

# Summary of service provider complaint report

## Mid 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:



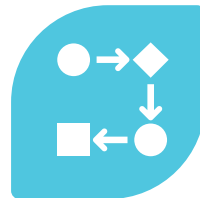
identify key themes and emerging issues across the sector



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

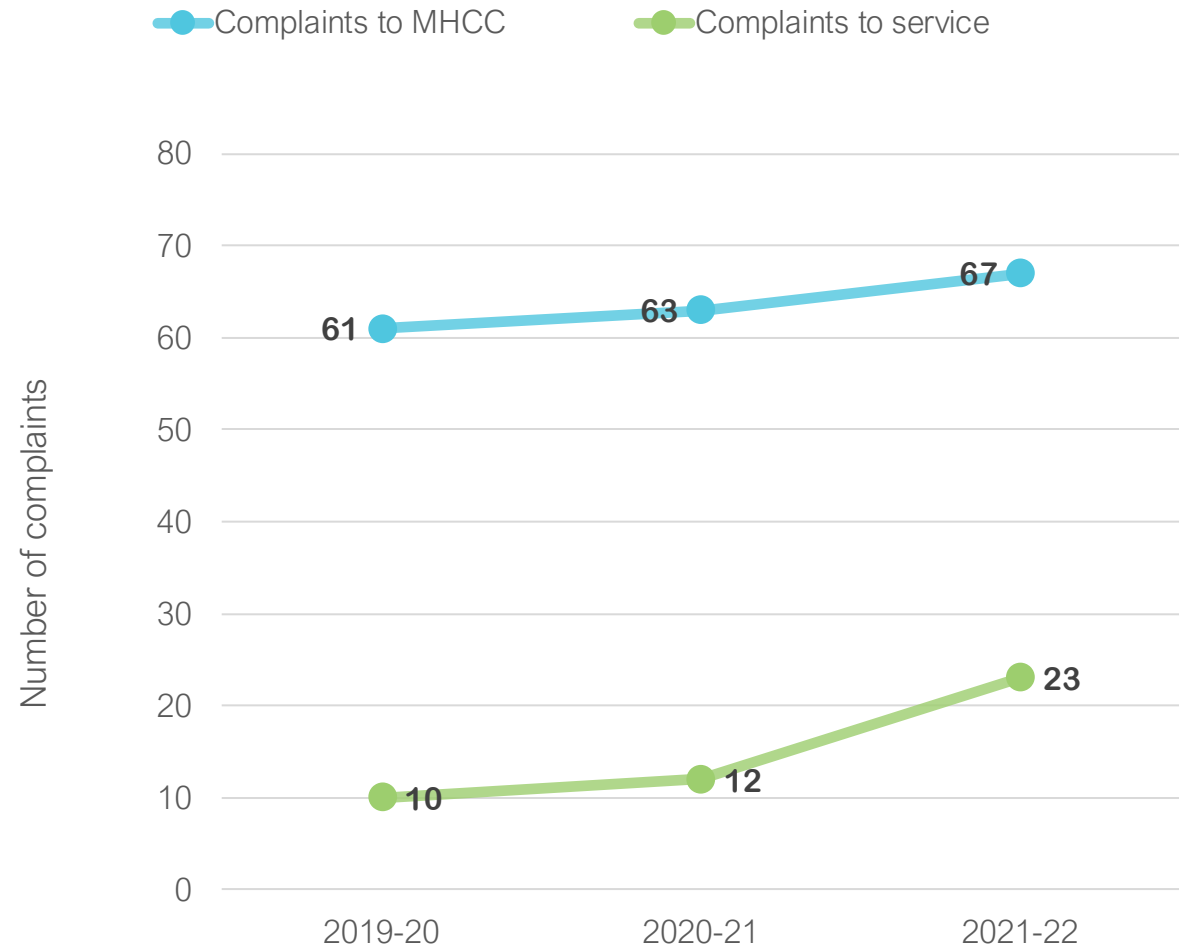
67

Complaints to MHCC  
about Mid West AMHS

23

Complaints to Mid  
West AMHS

- The number of complaints made to both the MHCC about Mid-West AMHS and directly to Mid-West AMHS increased in 2021-22.
- Overall, more complaints were made to the MHCC about Mid-West AMHS than to the service directly.
- Since 2019-20, the number of complaints made to the MHCC about Mid-West AMHS and directly to Mid-West AMHS has been increasing.



# 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, a significantly higher rate of complaints was made to the MHCC about Mid-West AMHS, and a lower rate of complaints was made to Mid-West AMHS directly. The rate of compliments made to Mid-West AMHS was half of the sector median.

