

Summary of service provider complaint report

North 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:



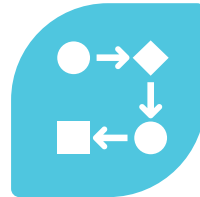
identify key themes and emerging issues across the sector



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

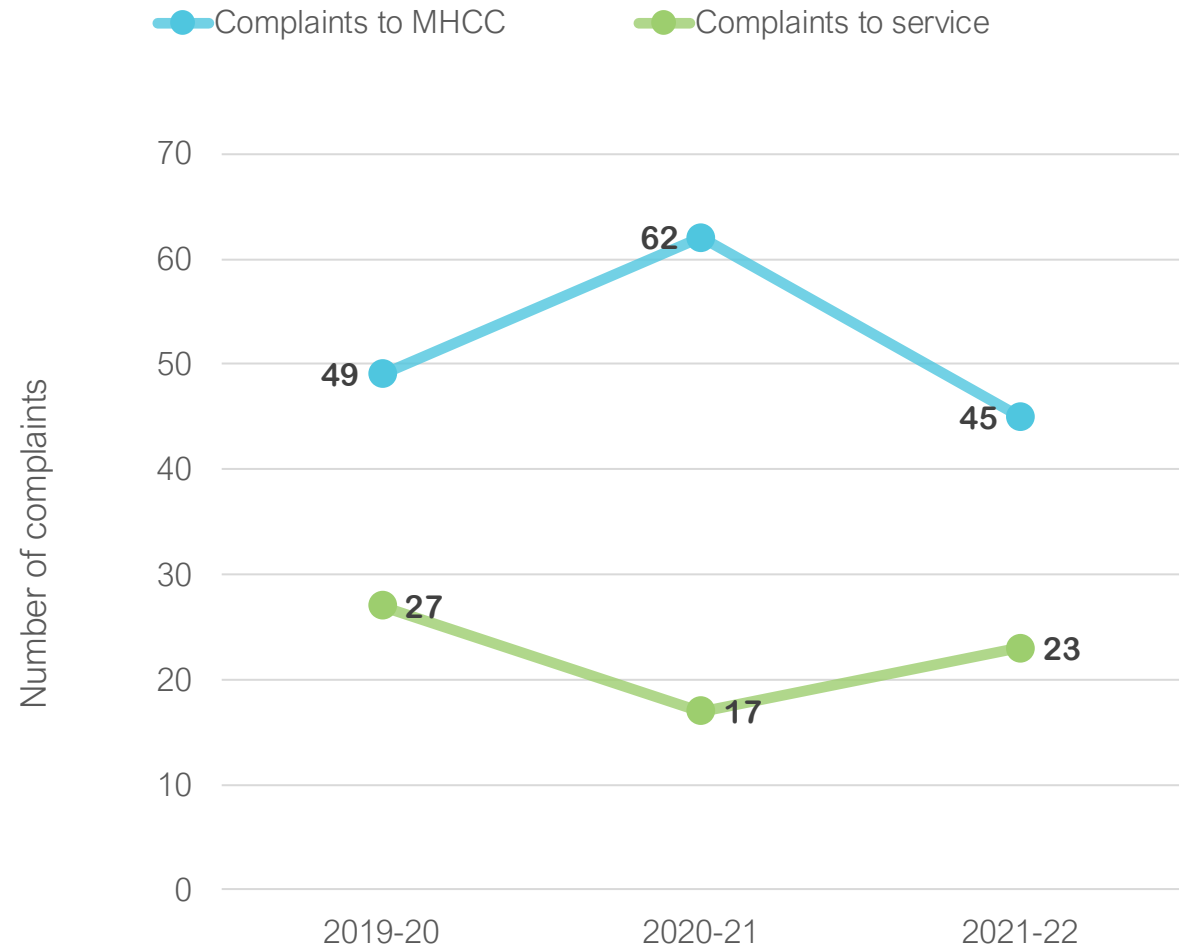
45

Complaints to MHCC
about North West AMHS

23

Complaints to North
West AMHS

- In 2021-22, the number of complaints made to the MHCC about North-West AMHS decreased, and the number of complaints made directly to North-West AMHS Health increased.
- Overall, the number of complaints made to the MHCC about North-West AMHS in 2021-22 was almost double the number of complaints made to the service directly.
