

Summary of service provider complaint report

Inner West AMHS

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:



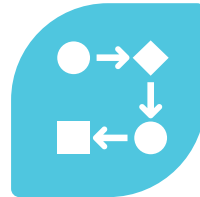
identify key themes and emerging issues across the sector



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

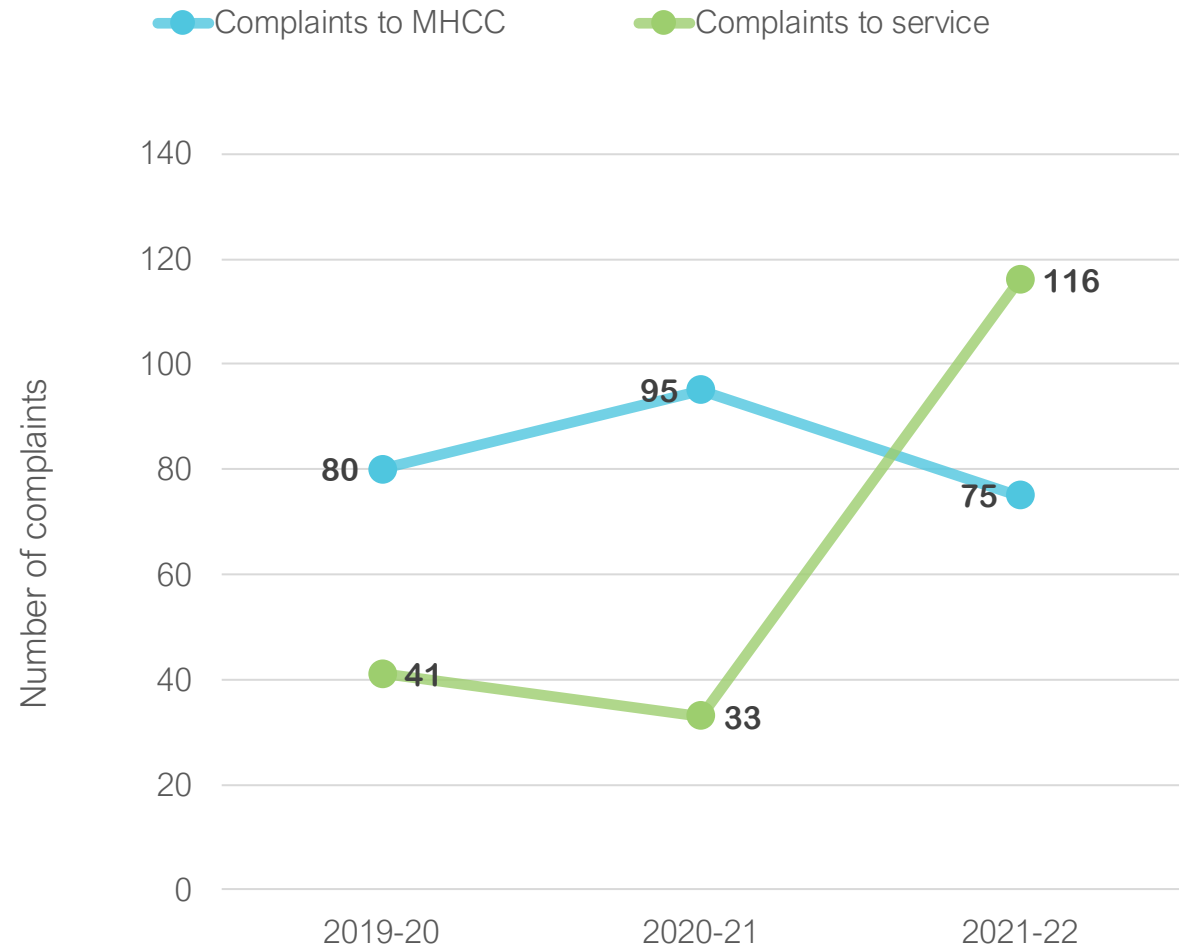
75

Complaints to MHCC
about Inner West AMHS

116

Complaints to Inner
West AMHS

- In 2021-22, the number of complaints made to the MHCC about Inner West AMHS decreased compared to the previous year, whereas the number of complaints made directly to Inner West AMHS significantly increased.
- The number of complaints made directly to Inner West AMHS was considerably higher than the number of complaints made to the MHCC about the service. This was a reverse of the trend shown in the past two years.
- The number of complaints made to the MHCC about Inner West AMHS has been relatively stable since 2019-20, whereas the number of complaints made directly to the service was significantly higher compared to 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 complaints and compliments rates below the sector median.
- Compared to the sector, the rate of complaints made to both the MHCC about Inner West AMHS and directly to the service were higher. The rate of compliments to Inner West AMHS was largely consistent with the rate of compliments made across the sector.

