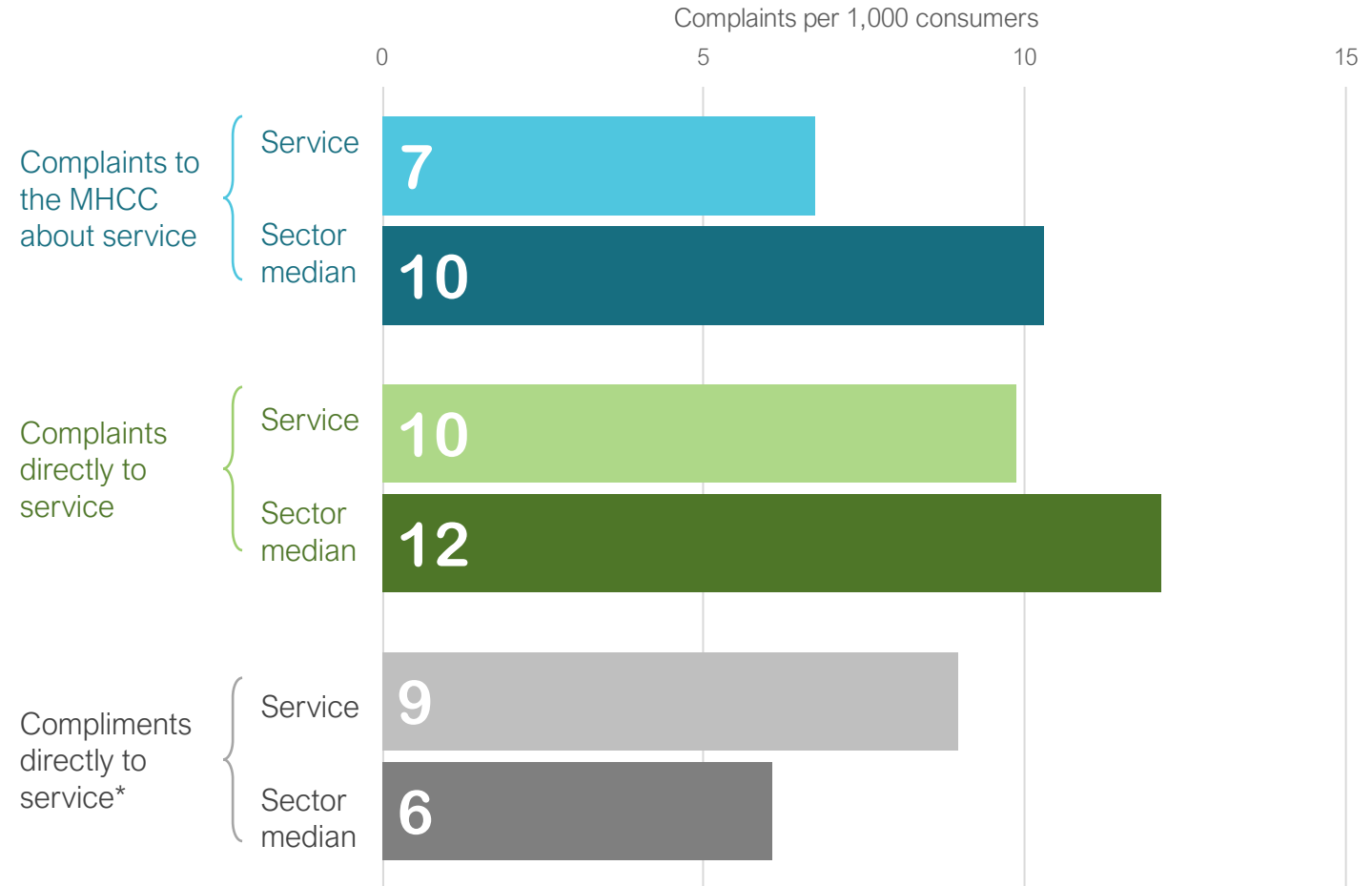
- to the MHCC (n=15)
- to the service (n=22)

● Compliments to Goulburn Valley Health (n=20)