Complaints about Mid West AMHS

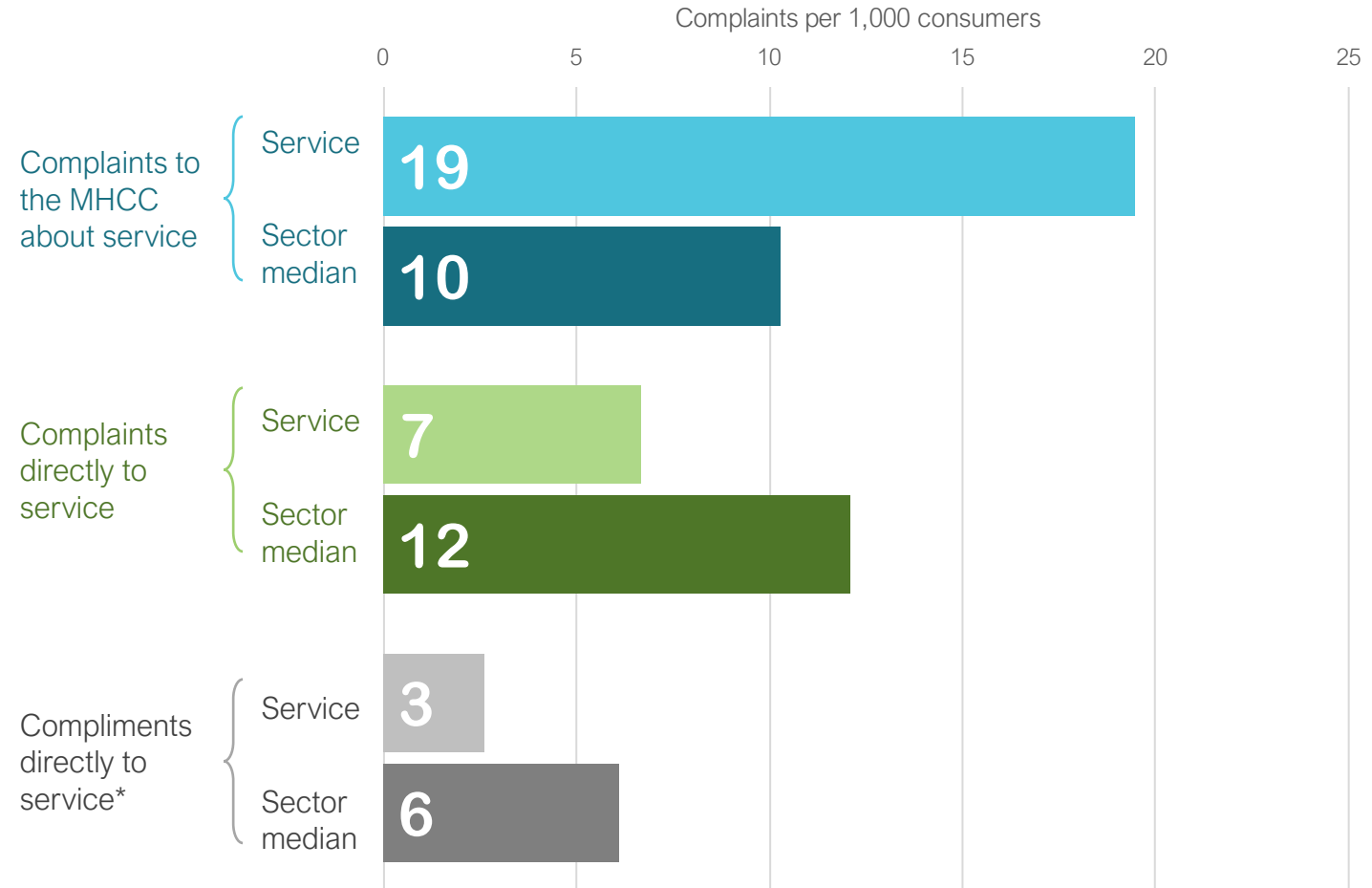
- to the MHCC (n=67)
- to the service (n=23)

Compliments to Mid West AMHS (n=9)

Sector-wide complaints

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

Compliments to services sector-wide (n=891)

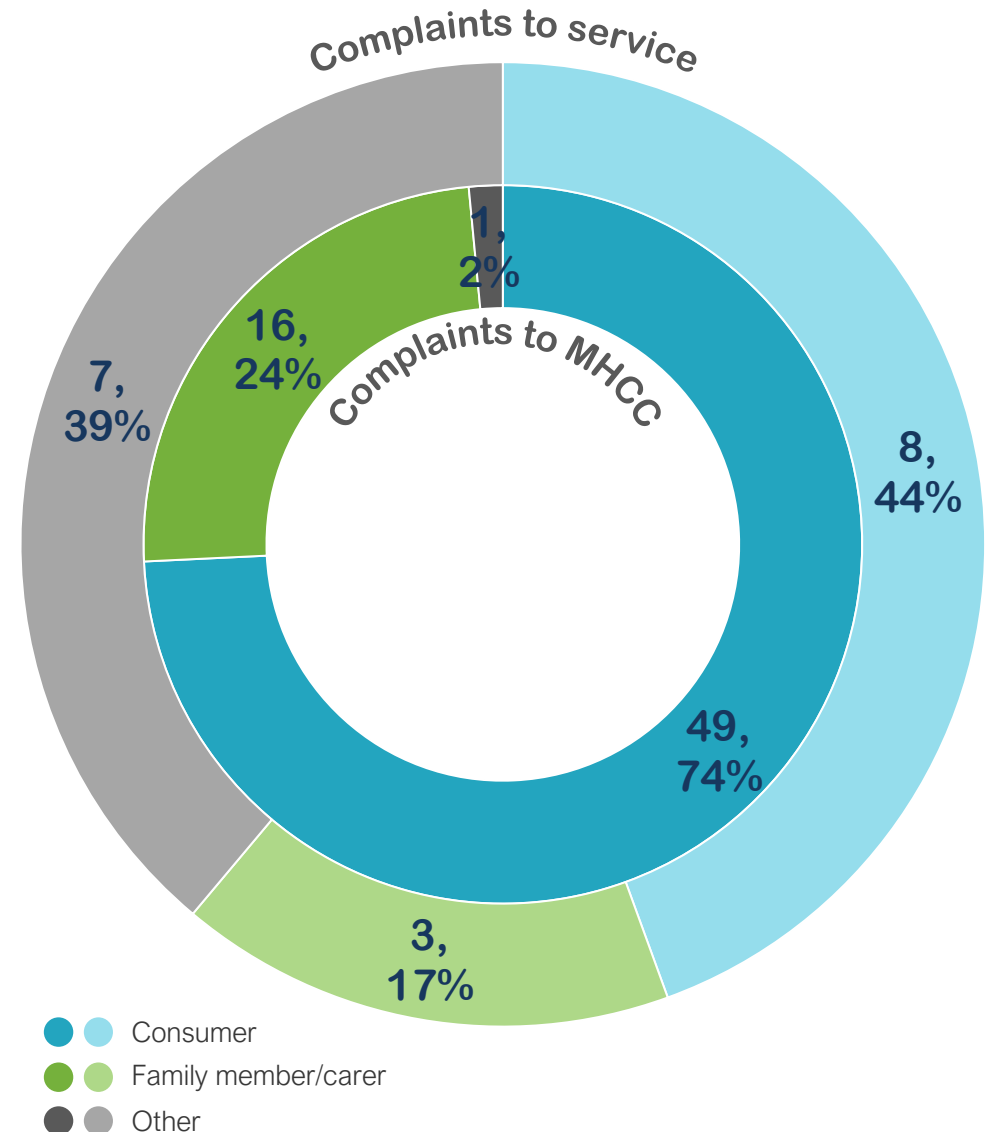


\*Note: not all services reported compliments, and services likely used different approaches to capture compliments data

