

Summary of service provider complaint report

Grampians 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:



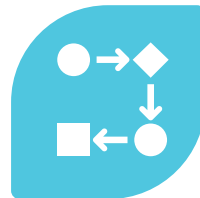
identify key themes and emerging issues across the sector



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

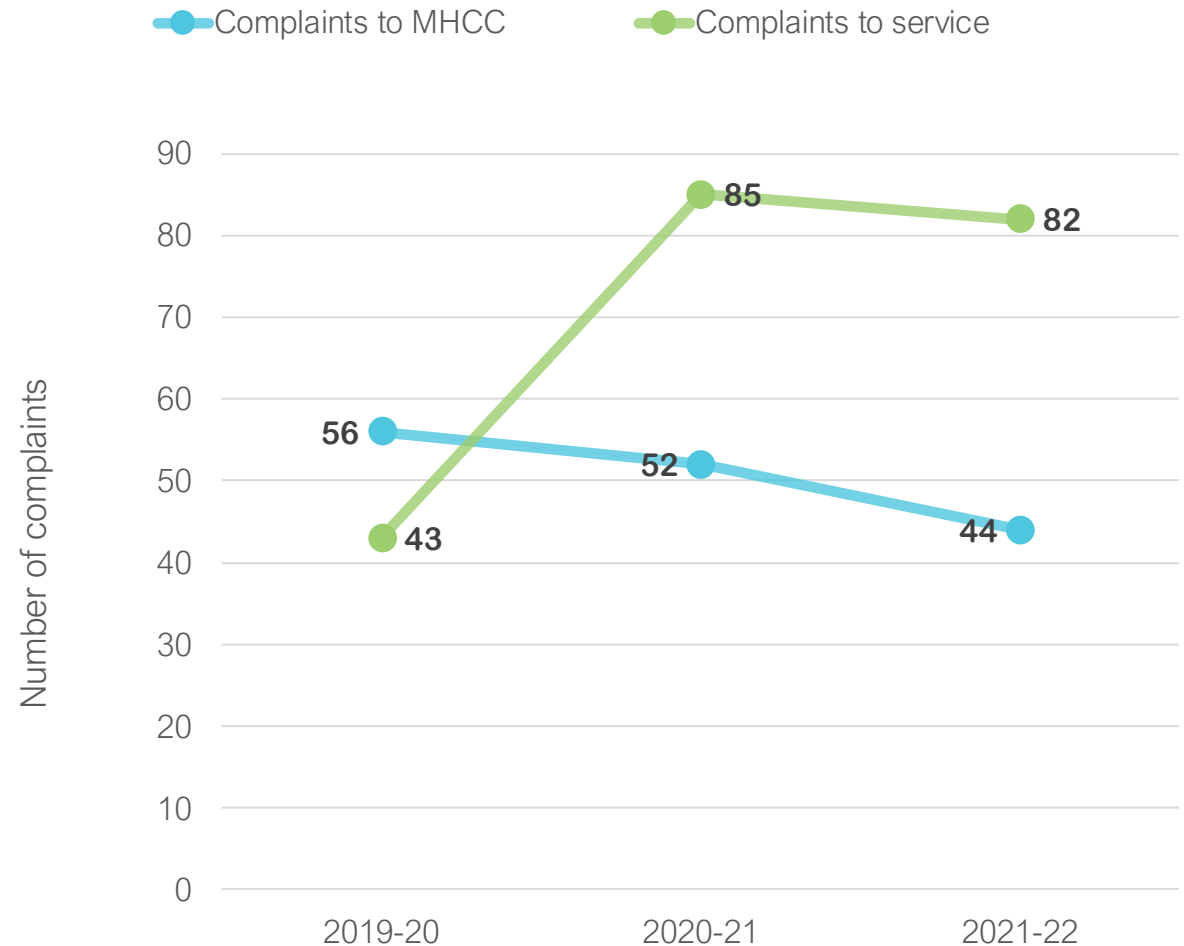
44

Complaints to MHCC
about Grampians Health

82

Complaints to
Grampians Health

- Both the number of complaints made to the MHCC about Grampians Health and those made directly to the service decreased. The number of complaints made directly to Grampians Health remained substantially higher than those made to the MHCC in 2021-22.
- Since 2019-20, there was a significant increase in the number of complaints made directly to Grampians Health, compared to complaints made to the MHCC about Grampians Health.
- Overall, in 2021-22 the number of complaints made to Grampians Health remains stable at around double the complaints made to the MHCC about Grampians Health.



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.
- Compared to the sector, the rate of complaints about Grampians Health made to the MHCC was the same, while the complaints made directly to Grampians Health was twice the rate. A much higher rate of compliments was made to Grampians Health compared to the sector.

Complaints about Grampians Health

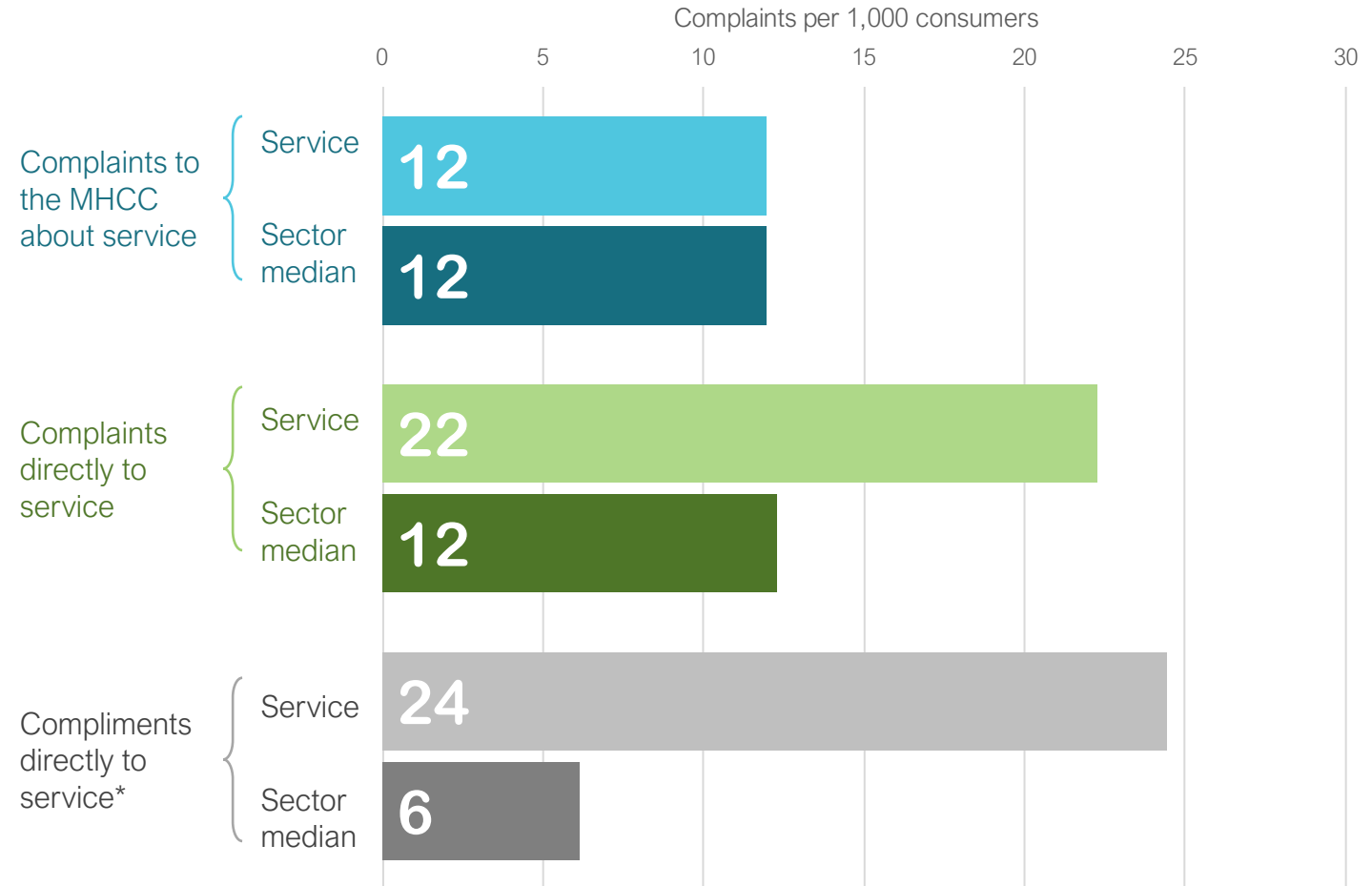
- to the MHCC (n=44)
- to the service (n=82)