Complaints about Inner West AMHS

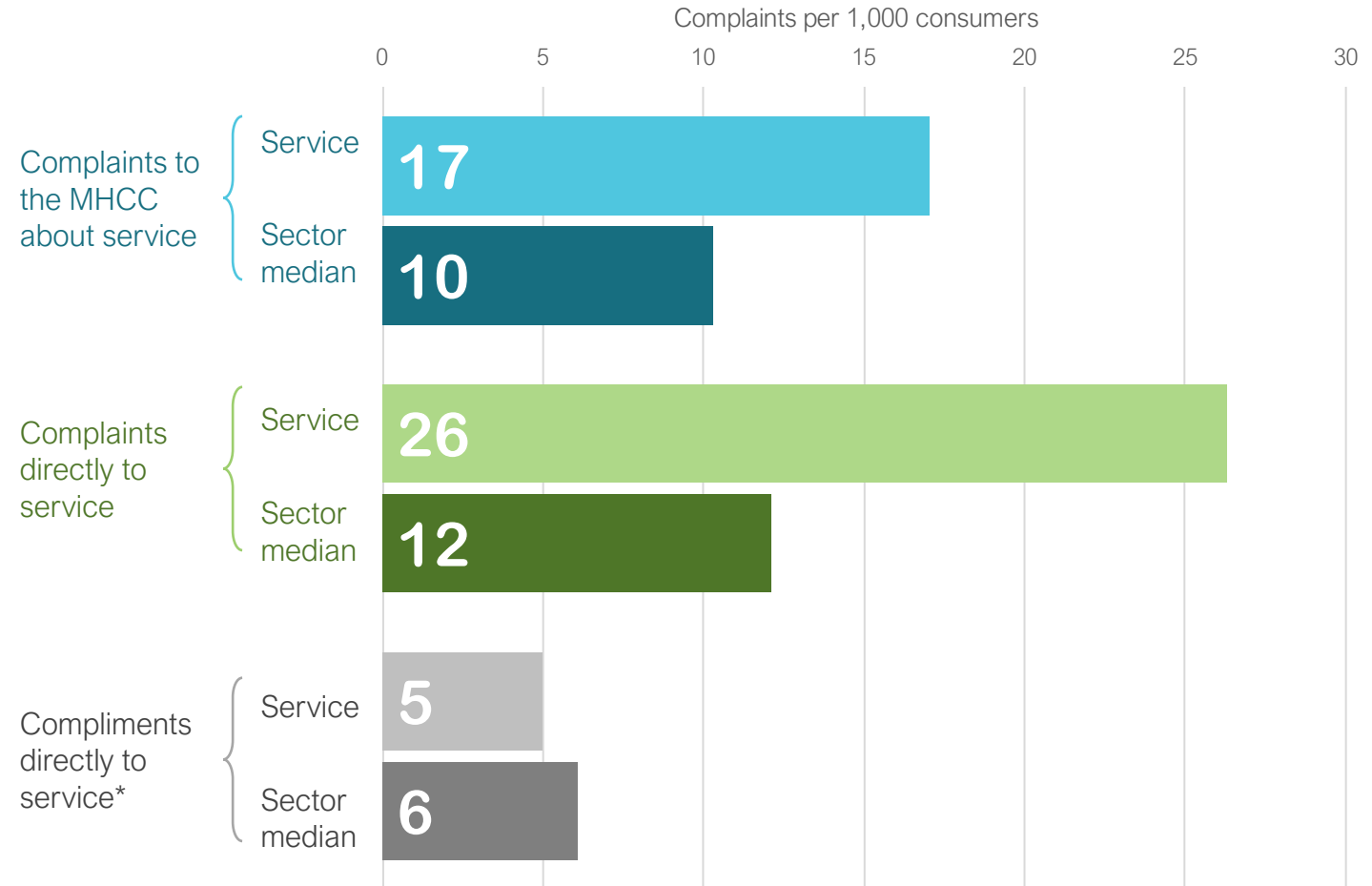
- to the MHCC (n=75)
- to the service (n=116)

Compliments to Inner West AMHS (n=22)

Sector-wide complaints

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

Compliments to services sector-wide (n=891)

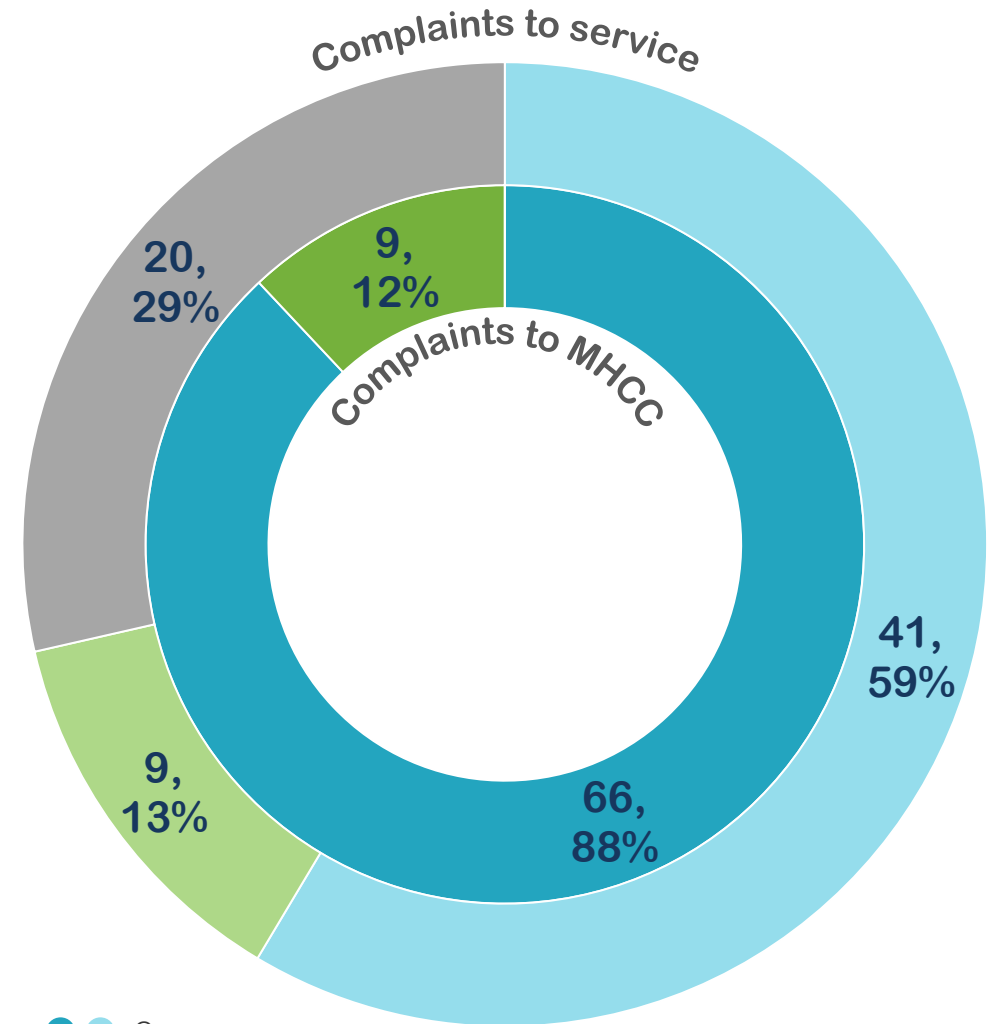


*Note: not all services reported compliments, and services likely used different approaches to capture compliments data