# Who is making complaints? 2021-22

## Complaints about Mid-West AMHS

- Consumers made the majority of complaints to the MHCC about Mid-West AMHS and less than half to Mid-West AMHS directly.
- In contrast, family members made almost a quarter of complaints to MHCC, and less than a fifth directly to Mid-West AMHS.
- Close to two fifths of complaints made to Mid-West AMHS were made by other complainants, such as advocates, supporters and/ or staff. This is a higher rate of complaints from 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

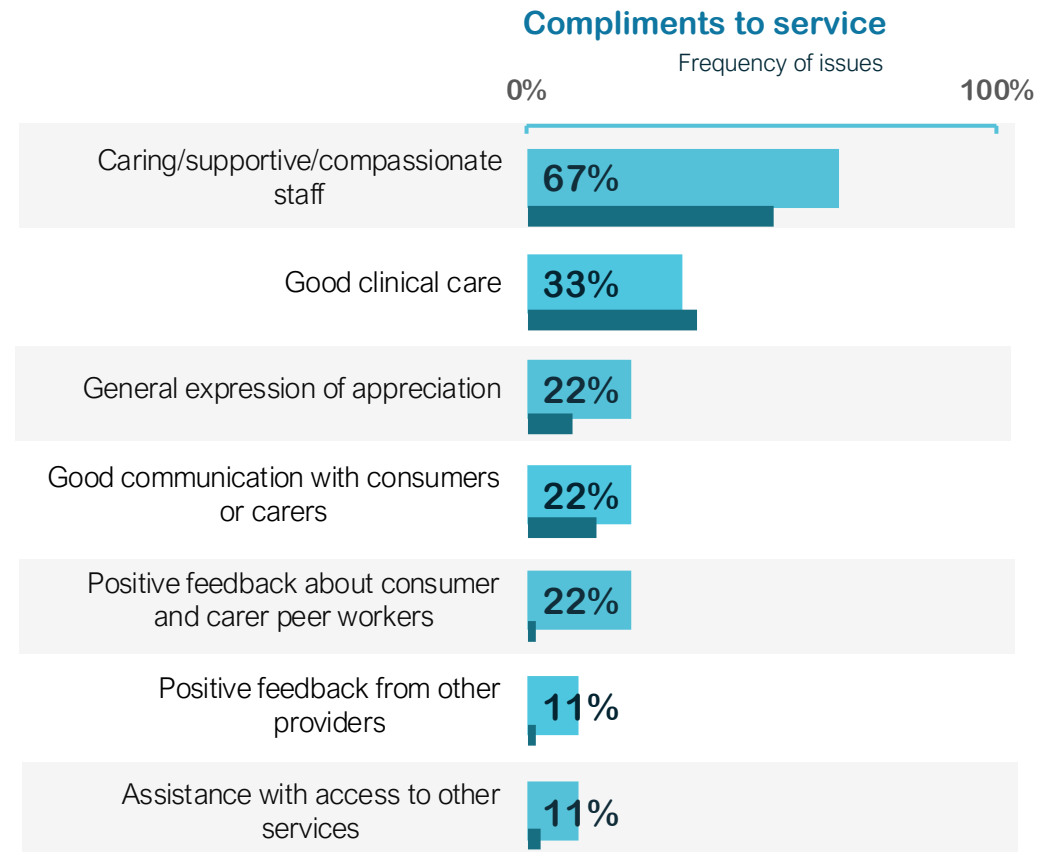


# What were compliments about? 2021-22

● Compliments to Mid West AMHS (n=9)      ● Compliments to services sector-wide (n=891)

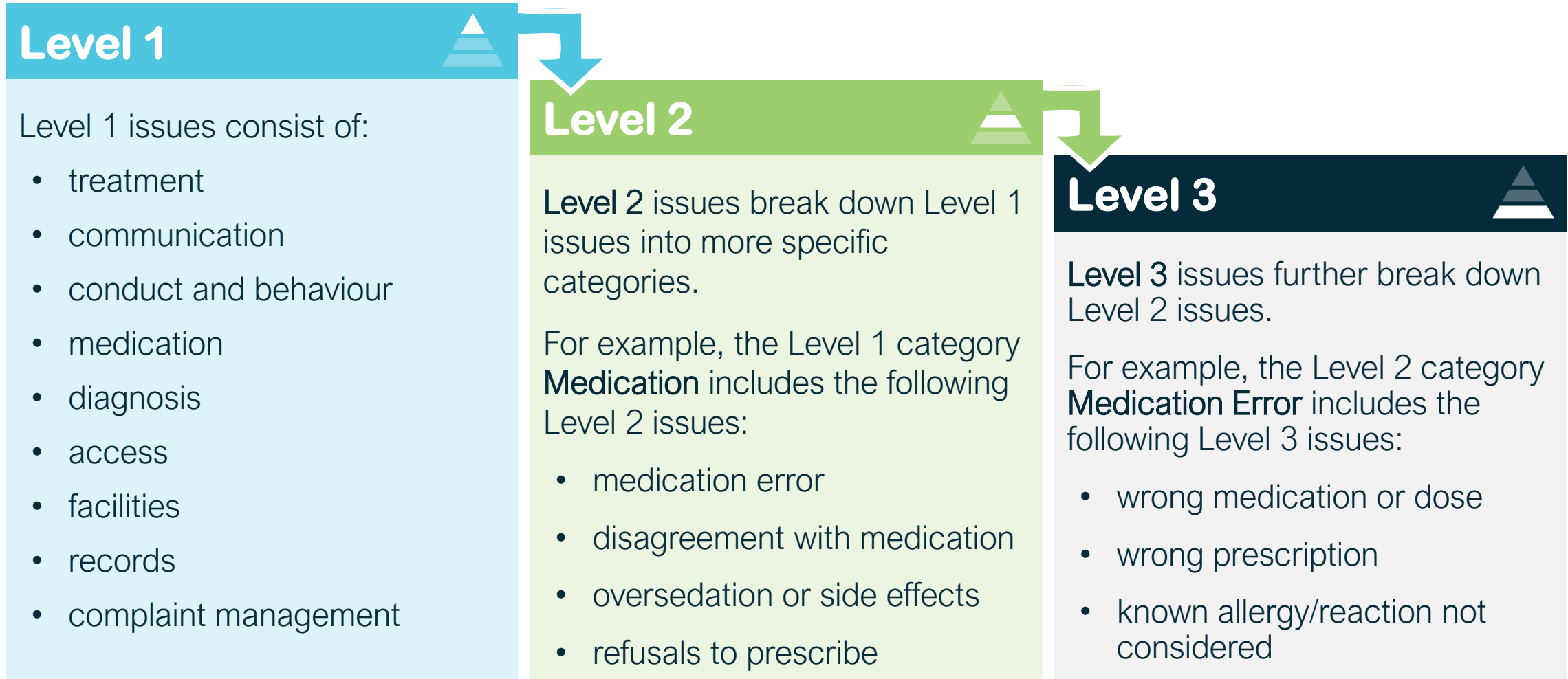
Themes raised in compliments to Mid-West AMHS