Compliments to Grampians Health (n=90)

Sector-wide complaints

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

Compliments to services sector-wide (n=891)

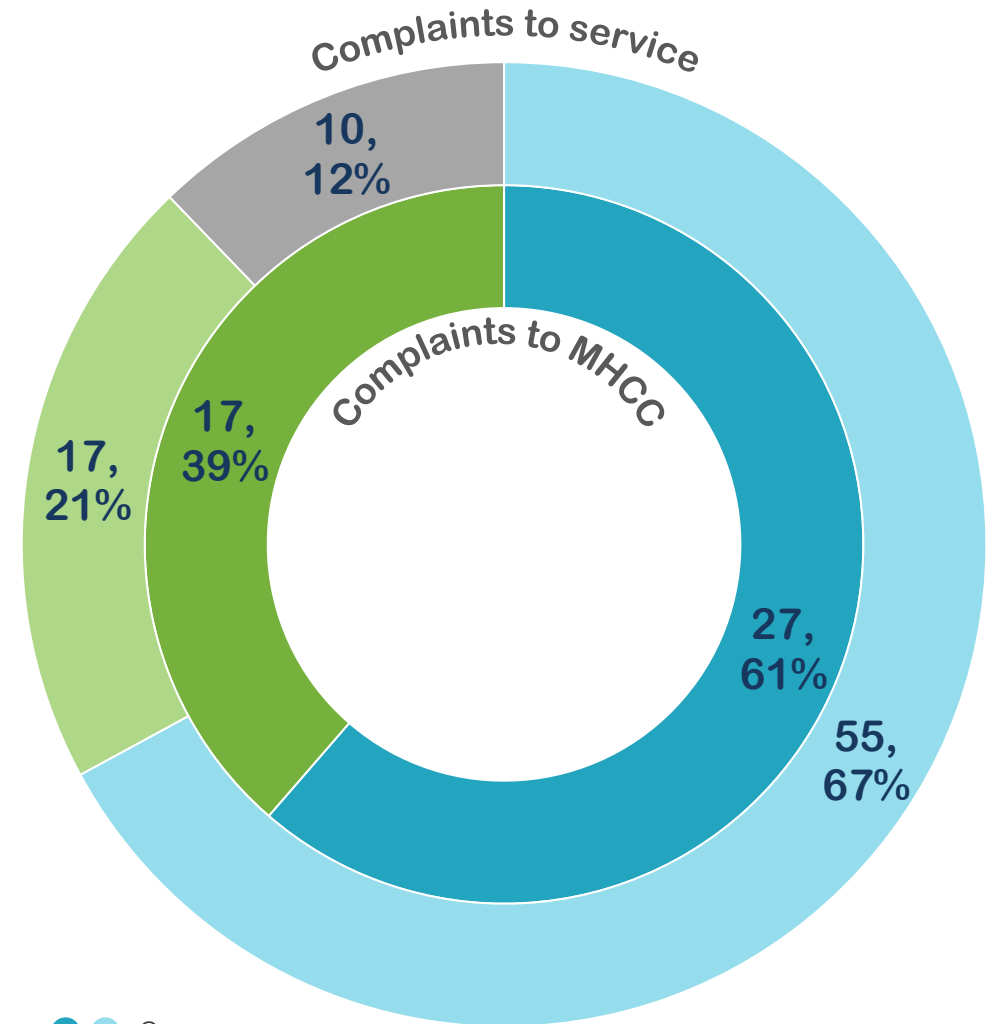


*Note: not all services reported compliments, and services likely used different approaches to capture compliments data

Who is making complaints? 2021-22

Complaints raised about Grampians Health

- Consumers made the majority of complaints to the MHCC about Grampians Health and to Grampians Health directly. This is broadly consistent with the sector as a whole.
- Family members / carers made more than one third of all complaints to the MHCC while only representing a fifth of complaints made directly to the service.
- Others, such as advocates or friends, have made a tenth of the complaints that were made directly to Grampians Health, higher than the sector.