- While there was an increase in the number of complaints made to the MHCC about North-West AMHS in 2020-21, it has decreased to a level below that recorded in 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.
- The rate of complaints made about North-West AMHS to the MHCC was higher than the sector median, while the rate of complaints made directly to the service was lower. The rate of compliments made to North-West AMHS was slightly higher compared to the sector median.

Complaints about North West AMHS

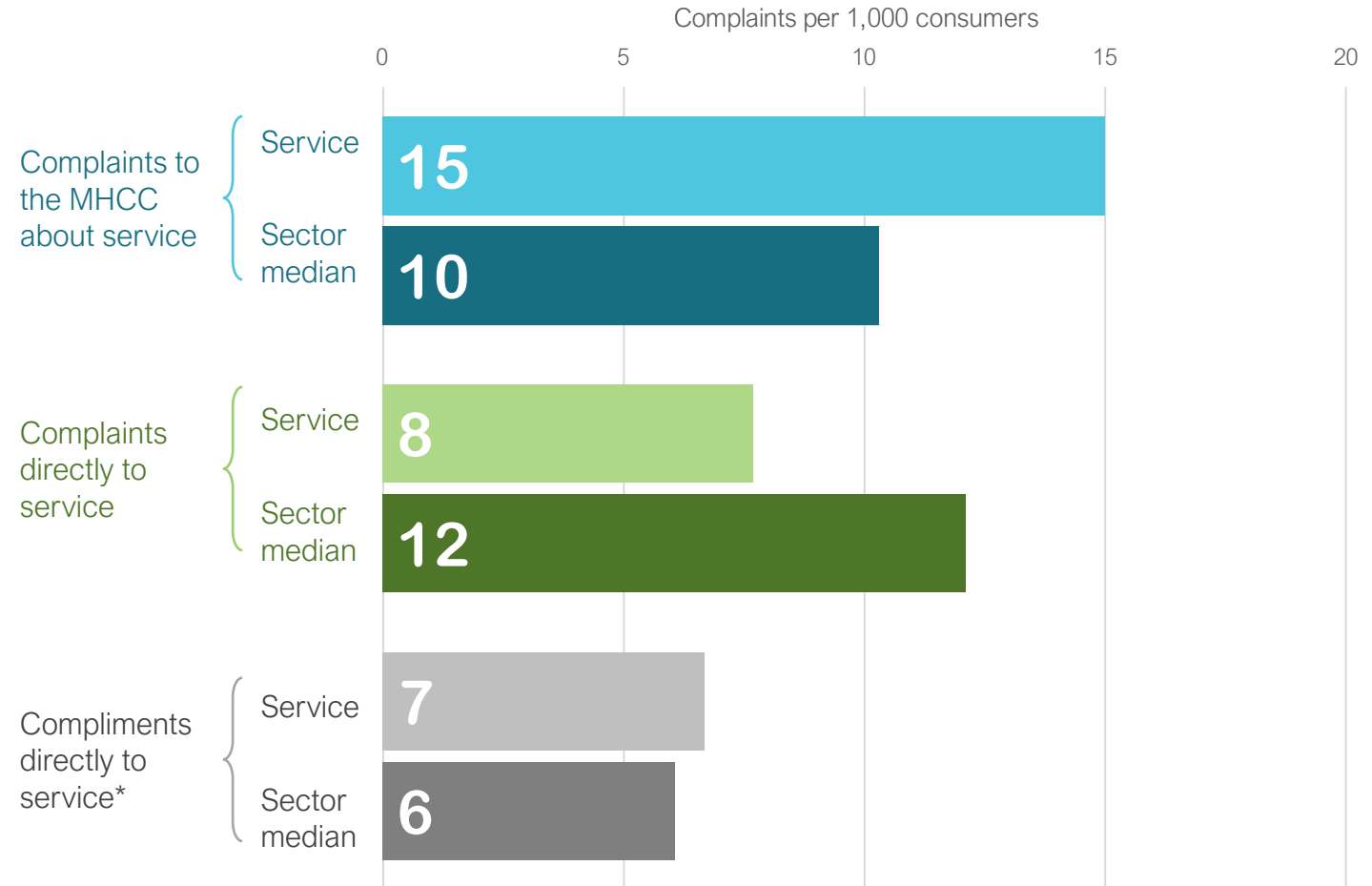
- to the MHCC (n=45)
- to the service (n=23)