- Two thirds of compliments made to Mid-West AMHS were positive feedback about caring, supportive and compassionate staff, these compliments were made at a higher proportion when compared to compliments made to services sector-wide.
- A third of compliments made to Mid-West AMHS were about good clinical care.
- A considerable level of detail was provided by Mid-West AMHS about their compliments data that enabled the MHCC to identify more 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

Level 1 issues raised about Mid-West AMHS

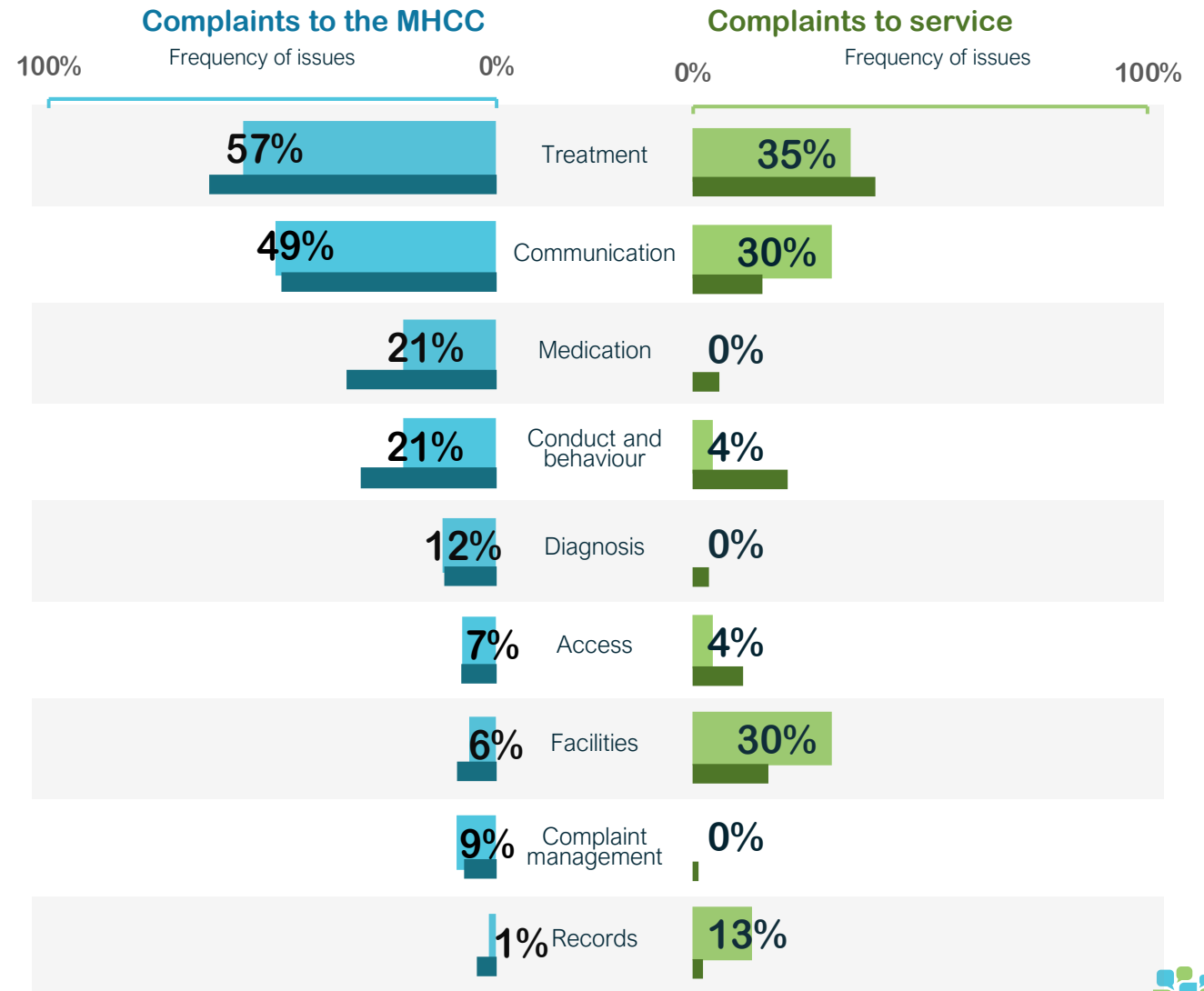
- Issues raised in complaints to the MHCC about Mid-West AMHS were similar with those raised in complaints made to the MHCC across the sector, with Treatment, Communication, Medication, and Conduct and behaviour being the most commonly raised issues.
- Issues raised in complaints made directly to Mid-West AMHS were commonly about Treatment, Communication, and Facilities issues. Complaints regarding Communication and Facilities were made at a higher rate when compared to the sector.

**Complaints about Mid West AMHS**

- to the MHCC (n=67)
- to the service (n=23)

**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 Mid-West AMHS

Complaints about Mid West AMHS

● to the MHCC (n=67)