Who is making complaints? 2021-22

Complaints raised about Inner West AMHS

- The majority of complaints made to the MHCC about Inner West AMHS were made by consumers, while this cohort made three fifths of complaints made directly to Inner West AMHS.
- Family members / carers made just above one in ten complaints to the MHCC about Inner West AMHS, and a similar proportion of complaints was made directly to Inner West AMHS.
- Almost a third of complaints made directly to the service were made by others, including advocates, supporters and/ or staff. This is higher than the number of complaints made by this group when compared to 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 Inner West AMHS (n=22) ● Compliments to services sector-wide (n=891)

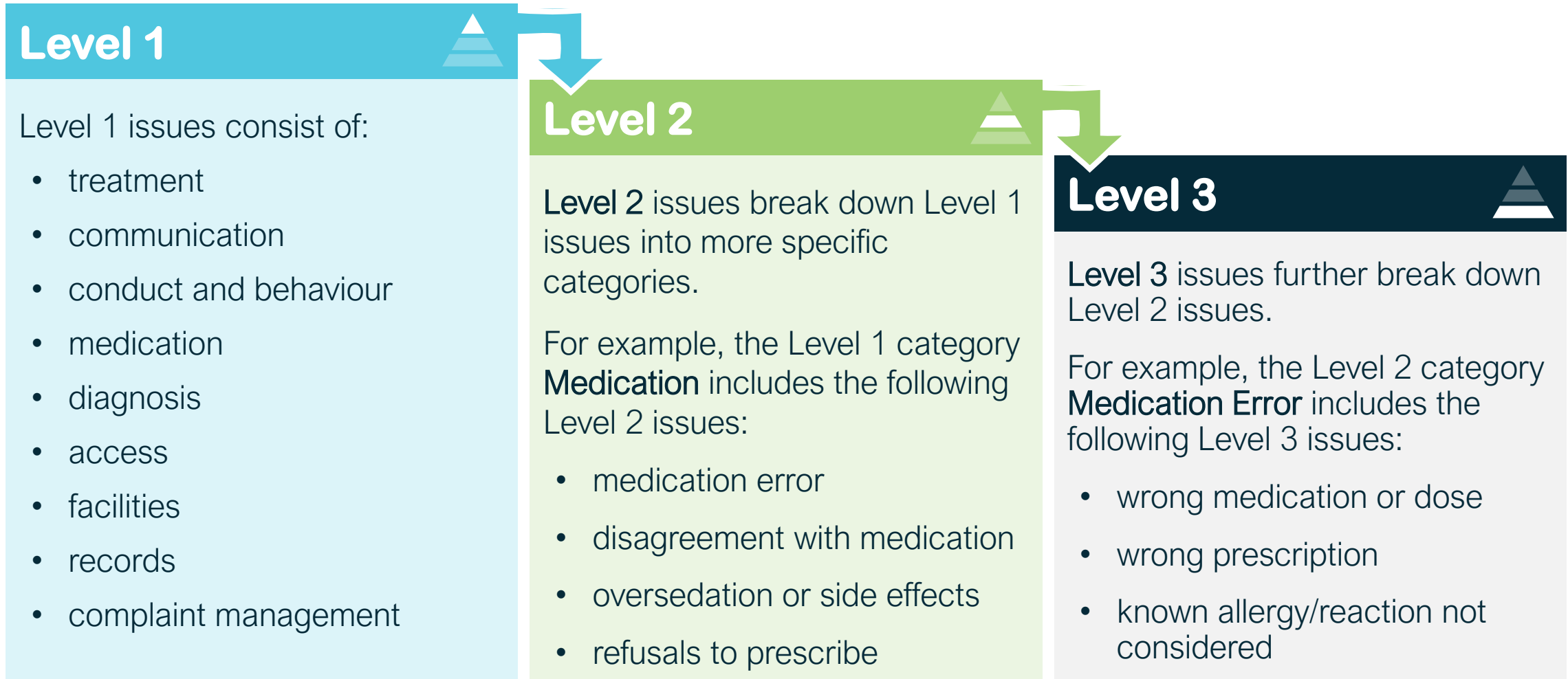
Themes raised in compliments about Inner West AMHS

- Three in five compliments made to Inner West AMHS were positive feedback about good clinical care, which was raised in higher proportion than that of compliments made to services sector-wide.
- Compliments about the facilities were also frequently raised and raised in a higher proportion of compliments when compared to the sector.