Sector-wide complaints

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

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

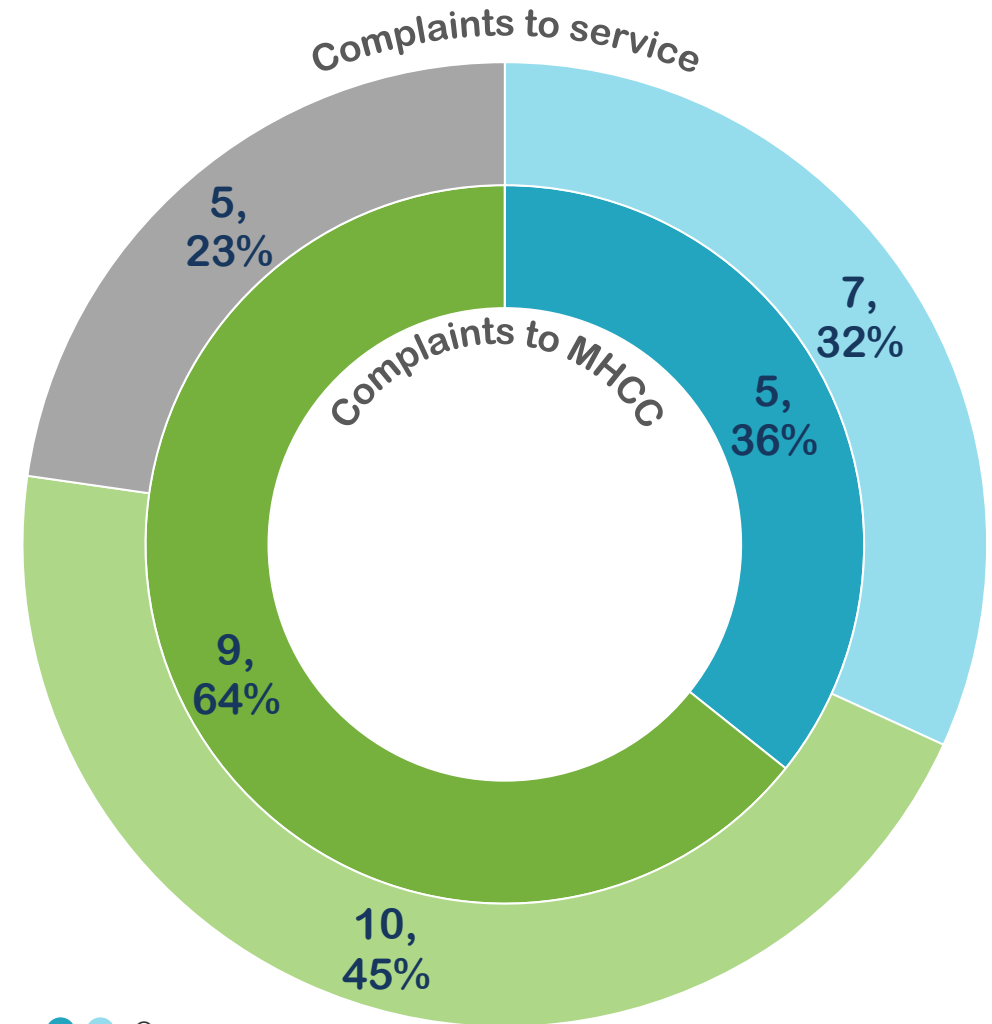


*Note: not all services reported compliments, and services likely used different approaches to capture compliments data

Who is making complaints? 2021-22

Complaints raised about Goulburn Valley Health

- Family members / carers made the majority of complaints to MHCC about Goulburn Valley Health and contributed close to half of the complaints made to the service directly.
- In contrast, consumers made approximately one-third of the complaints to both the MHCC and to Goulburn Valley Health. This is lower than the sector.
- Around a quarter of the complaints made directly to Goulburn Valley Health were made by advocates, friends or others.



- Consumer
- Family member/carer
- Other

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



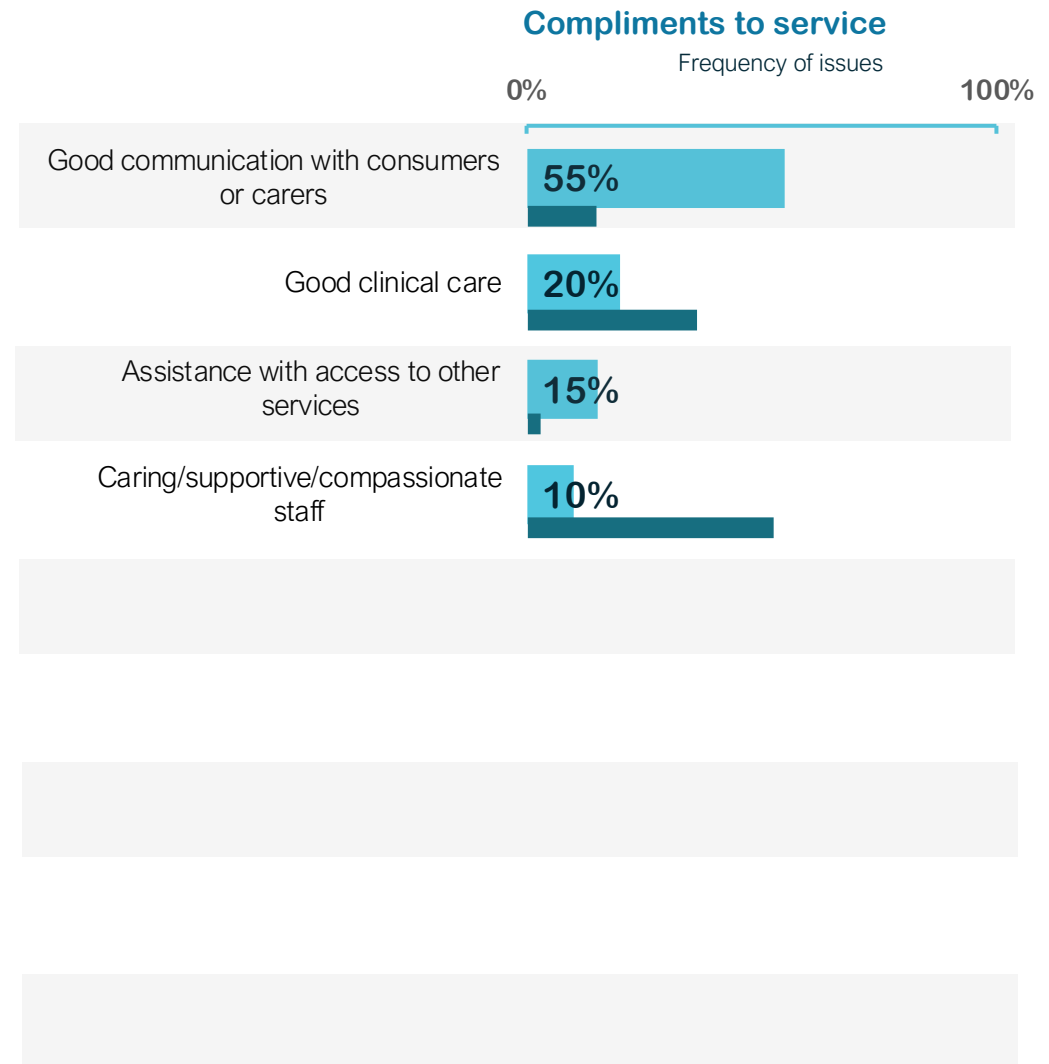
Issues raised in complaints and compliments

What were compliments about? 2021-22

● Compliments to Goulburn Valley Health (n=20) ● Compliments to services sector-wide (n=891)