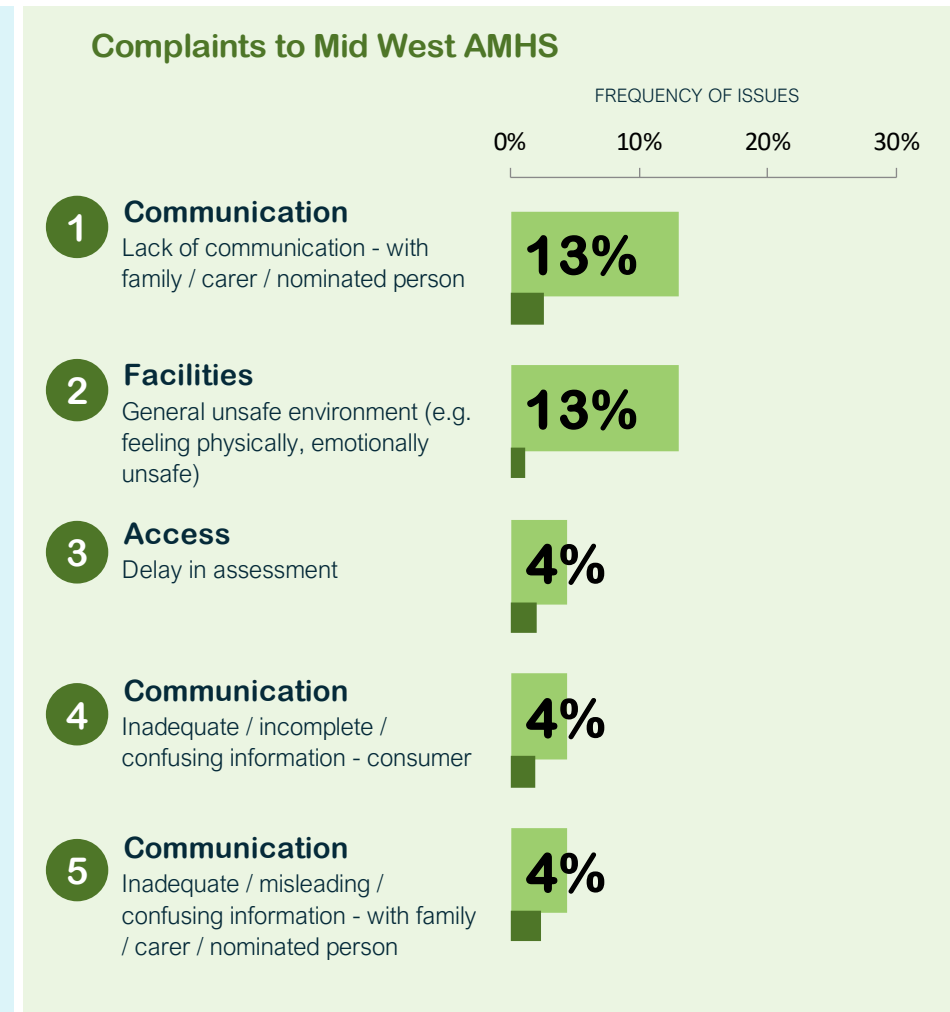
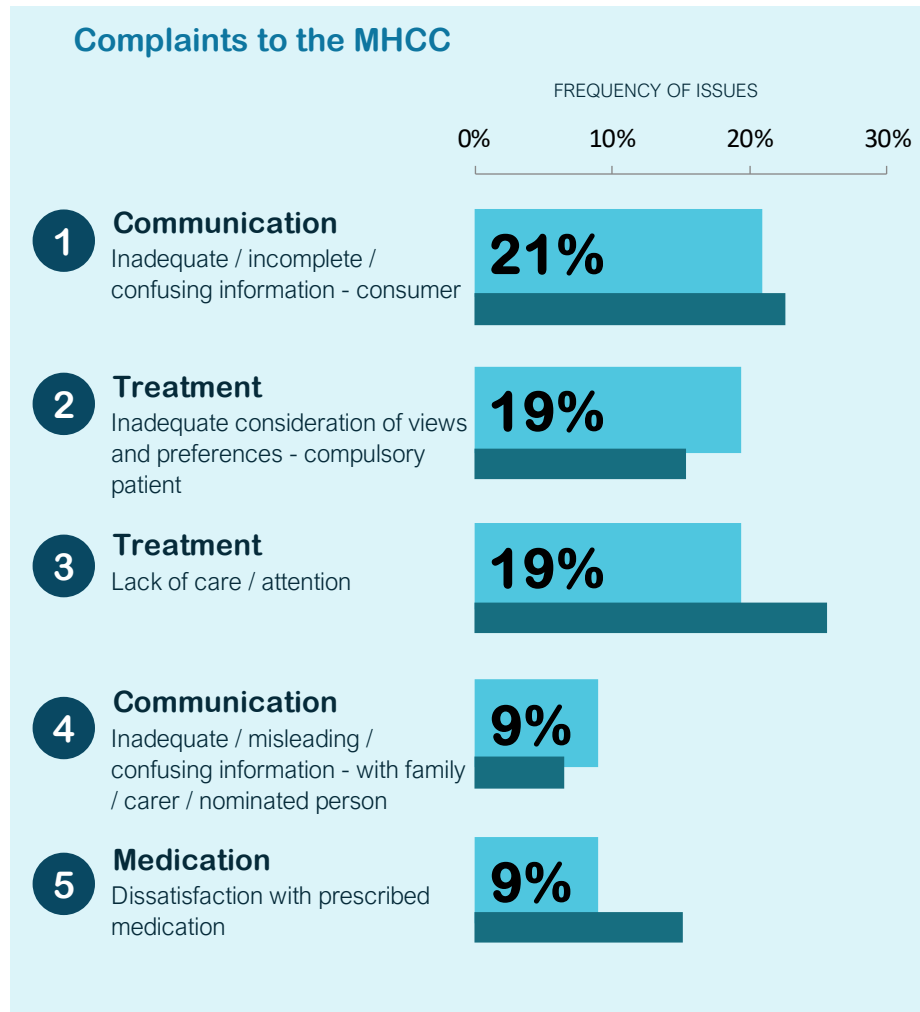
● to the service (n=23)

Sector-wide complaints

● to the MHCC (n=1282)

● to the service (n=1582)

- Inadequate, incomplete or confusing information provided to consumers was the most frequently raised issue in complaints made to the MHCC about Mid-West AMHS.
- Lack of communication with the consumer's family, carer, and/or nominated person, and general unsafe environment were the frequently occurring issues amongst complaints made directly to Mid-West AMHS. Both of which were raised in a higher proportion when compared to the sector.