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 Inner West AMHS

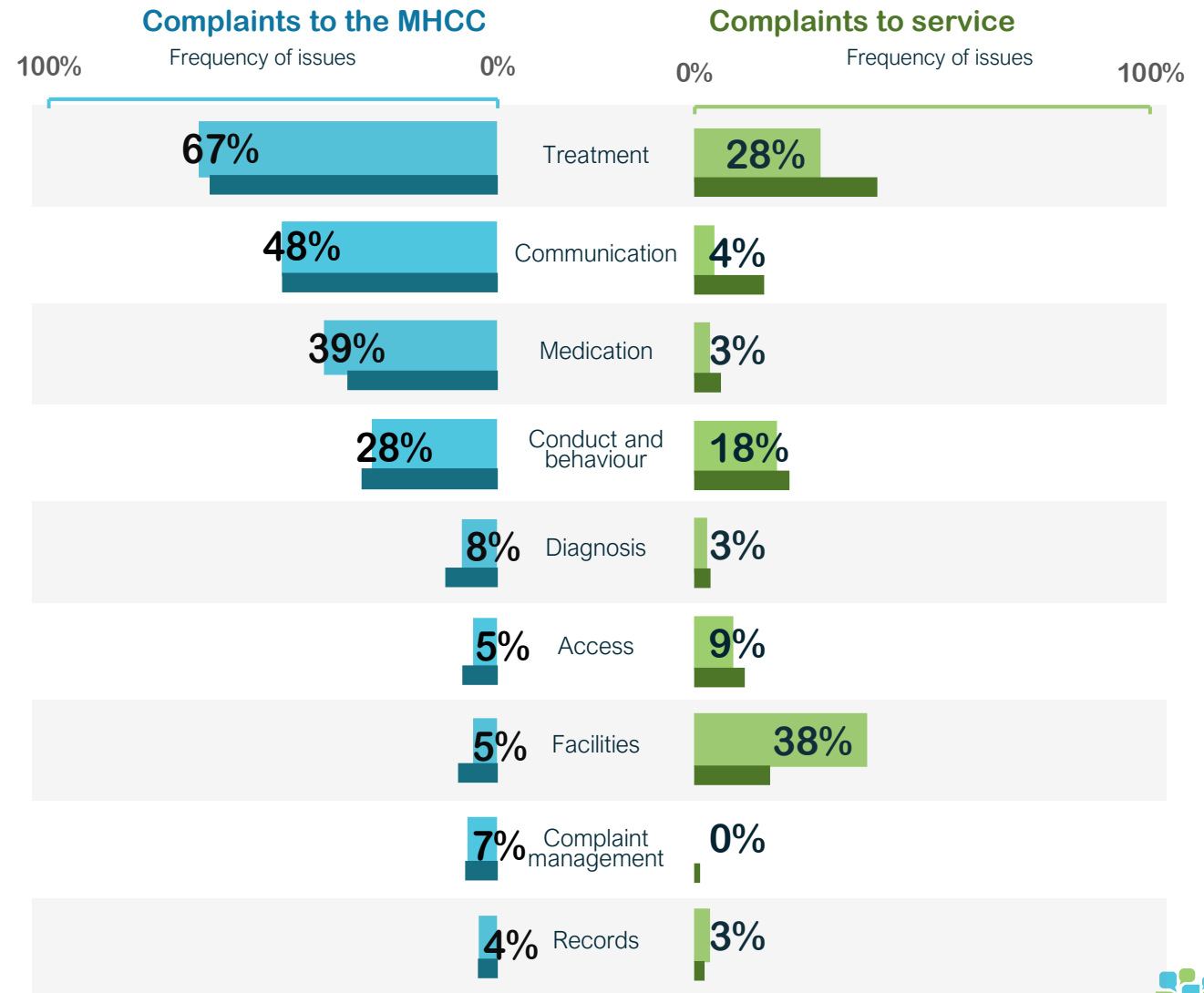
- Issues raised in complaints made to the MHCC about Inner West AMHS were consistent with those raised in complaints to the MHCC for the sector, with Treatment, Communication, Medication, and Conduct and behaviour being the most commonly raised issues.
- In complaints made directly to Inner West AMHS the issue most commonly raised was regarding Facilities, which was raised at a higher rate when compared to the sector. Issues regarding Treatment, and Conduct and behaviour were also frequently raised in complaints made directly to the service.

Complaints about Inner West AMHS

- to the MHCC (n=75)
- to the service (n=116)