- Consumer
- Family member/carer
- Other

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



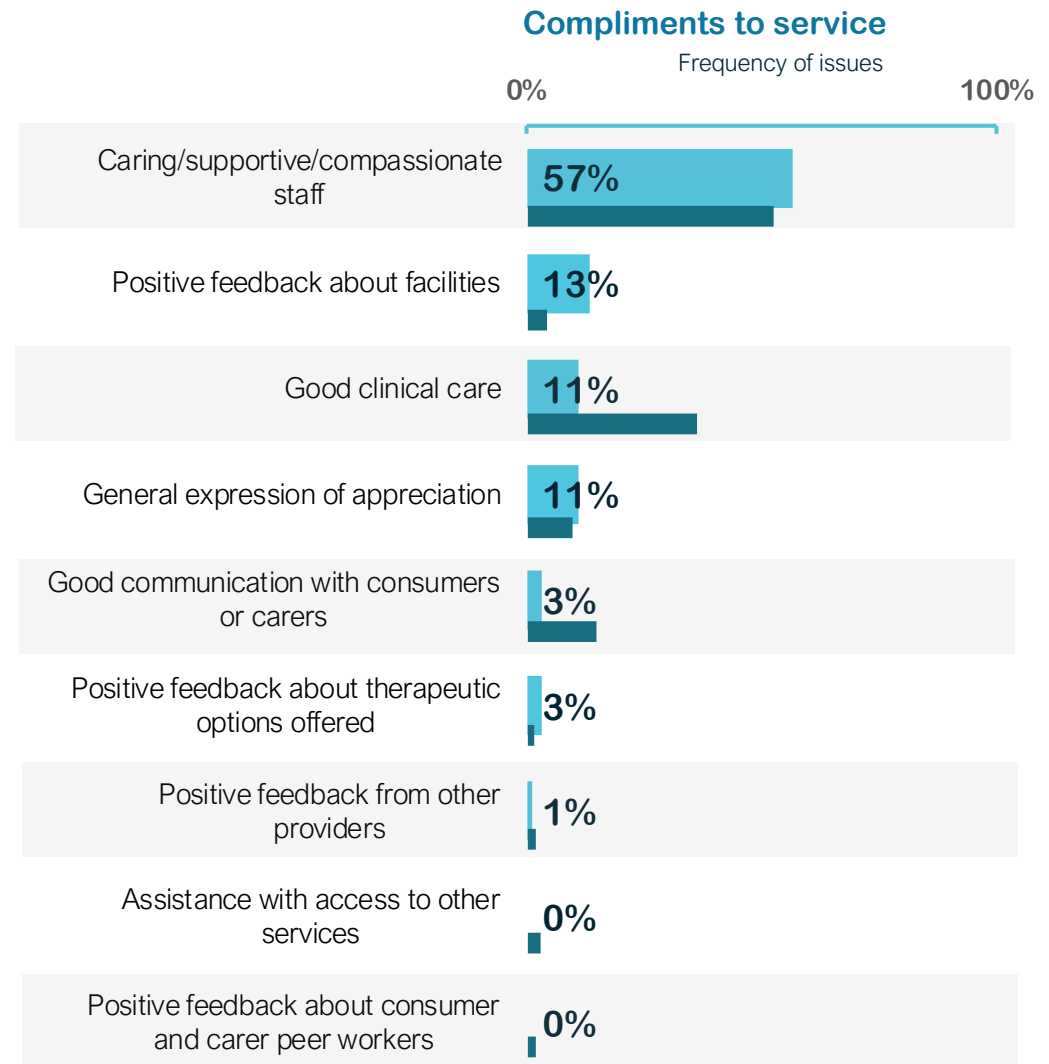
Issues raised in complaints and compliments

What were compliments about? 2021-22

● Compliments to Grampians Health (n=90) ● Compliments to services sector-wide (n=891)

Themes raised in compliments about Grampians Health

- Over half of compliments made to Grampians Health were positive feedback about caring/ supportive and compassionate staff, similar to the proportions of compliments made to services about this topic sector-wide.
- Positive feedback about facilities were also common and these were made in higher percentages when compared to compliments made to services sector-wide.



What were complaints about? 2021-22

Level 1 issues raised about Grampians Health

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

Complaints about Grampians Health

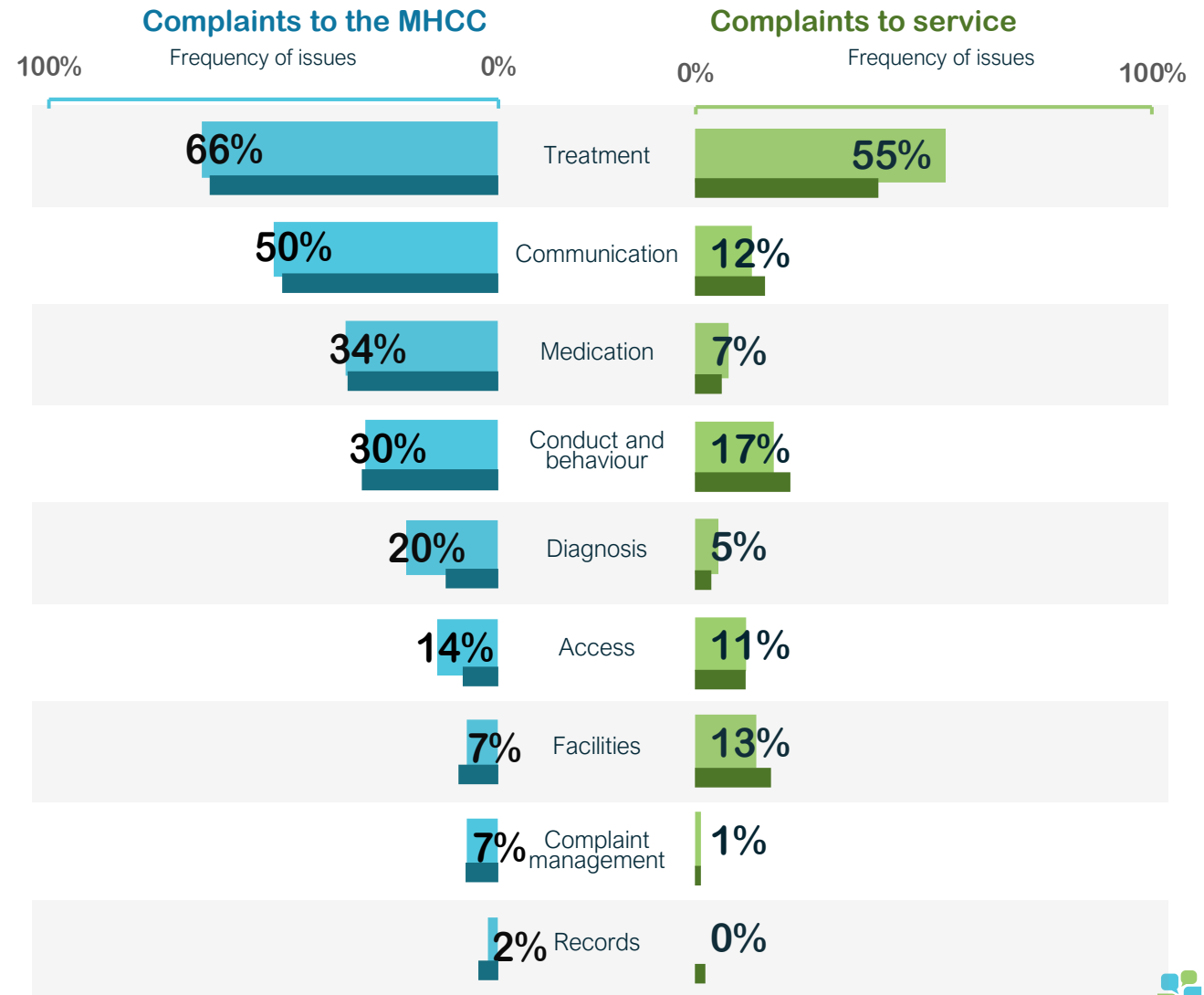
● to the MHCC (n=44)