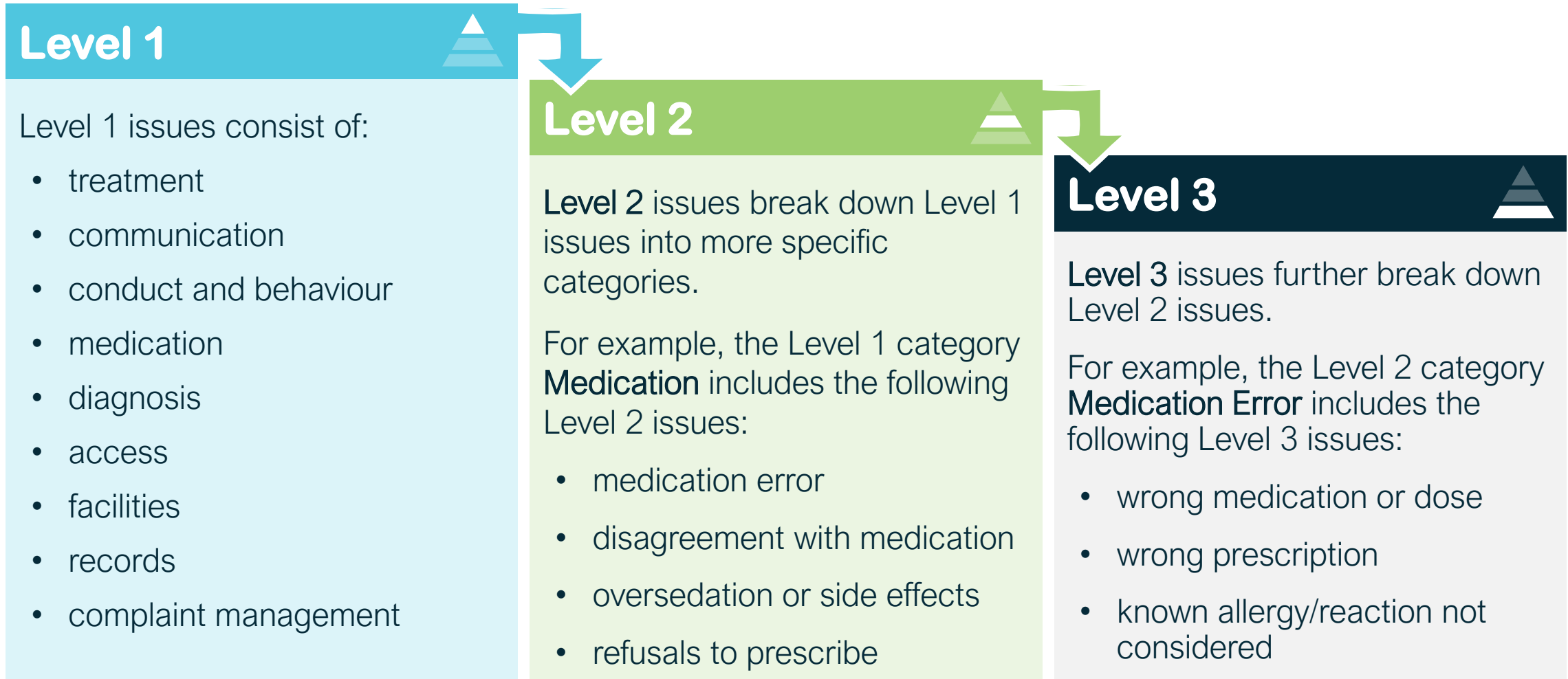
Themes raised in compliments about Goulburn Valley Health

- Over half of compliments made to Goulburn Valley Health about their service were positive feedback about good communication with consumers or carers. Compliments about this were raised in a significantly higher percentage when compared to compliments made to services sector-wide.
- Good clinical care and assistance with access to other services were also raised in compliments made to Goulburn Valley Health.



How does the MHCC categorise issues?

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



What were complaints about? 2021-22

Level 1 issues raised about Goulburn Valley Hospital

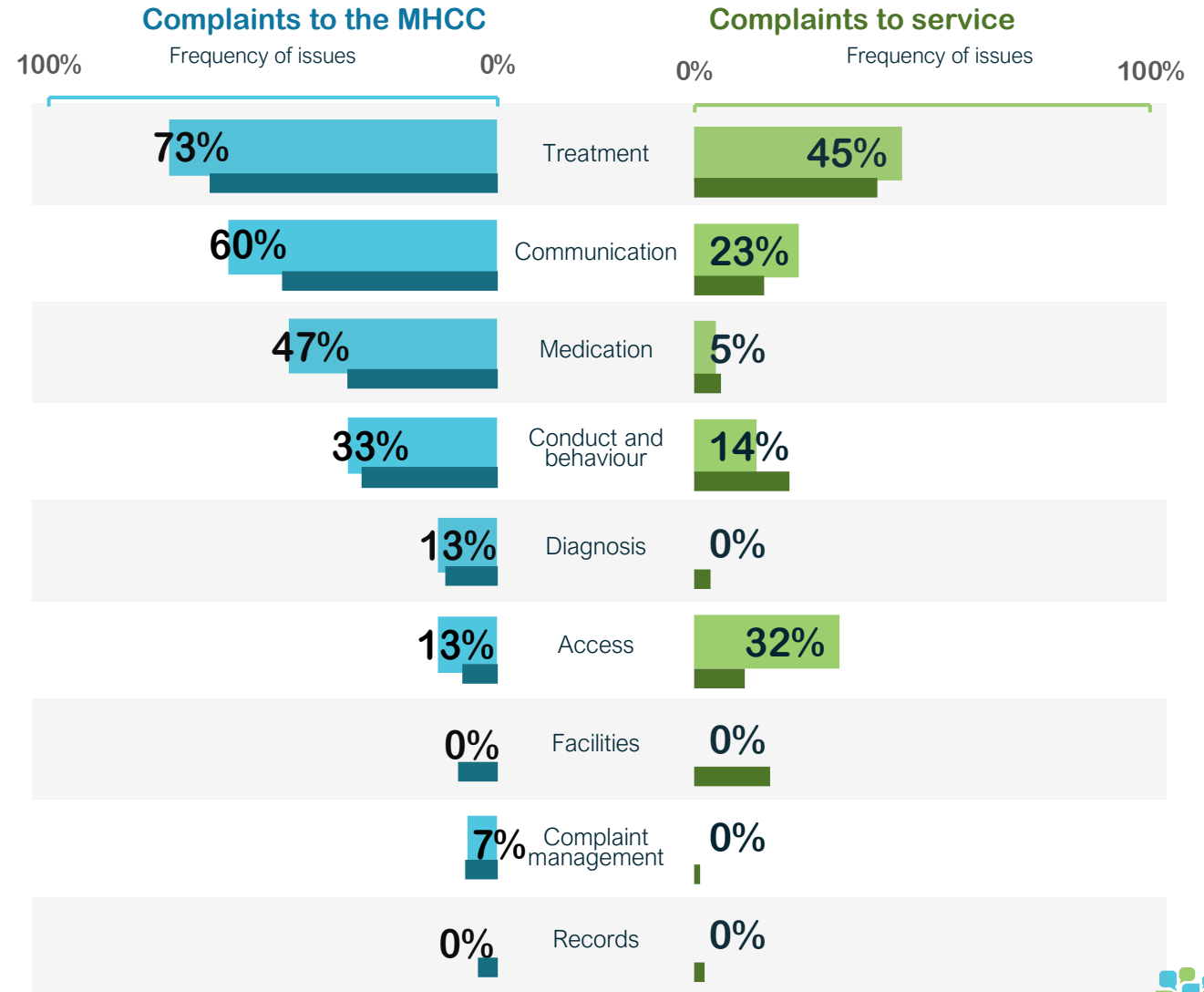
- Issues raised in complaints made to the MHCC about Goulburn Valley Health were consistent with those commonly raised in complaints to the MHCC for the sector, with Treatment, Communication, Medication, and Conduct and behaviour being the most frequently raised issues.
- Issues raised in complaints made directly to the service were also broadly consistent with those raised for the sector, with Treatment, Communication, and Conduct and behaviour being commonly raised issues. However, issues about Access were also frequently raised, being raised at a much higher rate when compared to the sector.