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 Inner West AMHS

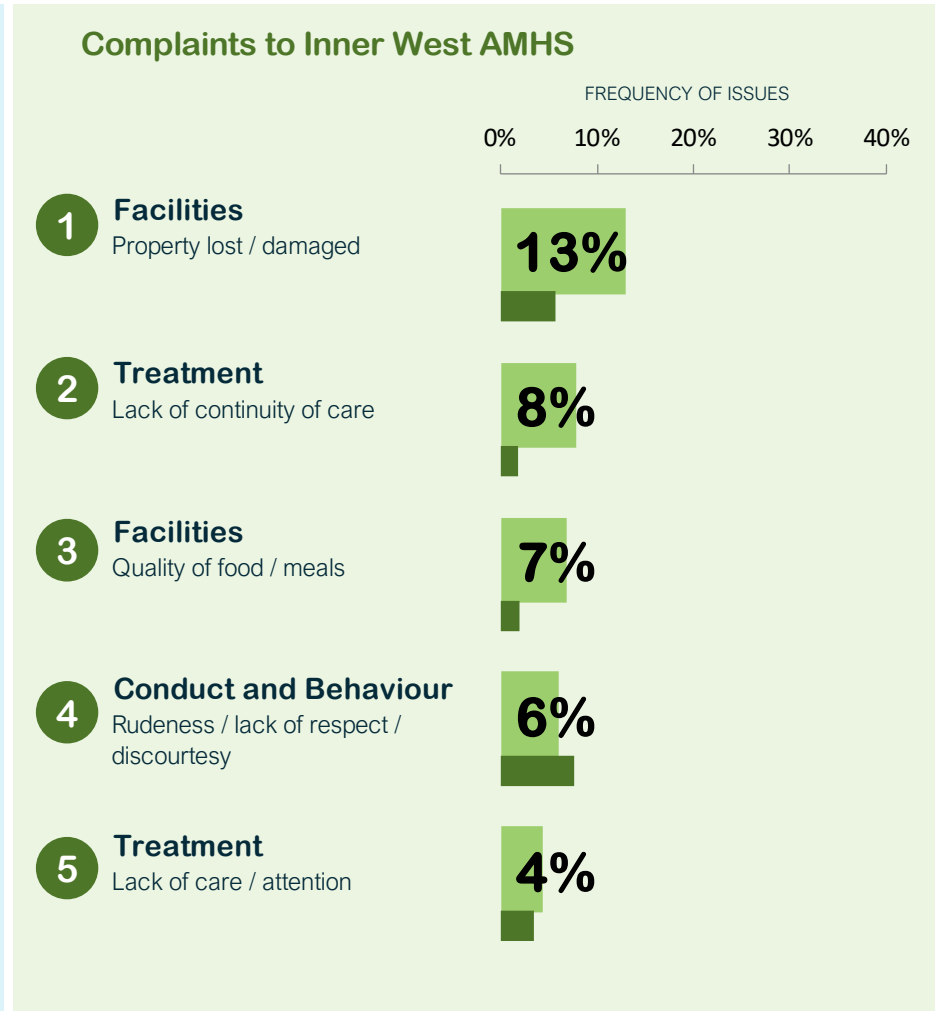
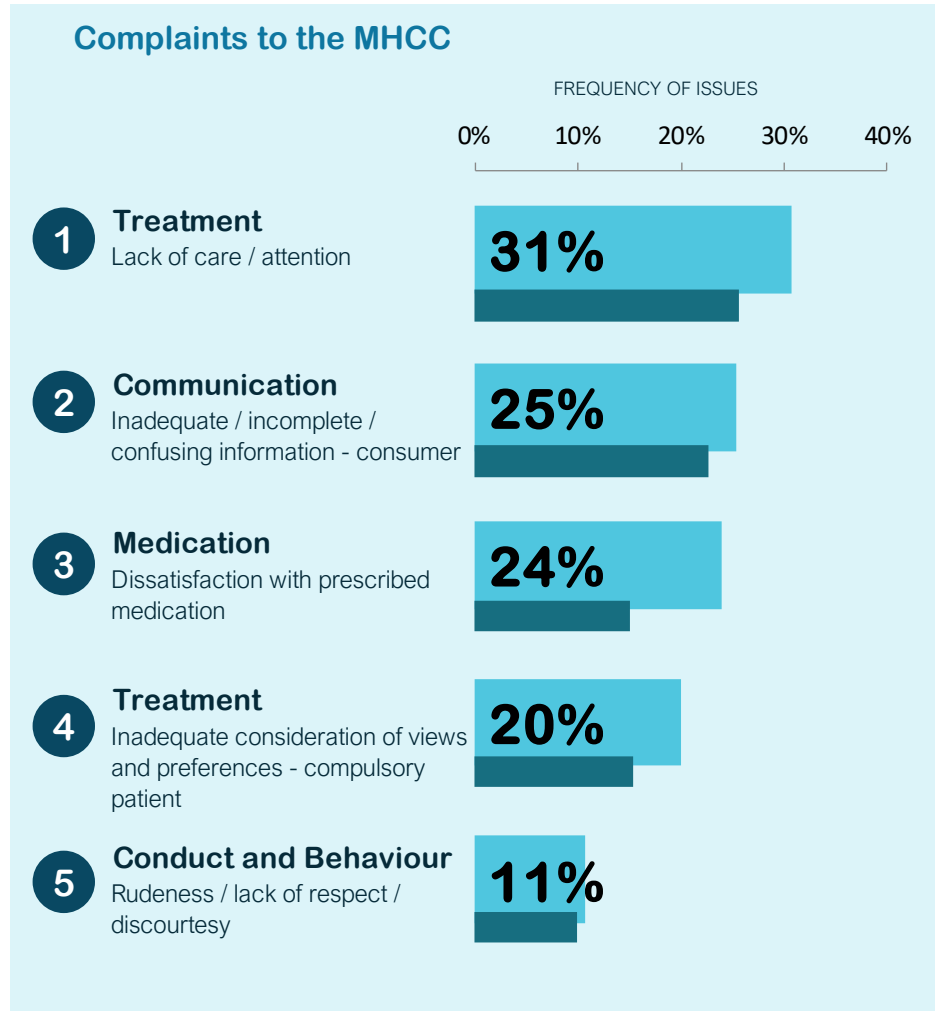
Complaints about Inner West AMHS

- to the MHCC (n=75)
- to the service (n=116)

Sector-wide complaints

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

- Lack of care or attention, and inadequate, incomplete, and/or confusing information provided to the consumer were the most frequently raised issues among complaints made to the MHCC about Inner West AMHS. These issues were moderately higher in proportion compared to complaints made sector-wide.
- Complaints made directly to Inner West AMHS were commonly about lost or damaged property, followed by lack of continuity of care and concerns about the quality of food / meals.



Issues raised by consumers 2021-22

Most frequent Level 3 issues raised about Inner West AMHS

- Among complaints made by consumers to the MHCC about Inner West AMHS, the most commonly raised issues were lack of care or attention regarding treatment, followed by inadequate, incomplete and/or confusing information provided to consumers.
- The most frequently raised issue by consumers in complaints directly to Inner West AMHS was property lost or damaged, which was reported at a higher proportion when compared to complaints made sector-wide.