● to the service (n=82)

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 Grampians Health

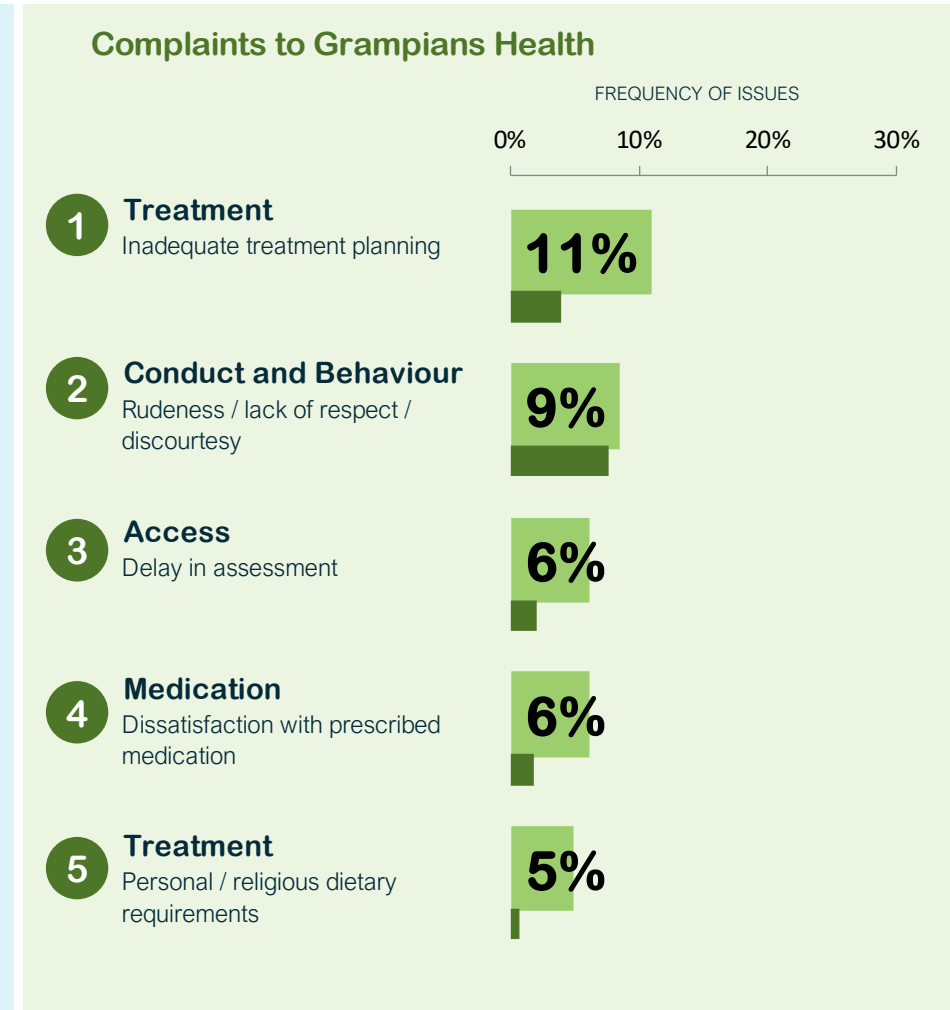
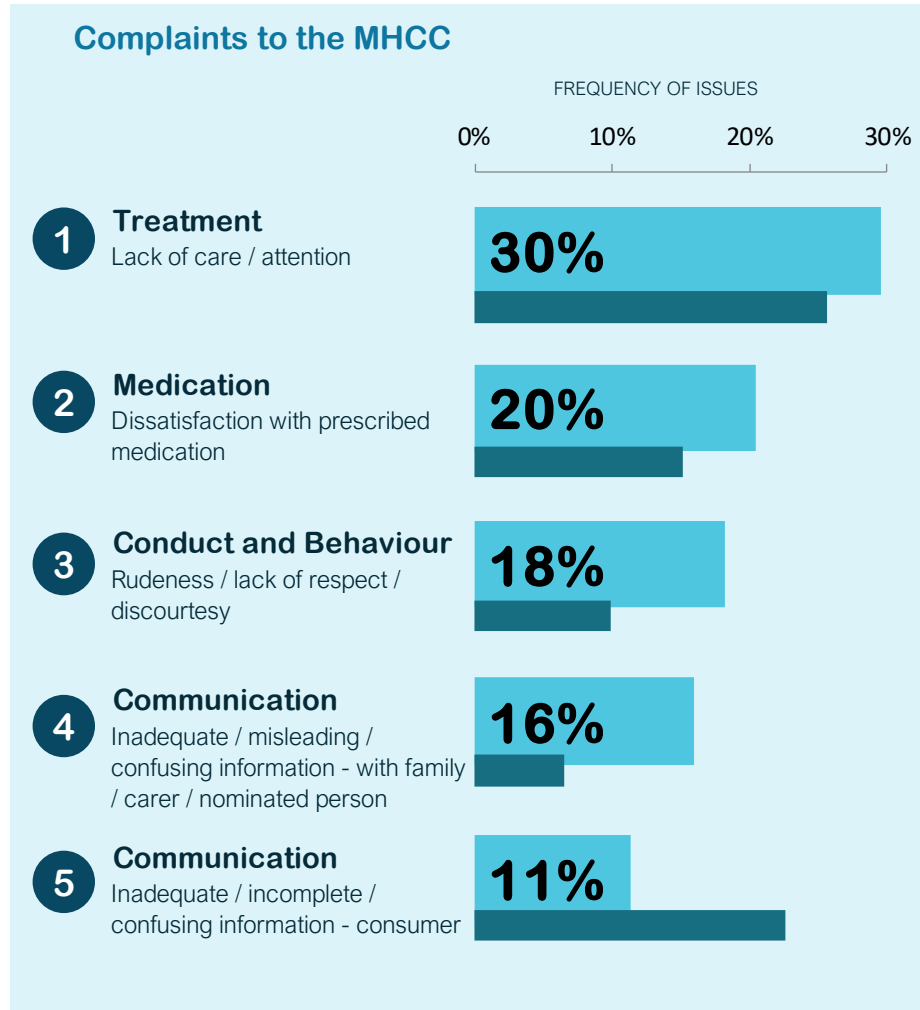
Complaints about Grampians Health