# Issues raised by consumers 2021-22

Most frequent Level 3 issues raised about Mid-West AMHS

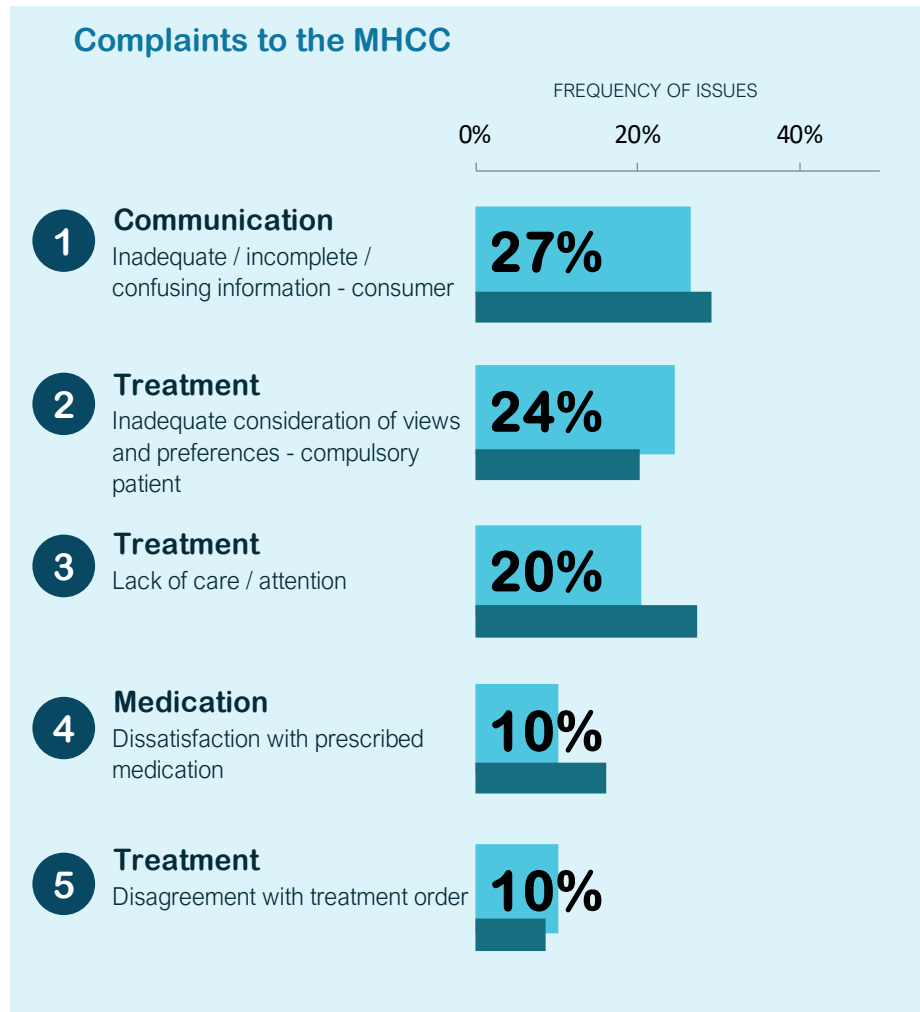
Complaints about Mid West AMHS

- to the MHCC (n=49)
- to the service (n=8)

Sector-wide complaints

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

- The most commonly raised issue in complaints made to the MHCC by consumers about Mid-West AMHS was inadequate, incomplete, or confusing information provided to the consumer. This was followed by inadequate consideration of the views and preferences of compulsory patient.
- In complaints made by consumers to Mid-West AMHS issues of delay in assessment, inadequate, incomplete, or confusing information provided to consumers, and issues regarding facilities were the most common, all raised in higher proportions than in complaints across the sector.