Complaints about Inner West AMHS

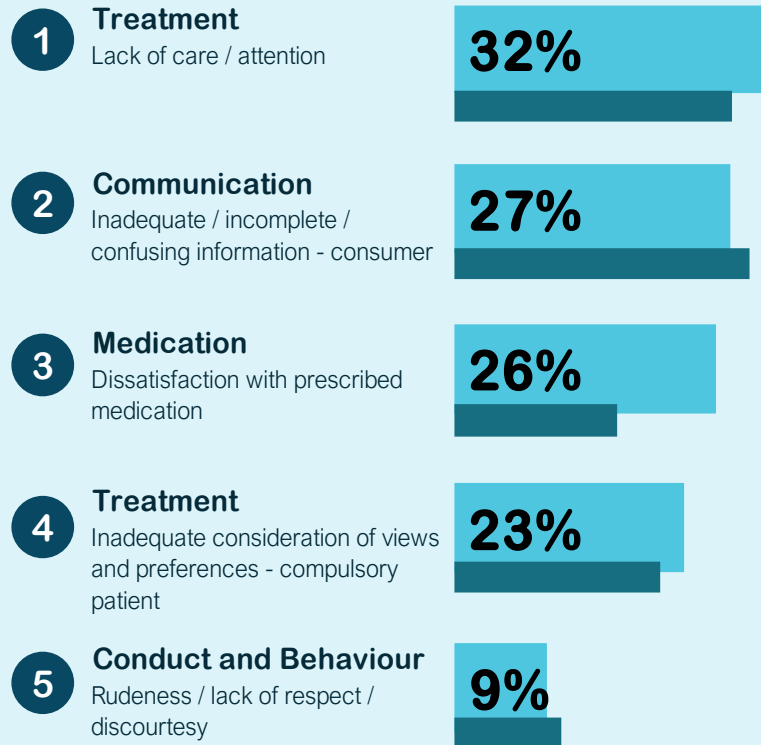
- to the MHCC (n=66)
- to the service (n=41)

Sector-wide complaints

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

Complaints to the MHCC

FREQUENCY OF ISSUES
0% 10% 20% 30% 40%



Complaints to Inner West AMHS

FREQUENCY OF ISSUES
0% 10% 20% 30% 40%



Issues raised by carers 2021-22

Most frequent Level 3 issues raised about Inner West AMHS

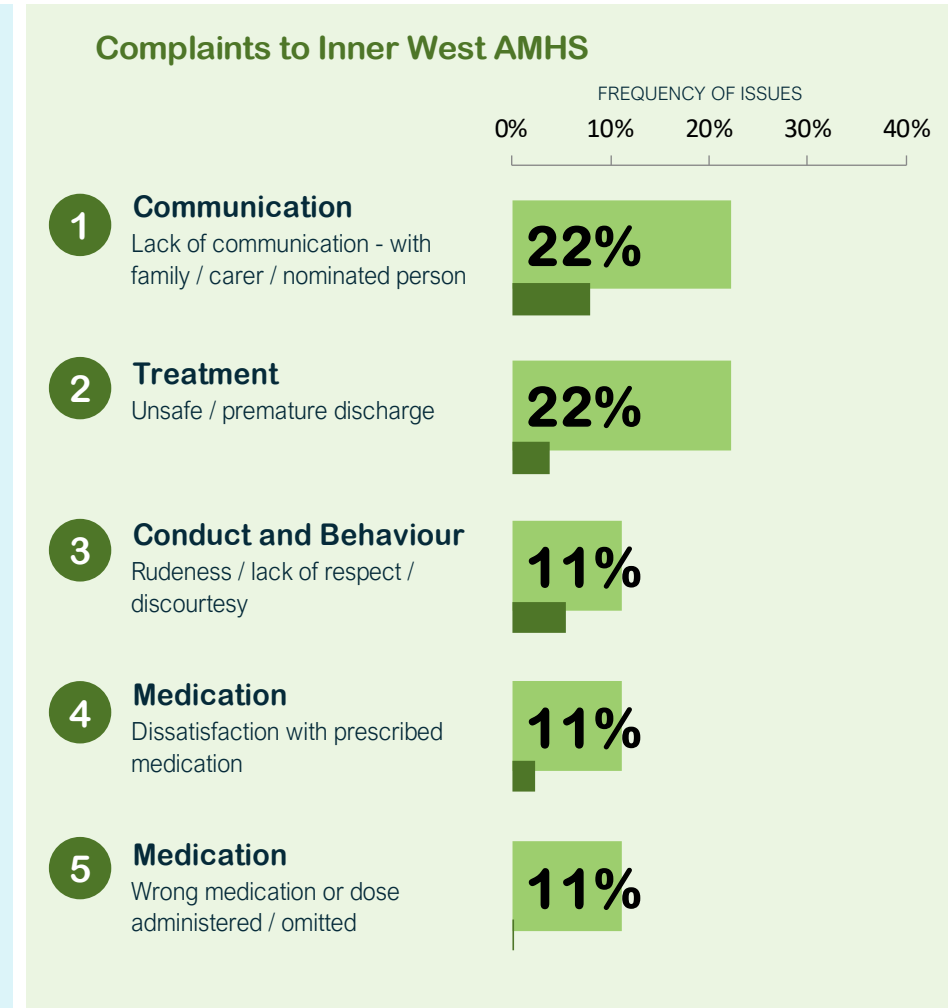
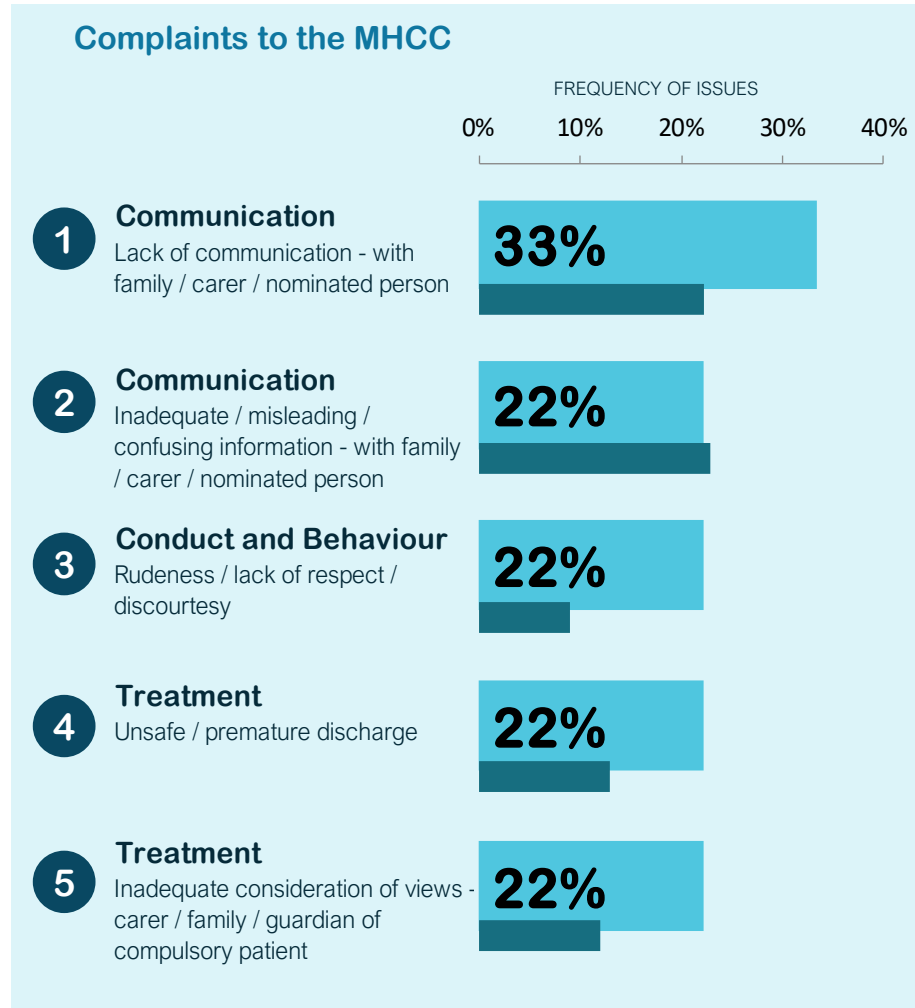
Complaints about Inner West AMHS