Complaints about Goulburn Valley Health

- to the MHCC (n=15)
- to the service (n=22)

Sector-wide complaints

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



What were complaints about? 2021-22

Most frequent Level 3 issues raised about Goulburn Valley Health

Complaints about Goulburn Valley Health

● to the MHCC (n=15)

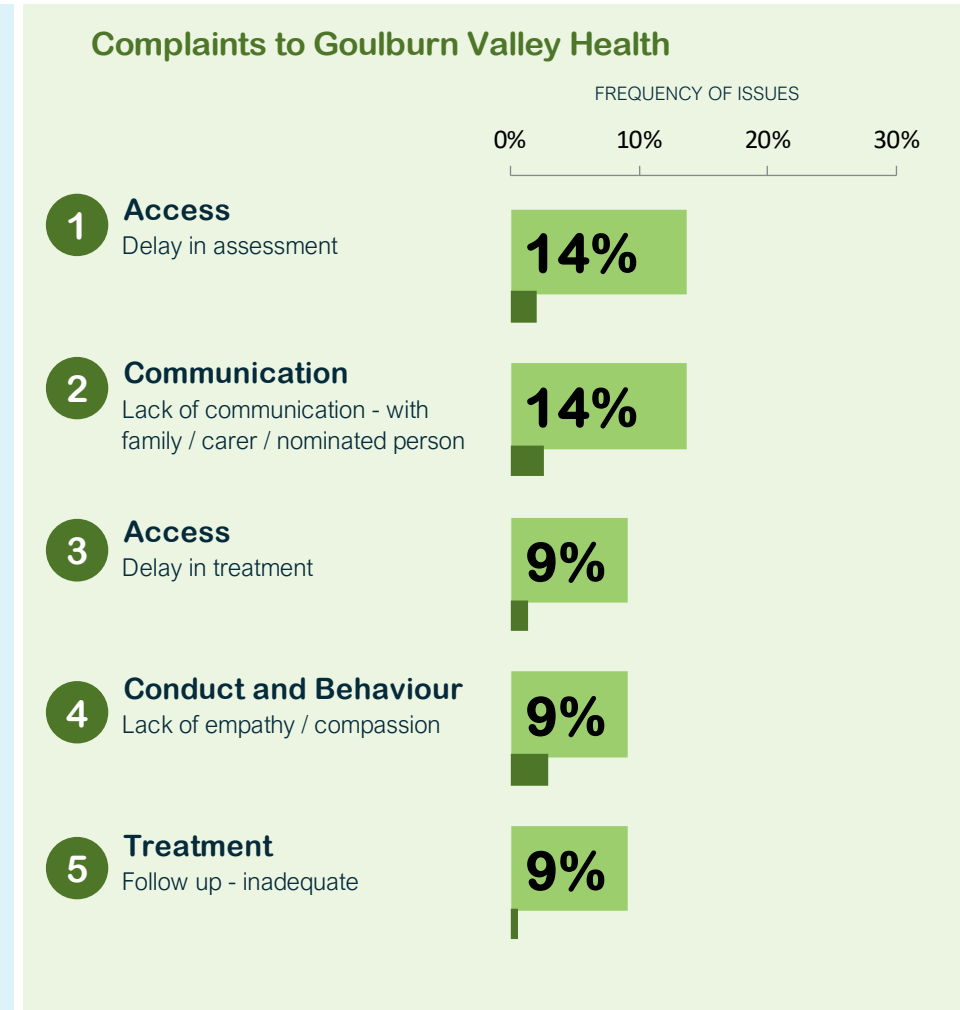
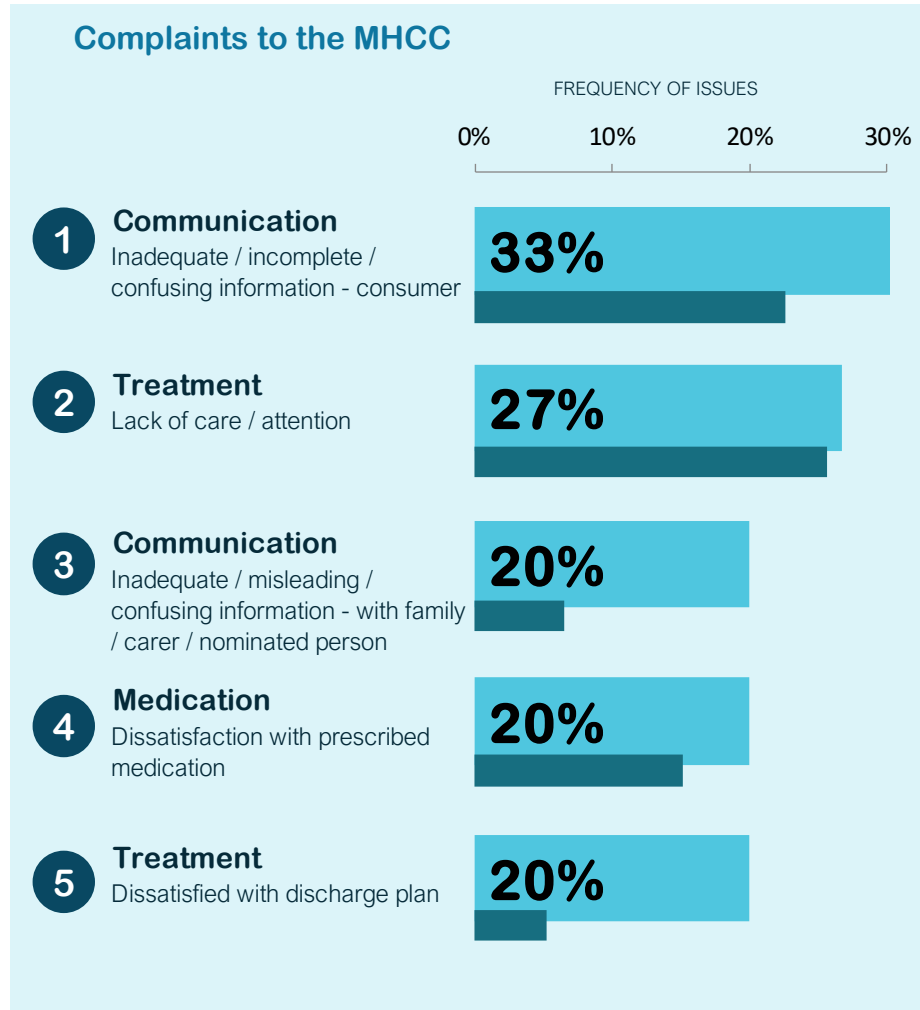
● to the service (n=22)