- to the MHCC (n=44)
- to the service (n=82)

Sector-wide complaints

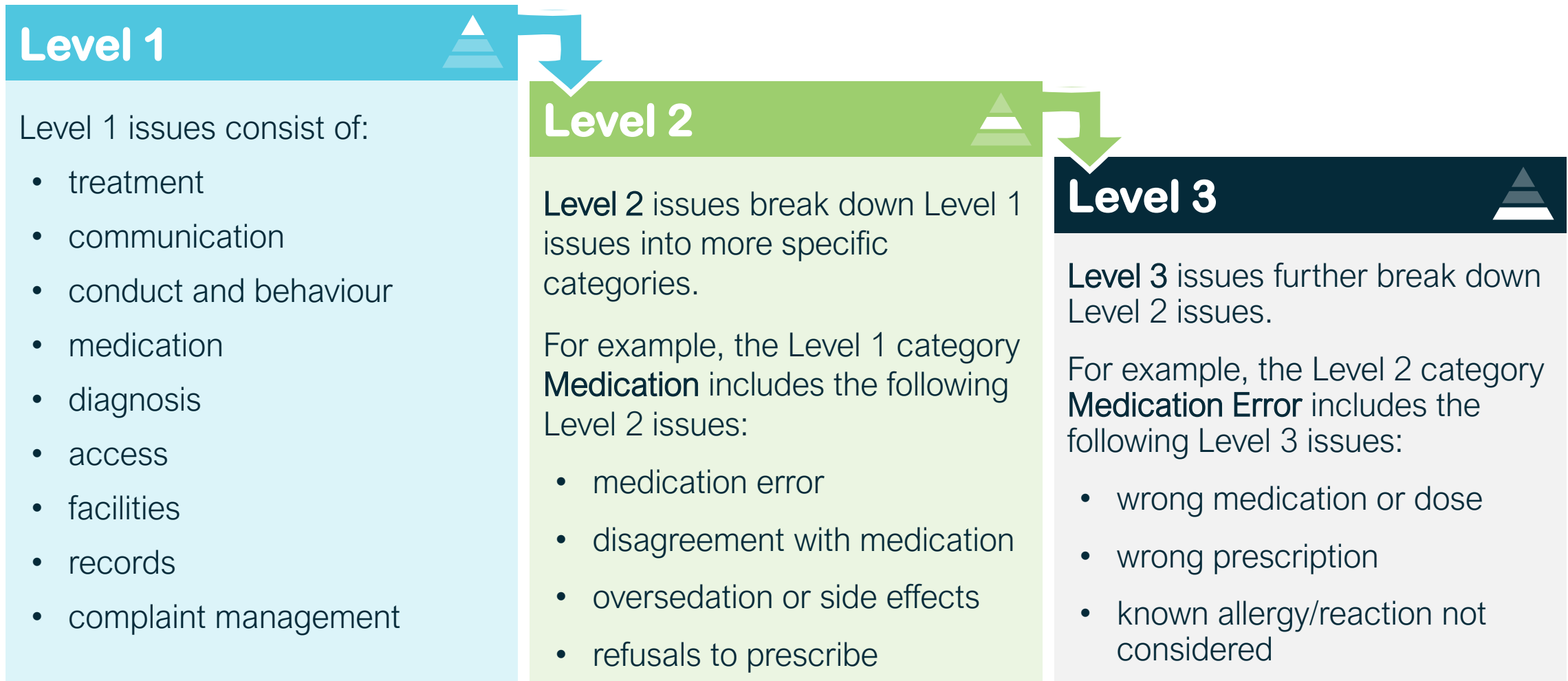
- to the MHCC (n=1282)
- to the service (n=1582)

- Lack of care / attention, followed by dissatisfaction with prescribed medication were the most frequently raised issues among complaints made to the MHCC about Grampians Health.
- Inadequate treatment planning was the most frequently occurring issue among complaints made directly to Grampians Health, which was raised in a higher proportion when compared to the sector.



How does the MHCC categorise issues?