# Issues raised by carers 2021-22

Most frequent Level 3 issues raised about Mid-West AMHS

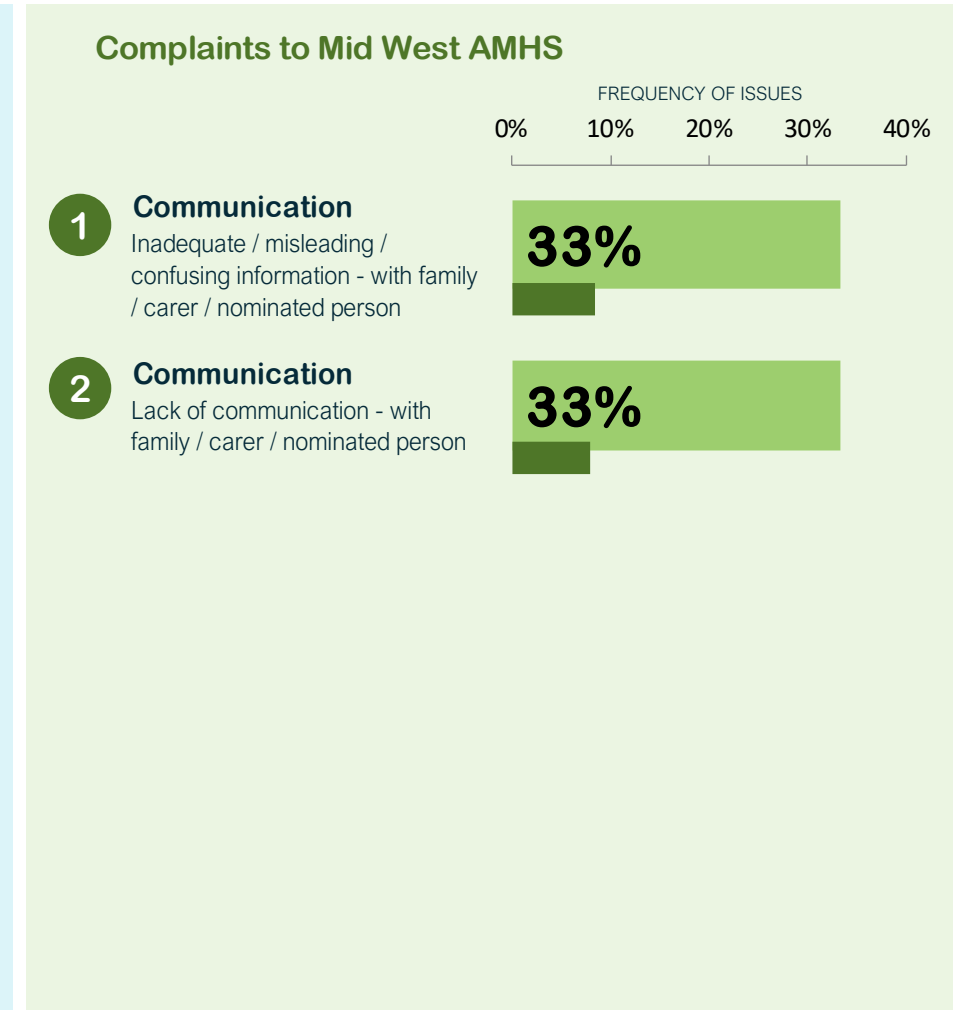
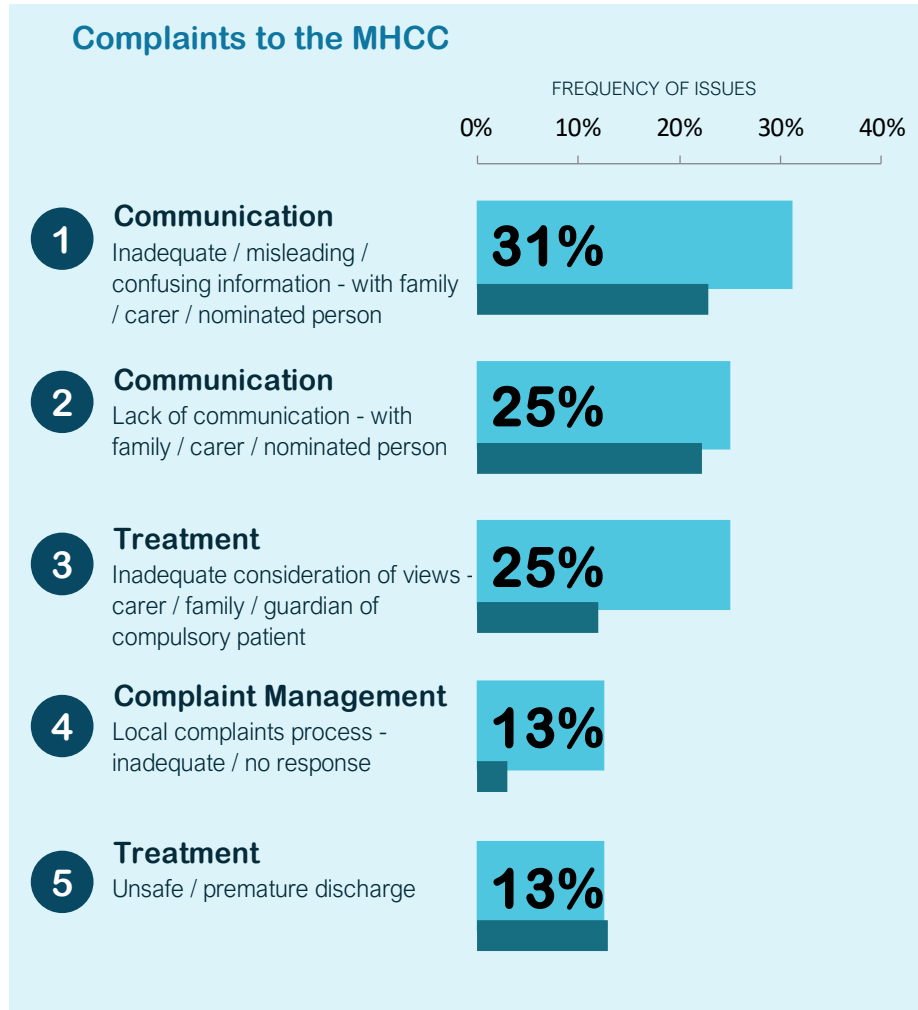
- Complaints made to the MHCC about Mid-West AMHS by carers / family members frequently related to inadequate, misleading, or confusing information provided to them.
- In complaints made by carers to Mid-West AMHS directly the most commonly raised issues related to inadequate, misleading, or confusing information provided to them, and lack of communication with them.

Complaints about Mid West AMHS

- to the MHCC (n=16)
- to the service (n=3)