Sector-wide complaints

● to the MHCC (n=1282)

● to the service (n=1582)

- Inadequate / incomplete or confusing information provided to consumers, and lack of care / attention were the most frequently raised issues occurring complaints made to the MHCC about Goulburn Valley Health.
- The most common issues raised in complaints made directly to Goulburn Valley related to delay in assessment and lack of communication with family/ carers/ and nominated persons. These issues were raised in a higher proportion when compared to the sector.



Issues raised by consumers 2021-22

Most frequent Level 3 issues raised about Goulburn Valley Health

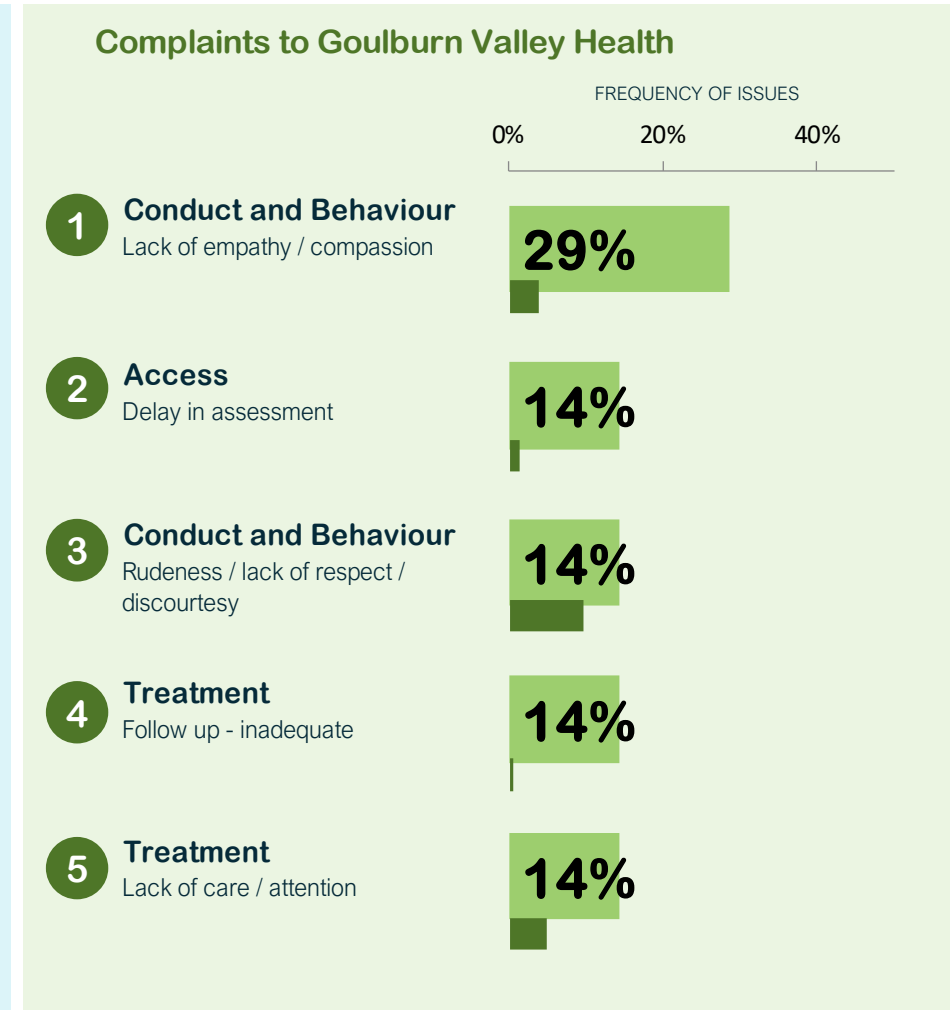
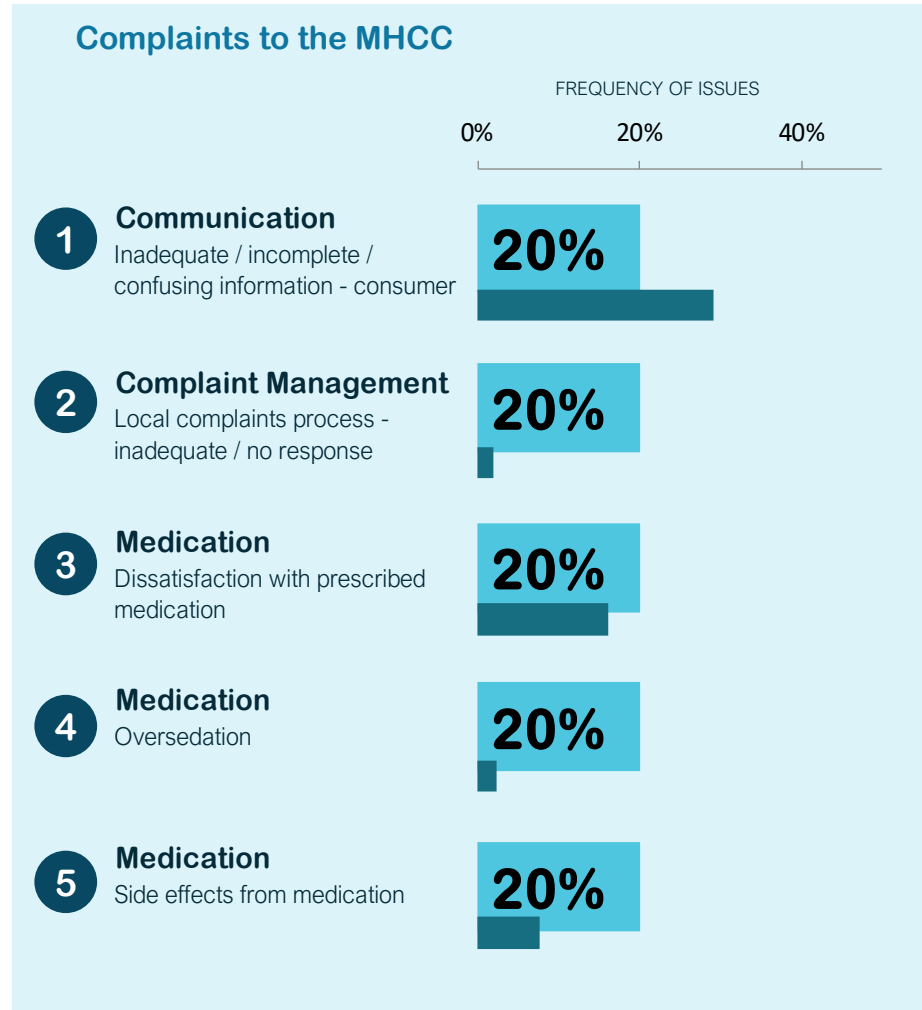
Complaints about Goulburn Valley Health