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

Sector-wide complaints

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

- Complaints made to the MHCC about Inner West AMHS by carers / family members most frequently related to lack of communication and misleading or confusing information provided to them by the service.
- Complaints raised by carers / family members directly to Inner West AMHS were commonly about lack of communication with them and unsafe or premature discharge of consumers.



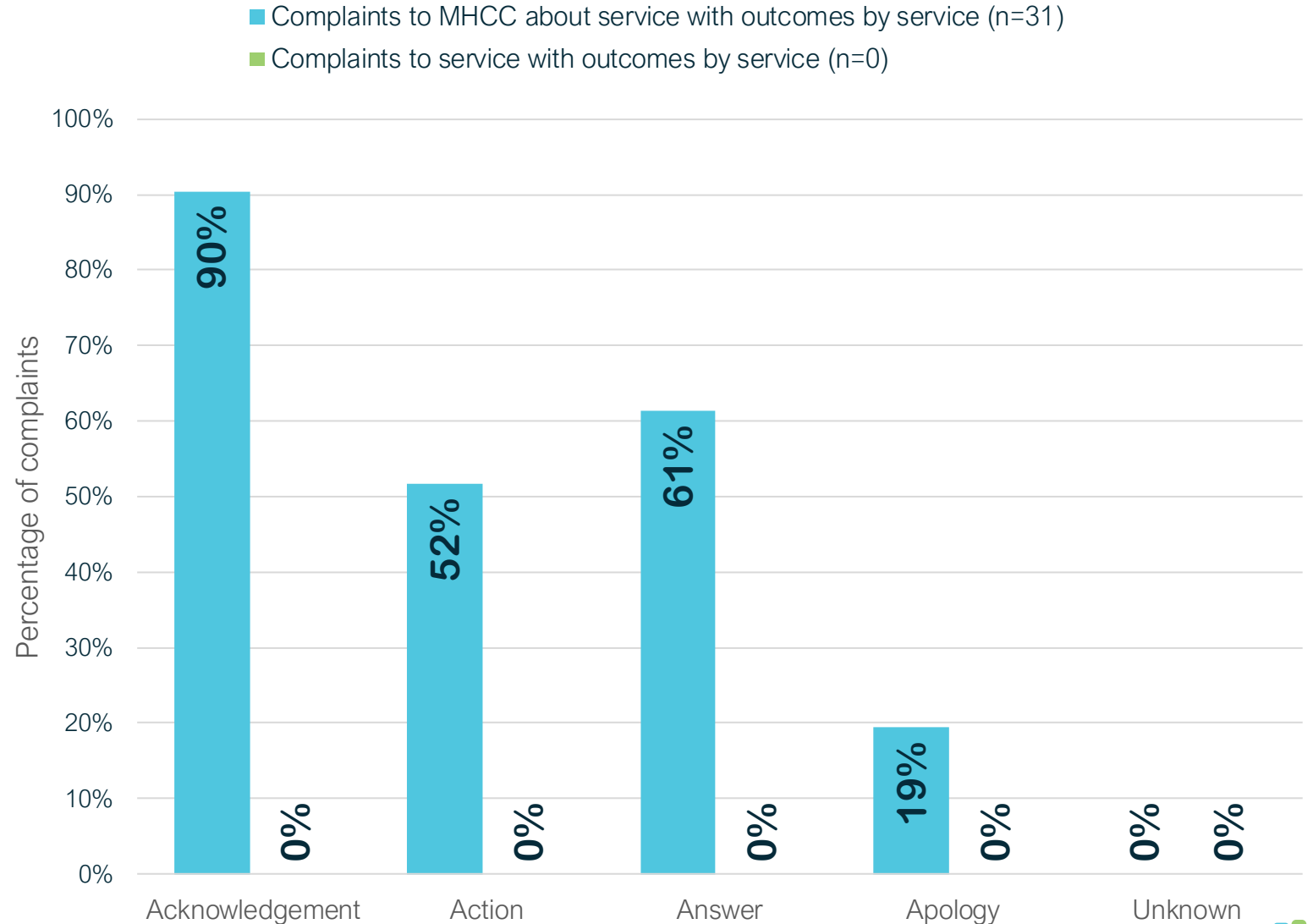


Outcomes of complaints

What were the outcomes of complaints? 2021-22

Closed complaints about Inner West AMHS

- 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 Inner West AMHS that were assessed as being in scope for resolution and/or having a known service outcome. The most common outcome by Inner West AMHS for these complaints was an acknowledgement of the concerns raised.
- Inner West AMHS did not report on outcomes of complaints made directly to them in this reporting period.