Sector-wide complaints

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



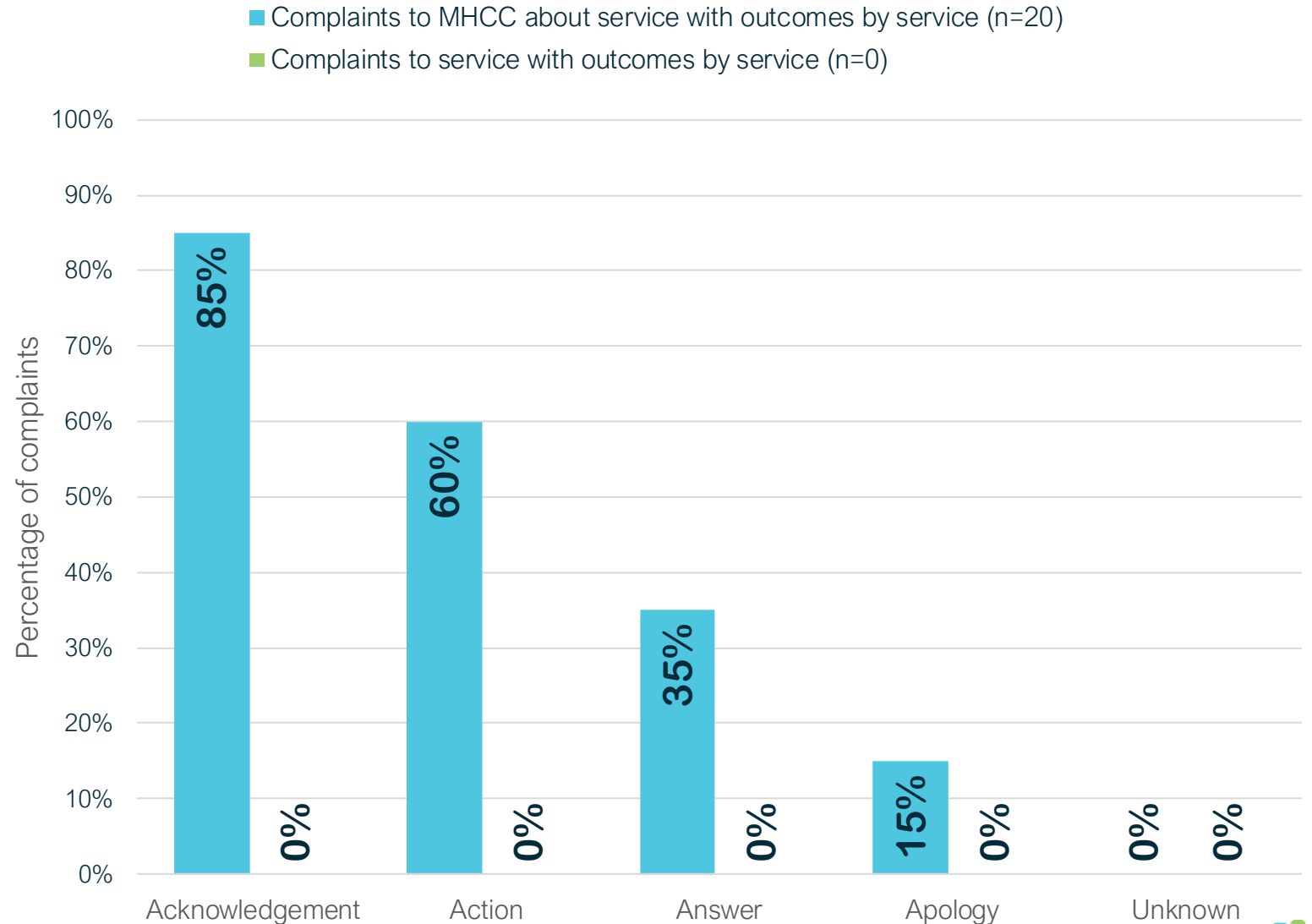


# Outcomes of complaints

# What were the outcomes of complaints? 2021-22

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



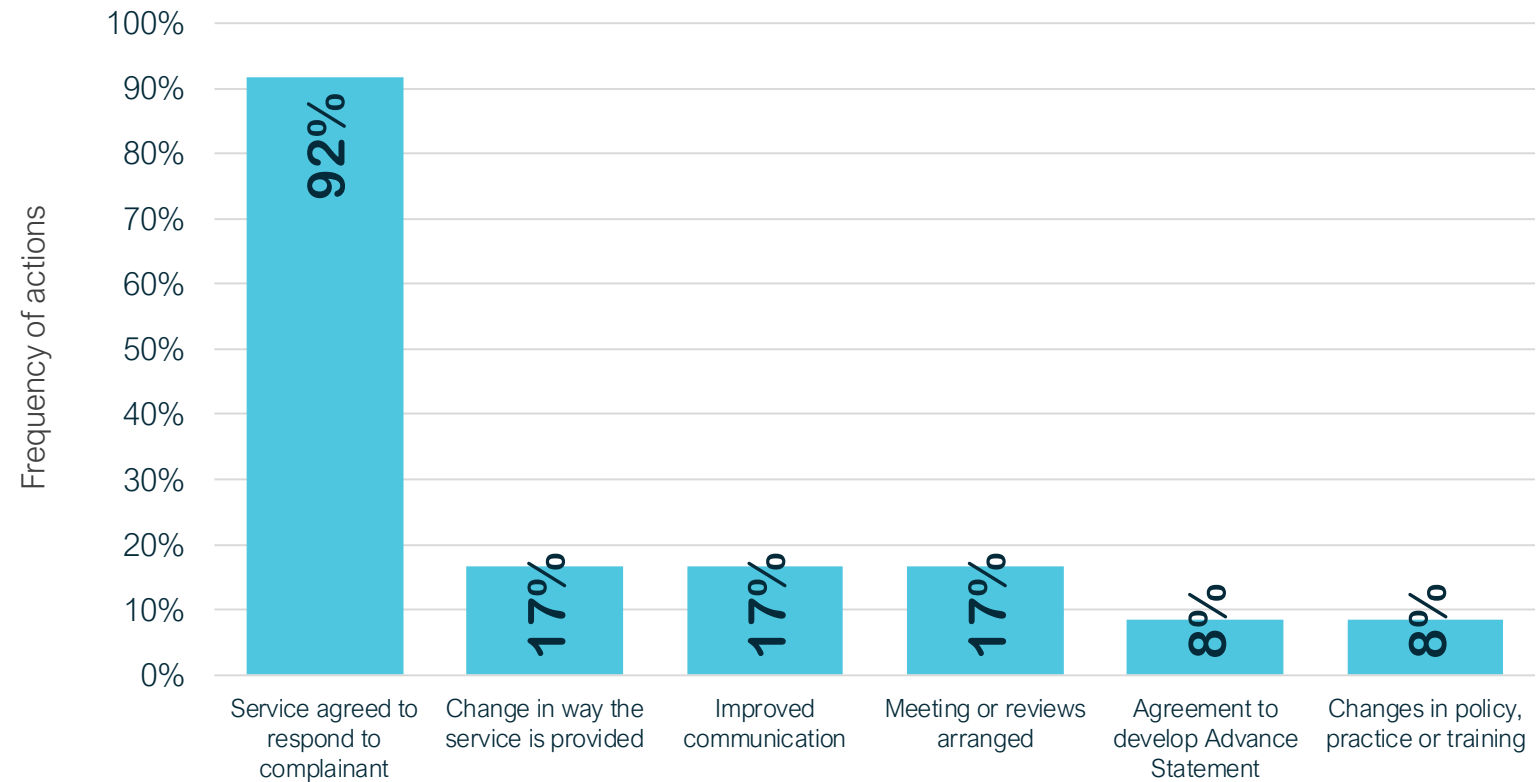


# What actions were taken by the service? 2021-22

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

■ Complaints to MHCC with action outcomes by service (n=12)

- Actions most frequently undertaken by Mid-West AMHS in response to complaints to the MHCC included:
  - responding to the complainant or consumer directly
  - change in the way the service is provided
  - improving communication/clarifying misunderstandings
  - arranging meetings or reviews



# Key points to consider



## Complaint numbers

- The number of complaints made to both the MHCC about Mid-West AMHS and to Mid-West AMHS directly, increased in 2021-22.
- Overall, more complaints were made to the MHCC about Mid-West AMHS than to the service directly.
- Since 2019-20, the number of complaints made directly to Mid-West AMHS and made to the MHCC about the service appear to be trending upwards.



## Issues raised

- Inadequate, incomplete, or confusing information provided to consumers was the most frequently raised issue to the MHCC about Mid-West AMHS. This issue was raised in at a similar rate than in complaints made sector wide.
- Lack of communication with the family, carer, or nominated person, and general unsafe environment were the most frequently occurring issues amongst complaints made directly to Mid-West AMHS.

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## Outcomes

- The most common outcome by Mid-West AMHS for complaints made to the MHCC about Mid-West AMHS was an acknowledgement of the concerns raised.
- The action most frequently undertaken by Mid-West AMHS in response to complaints made to the MHCC was responding to the complainant or consumer directly.