- to the MHCC (n=5)
- to the service (n=7)

Sector-wide complaints

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

- The issues raised in complaints made to the MHCC about Goulburn Valley Health by consumers included inadequate/ incomplete or confusing information provided to consumers, issues with medications around prescription, oversedation, and side effects, as well as issues related to the local complaints processes.
- The most common issues raised in complaints made directly to Goulburn Valley Health was lack of empathy / compassion, which was raised in a higher proportion of complaints when compared to the sector.



Issues raised by carers 2021-22

Most frequent Level 3 issues raised about Goulburn Valley Health

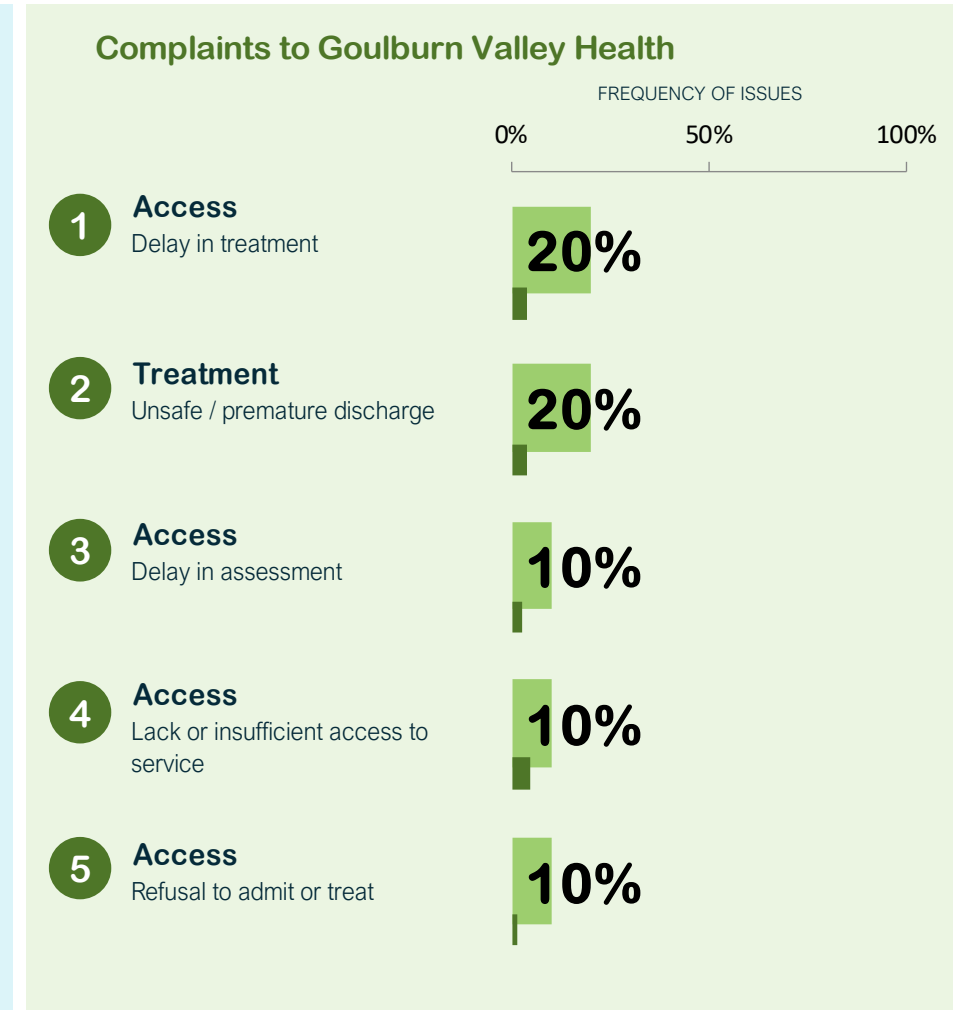
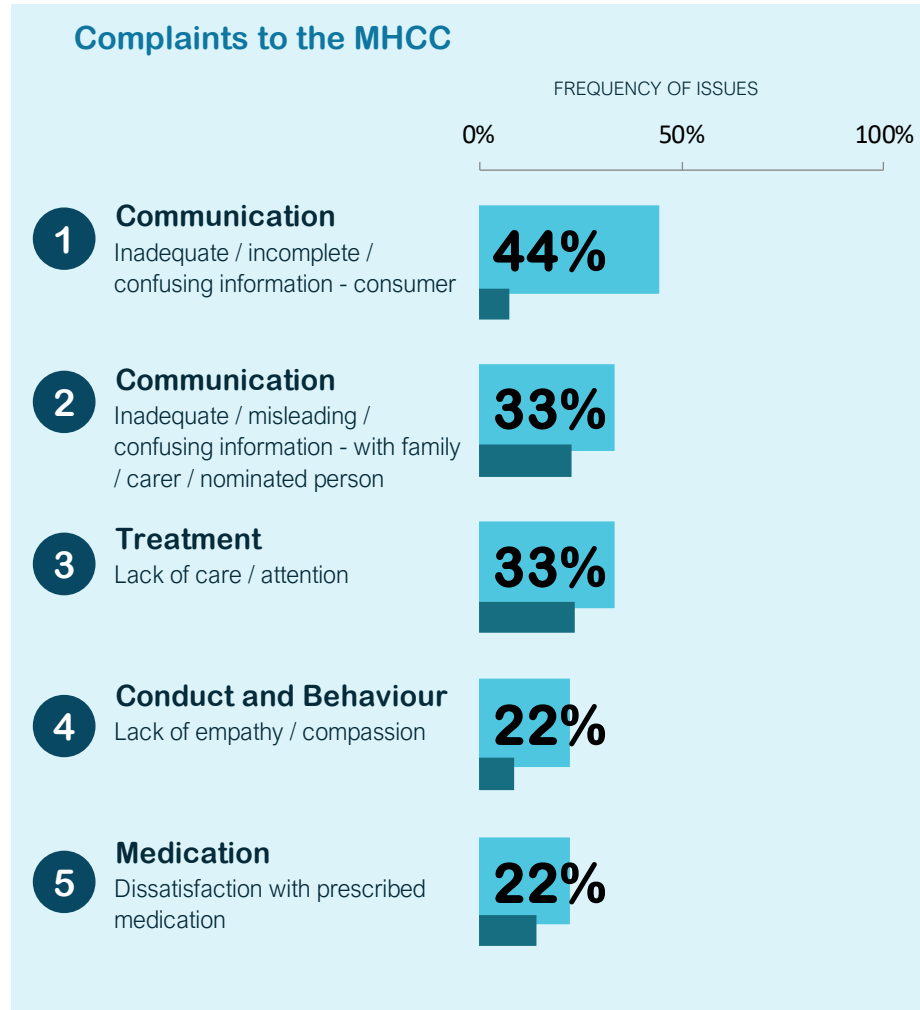
Complaints about Goulburn Valley Health