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



Issues raised by consumers 2021-22

Most frequent Level 3 issues raised about Grampians Health

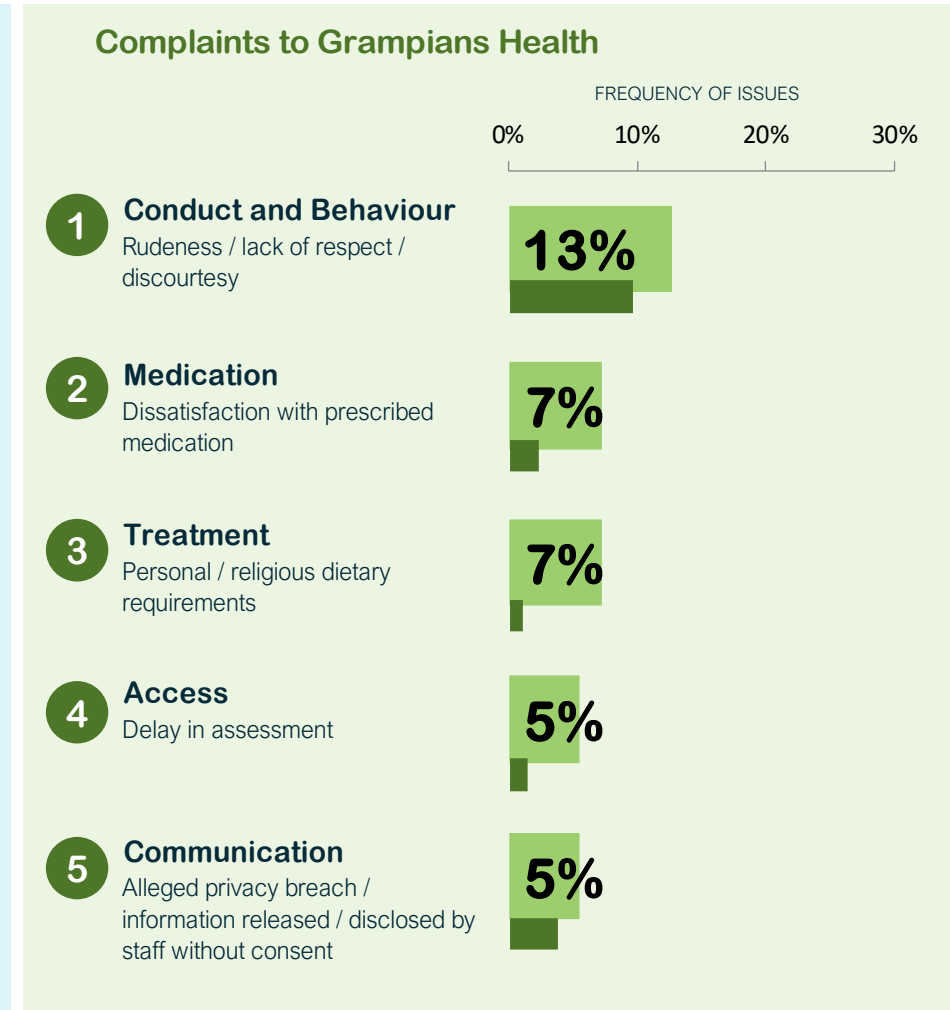
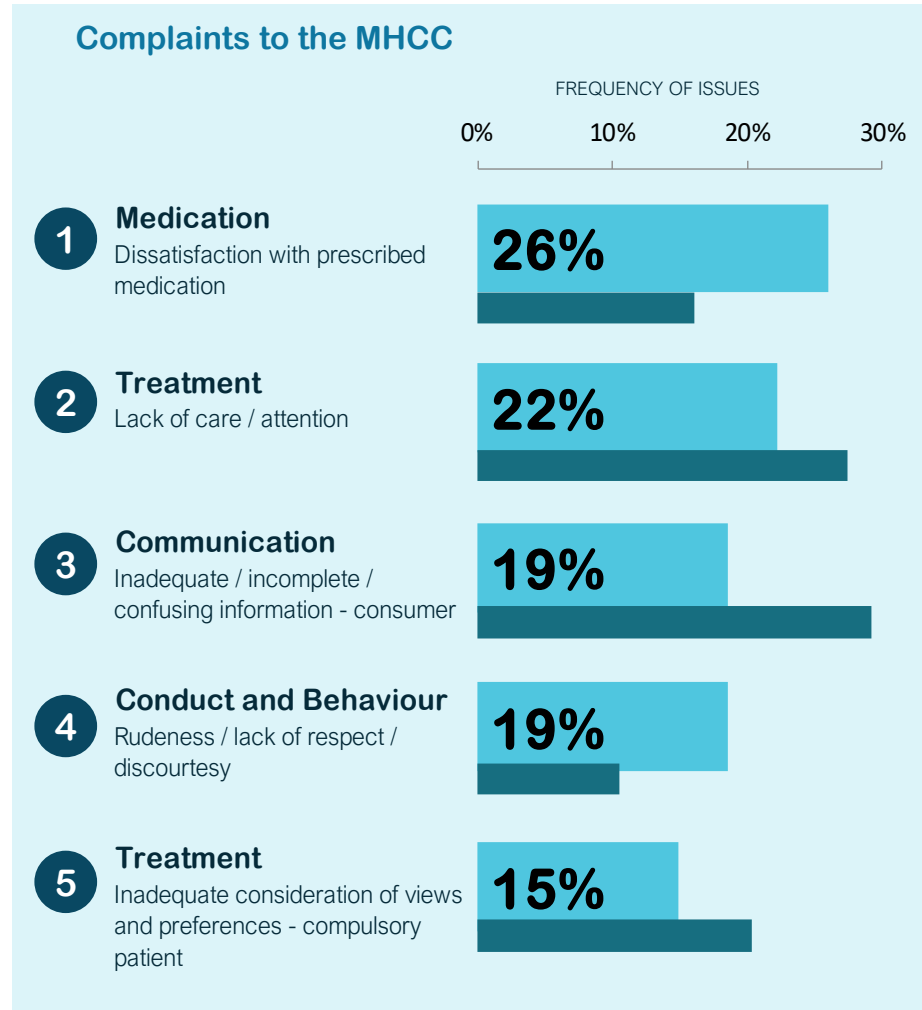
Complaints about Grampians Health

- to the MHCC (n=27)
- to the service (n=55)

Sector-wide complaints

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

- The most commonly raised issue among complaints made to the MHCC about Grampians Health was dissatisfaction with prescribed medication – comparatively higher to the sector proportion. Other issues raised include lack of care / attention, and inadequate / incomplete / confusing information provided to the consumer.
- The most frequently raised issues by consumers in complaints made directly to Grampians Health was rudeness / lack of respect / discourtesy, which were at a higher proportion than sector wide complaints.