● Compliments to North West AMHS (n=20)

Sector-wide complaints

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

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

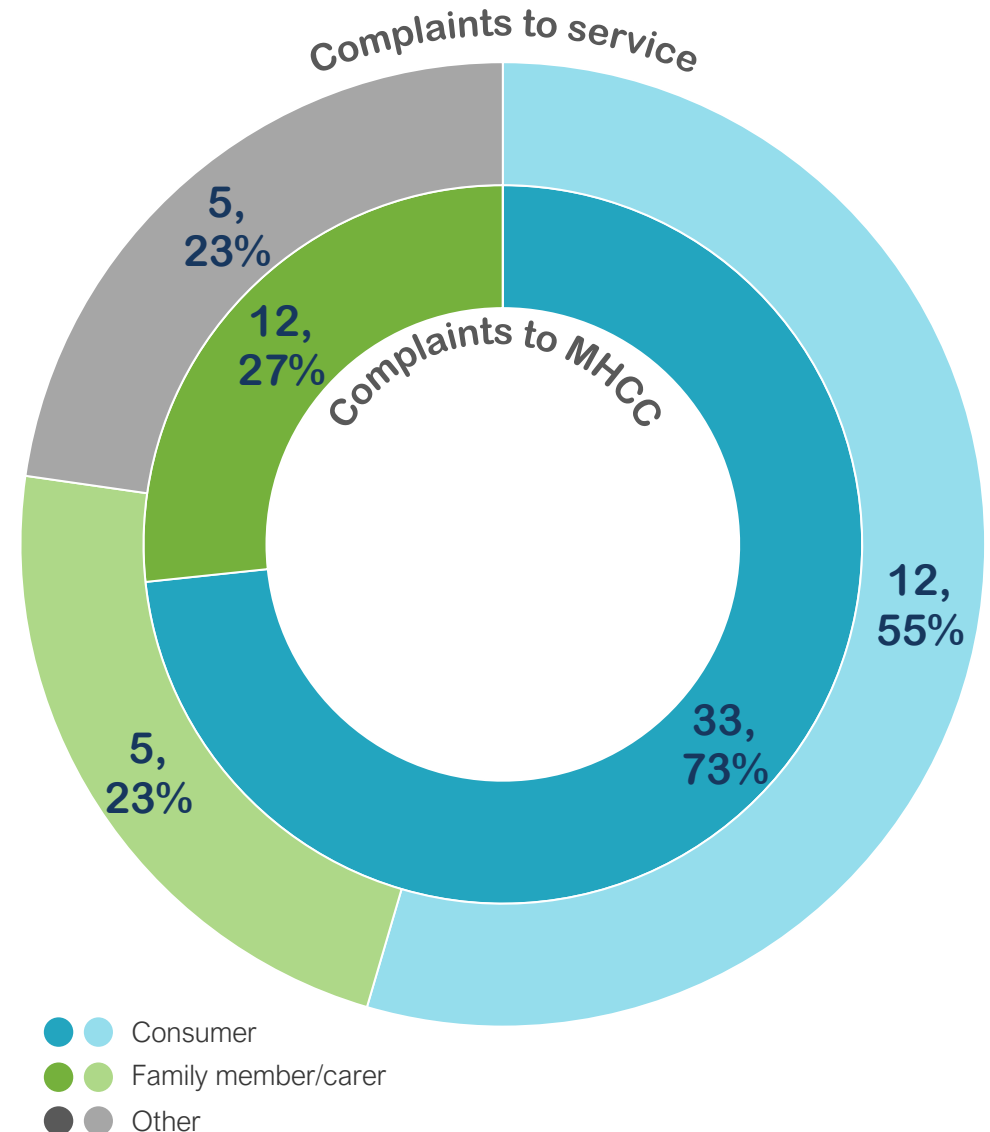


*Note: not all services reported compliments, and services likely used different approaches to capture compliments data

Who is making complaints? 2021-22

Complaints about North -West AMHS

- Consumers made the majority of complaints to the MHCC about North-West AMHS and to North-West AMHS directly. This is broadly consistent with the sector as a whole.