- to the MHCC (n=9)
- to the service (n=10)

Sector-wide complaints

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

- Complaints made to the MHCC about Goulburn Valley Health by carers / family members were frequently related to inadequate/ incomplete or confusing information provided to the consumer, as well as to family / carers / nominated persons. Lack of care/ attention was also a common issue raised. These issues all occurred at a higher proportion compared to sector-wide complaints made to the MHCC.
- Delay in treatment and unsafe / premature discharge were the most commonly raised issues by carers /family in complaints made directly to Goulburn Valley Health.



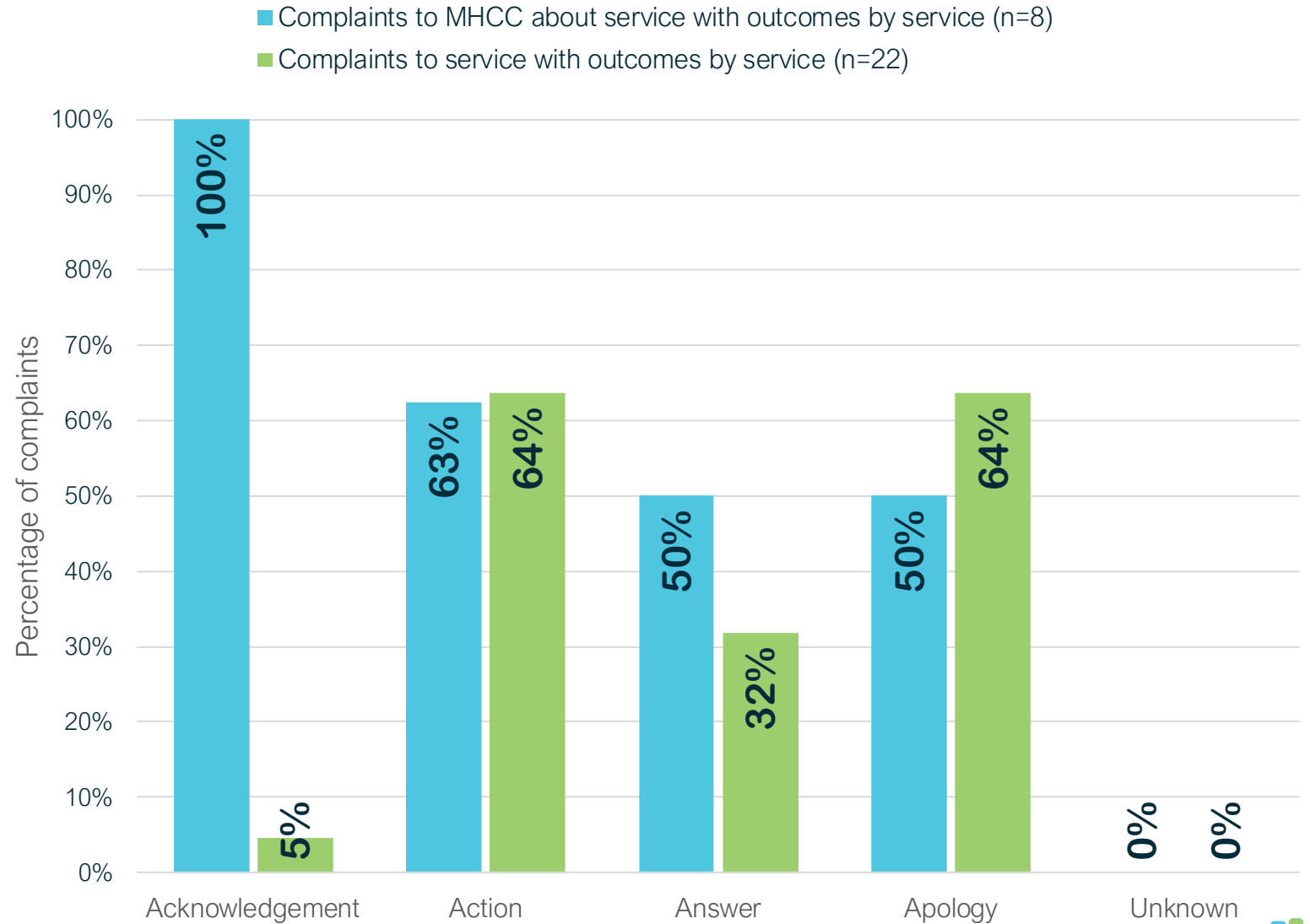


Outcomes of complaints

What were the outcomes of complaints? 2021-22

Closed complaints about Goulburn Valley 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 Goulburn Valley Health that were assessed as being in scope for resolution and/or having a known service outcome. The most common outcomes by Goulburn Valley Health for these complaints were acknowledgement of the concerns raised, followed by actions taken by the service.
- In contrast, the most common outcomes of complaints made directly to the service were action taken in response and the provision of an apology to the complainant.

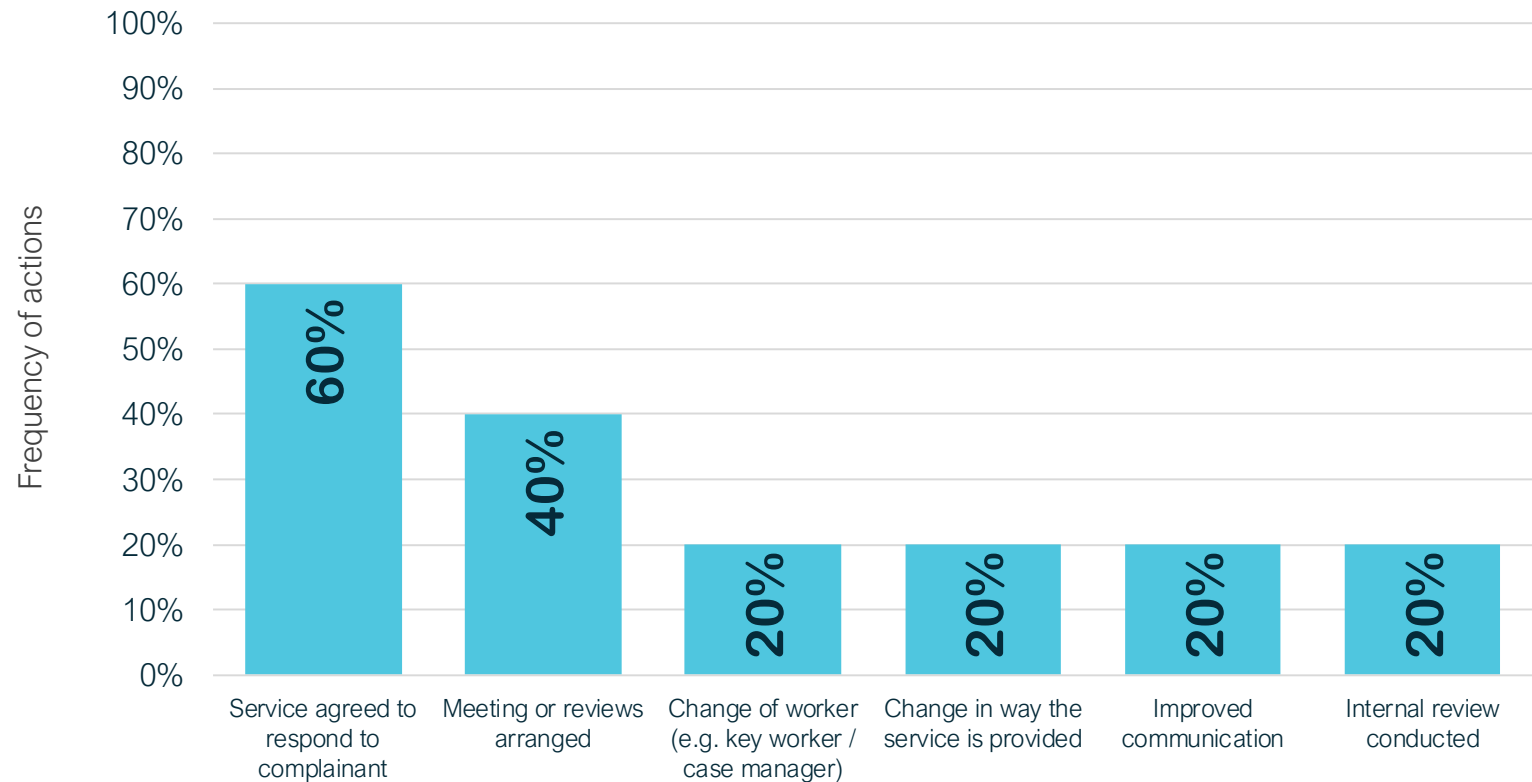


What actions were taken by the service? 2021-22

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

- Actions most frequently undertaken by Goulburn Valley Health in response to complaints made to the MHCC included:
 - responding to the complainant or consumer directly
 - arranging meetings or reviews with complainants.

■ Complaints to MHCC with action outcomes by service (n=5)



Key points to consider



Complaint numbers

- Compared to 2020-21, there were fewer complaints made both to the MHCC about Goulburn Valley Health, as well as to Goulburn Valley Health directly.
- In general, the number of complaints made to the MHCC about Goulburn Valley Health has remained largely the same since 2019-20, while the number of complaints made directly to the service has decreased significantly in 2021-22 when compared to previous years.



Issues raised

- Inadequate / incomplete or confusing information provided to consumers, as well as lack of care /attention were the most frequently occurring issues in complaints made to the MHCC about Goulburn Valley Health.
- The most common issues raised in complaints made directly to Goulburn Valley related to delay in assessment and lack of communication with family/ carers/ and nominated persons.



Outcomes

- The most common outcome by Goulburn Valley Health for complaints made to the MHCC was acknowledgement of the concerns raised, followed by actions taken by the service.
- In contrast, the most common outcomes of complaints made directly to the service were to take an action in response and to provide an apology to the complainant/ consumer.