Issues raised by carers 2021-22

Most frequent Level 3 issues raised about Grampians Health

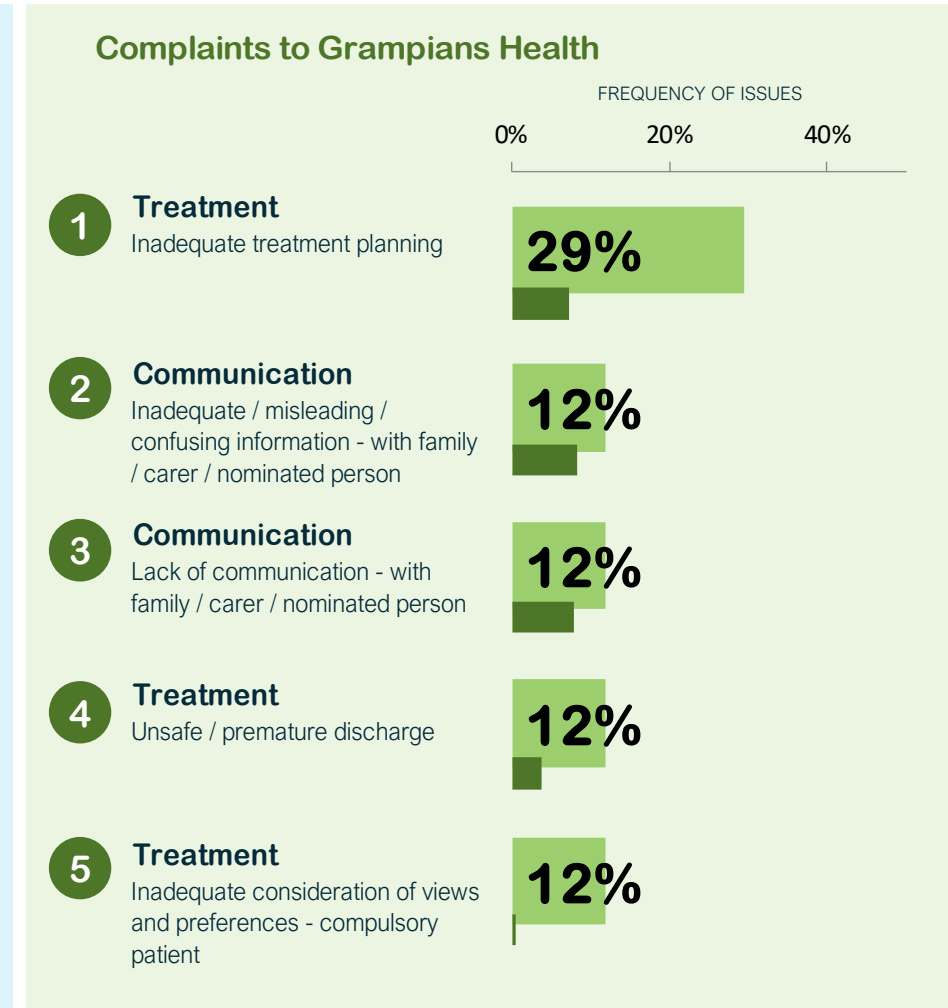
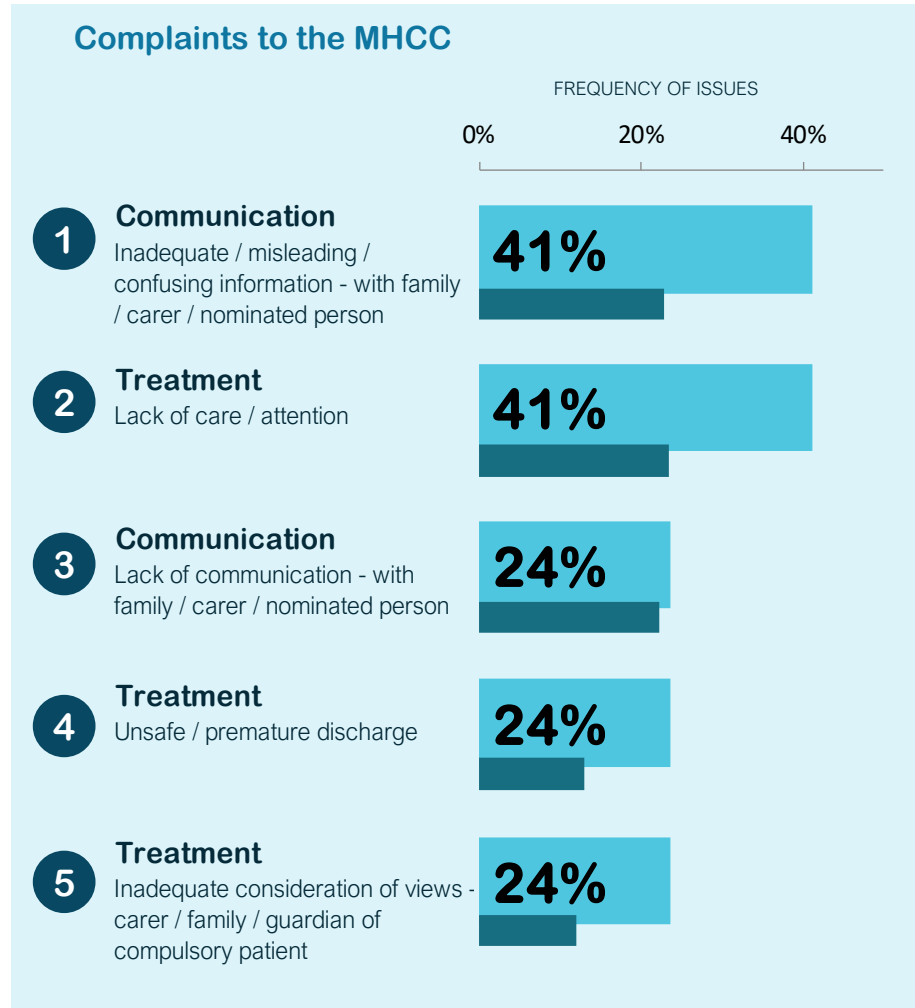
Complaints about Grampians Health

- to the MHCC (n=17)
- to the service (n=17)

Sector-wide complaints

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

- Complaints made to the MHCC about Grampians Health by carers / family members frequently related to inadequate / misleading / confusing information provided to the family / carer, as well as to lack of care / attention and lack surrounding treatment.
- Complaints raised by carers to Grampians Health directly were commonly related to inadequate treatment planning, which recorded a higher proportion than that recorded among sector-wide complaints made to services.