- Family members / carers made around one in four of the total complaints made both to the MHCC about North-West AMHS and directly to the service.
- Just under a quarter of complaints made directly to the service were made by others, such as advocates, supporters and/ or staff.



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



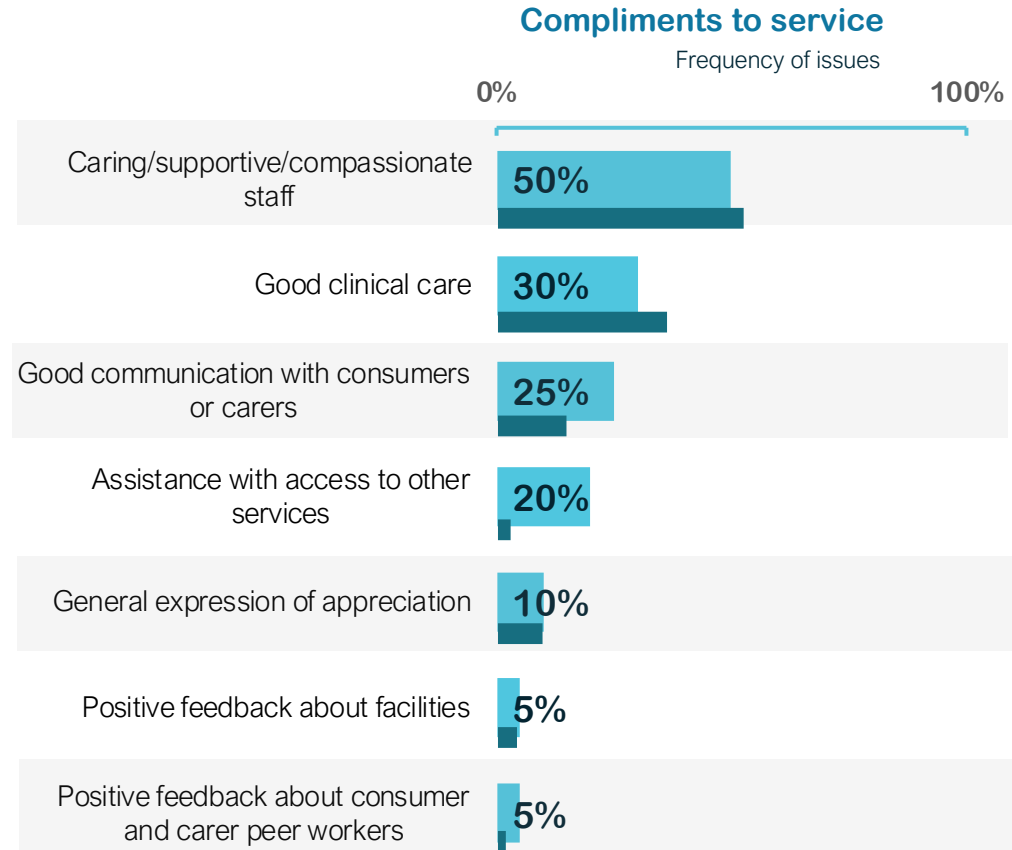
Issues raised in complaints and compliments