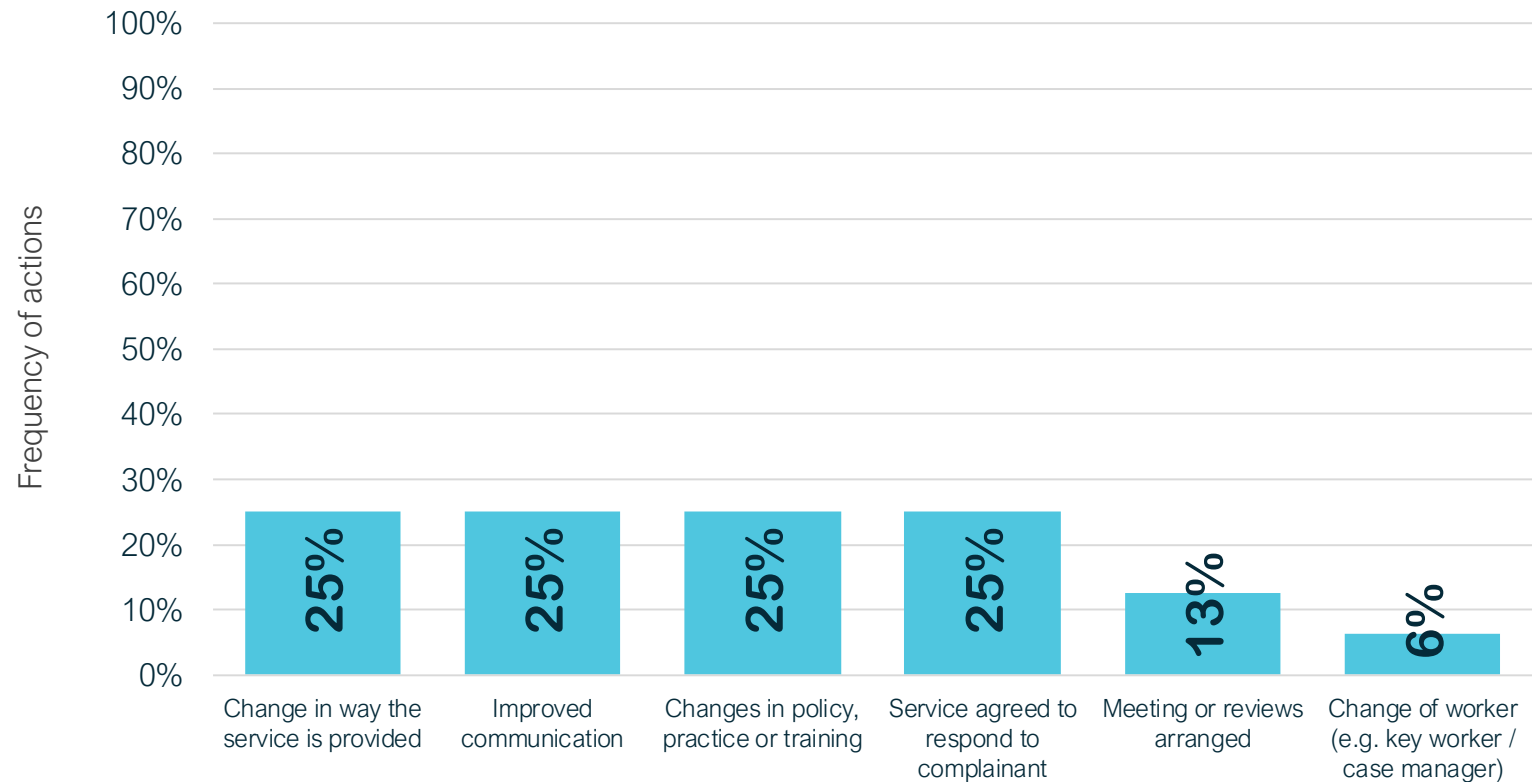


What actions were taken by the service? 2021-22

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

- Actions most frequently undertaken by Inner West AMHS in response to complaints to the MHCC included:
 - change in how the service is provided
 - improving communication / clearing up misunderstandings
 - change in policy, practice or training
 - service agreeing to respond to concerns raised in complaint

■ Complaints to MHCC with action outcomes by service (n=16)



Key points to consider



Complaint numbers

- The number of complaints made directly to Inner West AMHS was higher than the number of complaints made to the MHCC about the service in 2021-22. This was a reverse of the trend shown in the past two years.
- The number of complaints to the MHCC about Inner West AMHS since 2019-20 has been relatively stable, whereas complaints made directly to the service was significantly higher compared to 2019-20.



Issues raised

- Lack of care or attention and inadequate, incomplete, and/or confusing information provided to the consumer were the most frequently raised issues among complaints to the MHCC about Inner West AMHS. These issues were moderately higher in proportion compared to complaints made sector-wide.
- Complaints made directly to Inner West AMHS were commonly about lost or damaged property, followed by lack of continuity of care, and the quality of food / meals.



Outcomes

- The most common outcome by Inner West AMHS for complaints made to MHCC was an acknowledgement of the concerns raised.
- Actions most frequently undertaken by Inner West AMHS in response to complaints to the MHCC were change in ways the service is provided, improving communication, change in policy, practice or training and service agreeing to respond to concerns raised in complaints.