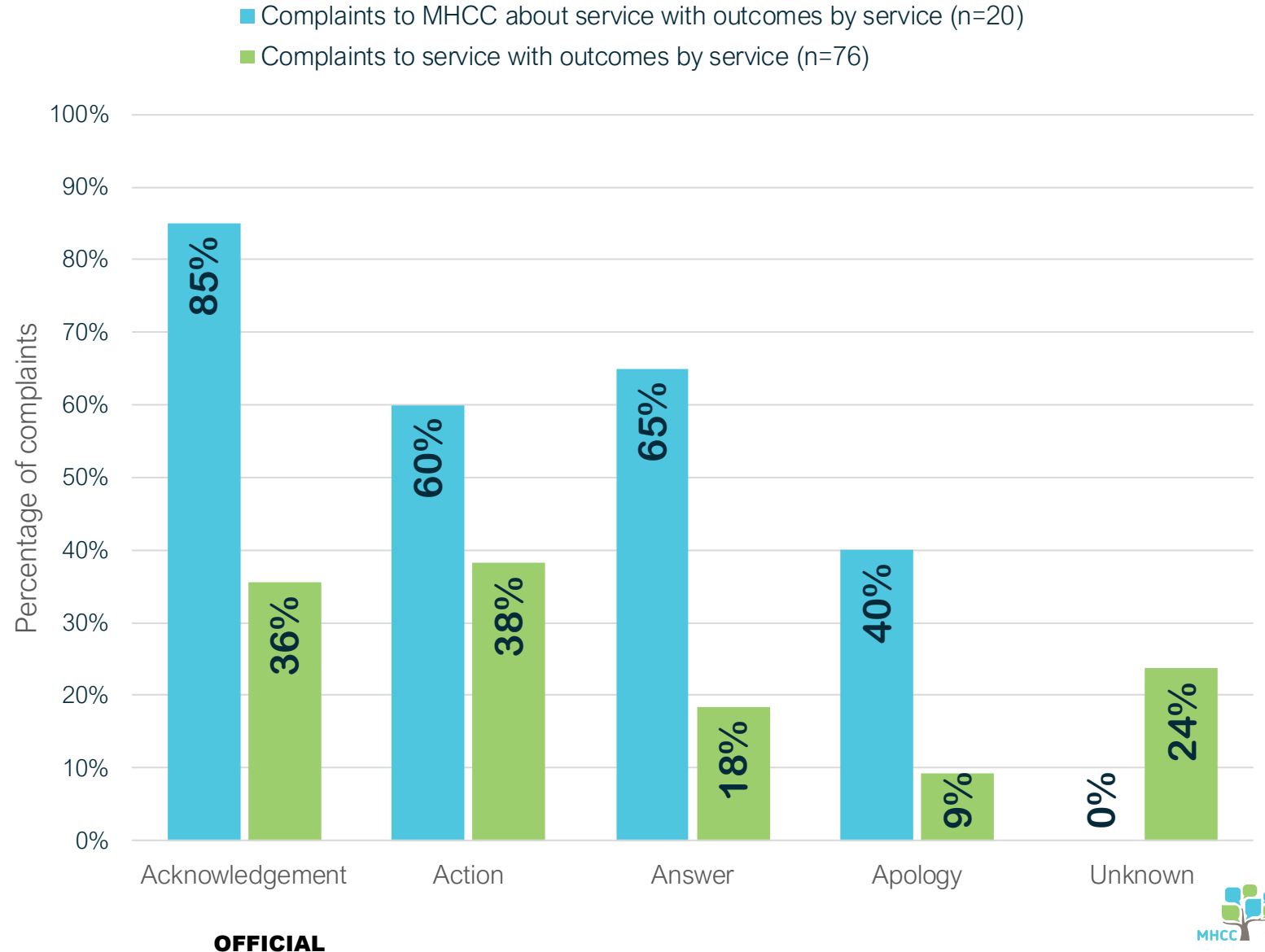


Outcomes of complaints

What were the outcomes of complaints? 2021-22

Closed complaints about Grampians Health

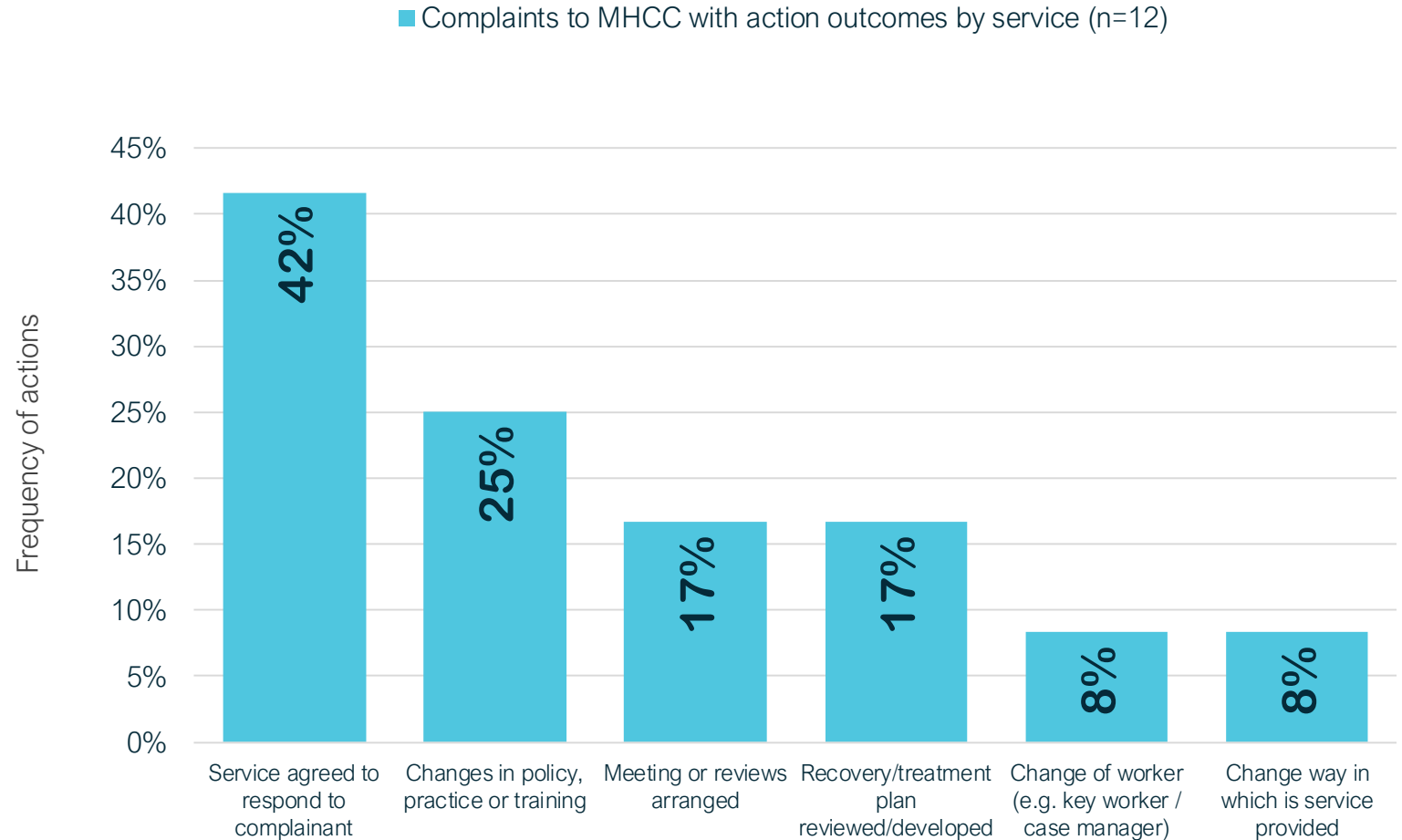
- Outcomes of complaints are framed in terms of the '4 A's' model of complaint resolution - acknowledgement, action, answers and apology.
- This chart only includes complaints to the MHCC about Grampians Health that were assessed as being in scope for resolution and/or having a known service outcome.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



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 Grampians Health in response to complaints to the MHCC included:
 - responding to the complainant or consumer directly
 - change in policy, practice, or training
 - arranging meetings or review to discuss concerns
 - reviewing or developing a recovery or treatment plan



Key points to consider



Complaint numbers

- Both the number of complaints made to the MHCC about Grampians Health and those made directly to the service decreased. The number of complaints made directly to Grampians Health remained substantially higher than those made to the MHCC.
- Since 2019-20, there was a significant increase in the number of complaints made directly to Grampians Health, compared to complaints made to the MHCC about Grampians Health. Overall, in 2021-22 the number of complaints made to Grampians Health is around double those made to the MHCC about Grampians Health.



Issues raised

- Lack of care / attention, followed by dissatisfaction with prescribed medication were the most frequently raised issues among complaints made to the MHCC about Grampians Health.
- Inadequate treatment planning was the most frequently occurring issue among complaints made directly to Grampians Health, which was raised in a higher proportion when compared to the sector.



Outcomes

- The most common outcome of complaints made directly to Grampians Health was action taken by the service in response to complaints.
- The most common action undertaken by Grampians Health in response to complaints made to the MHCC was to respond to the consumer or complainant directly.