What were compliments about? 2021-22

● Compliments to North West AMHS (n=20) ● Compliments to services sector-wide (n=891)

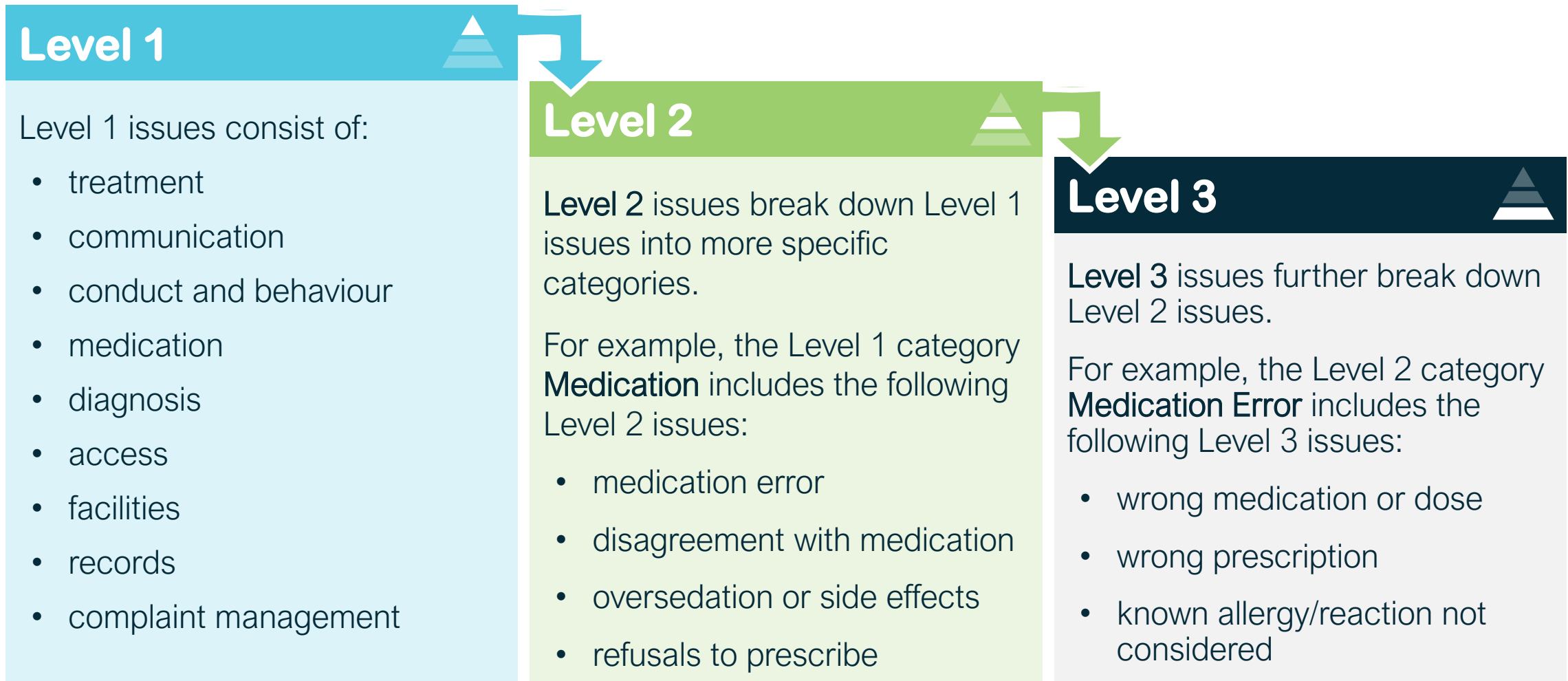
Themes in compliments to North-West AMHS

- Half of compliments made to North-West AMHS were positive feedback about caring, supportive and compassionate staff, raised in similar proportions when compared to compliments made sector-wide.
- Good clinical care and good communication with consumers and carers were also commonly raised in compliments made to the service.



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 North-West AMHS

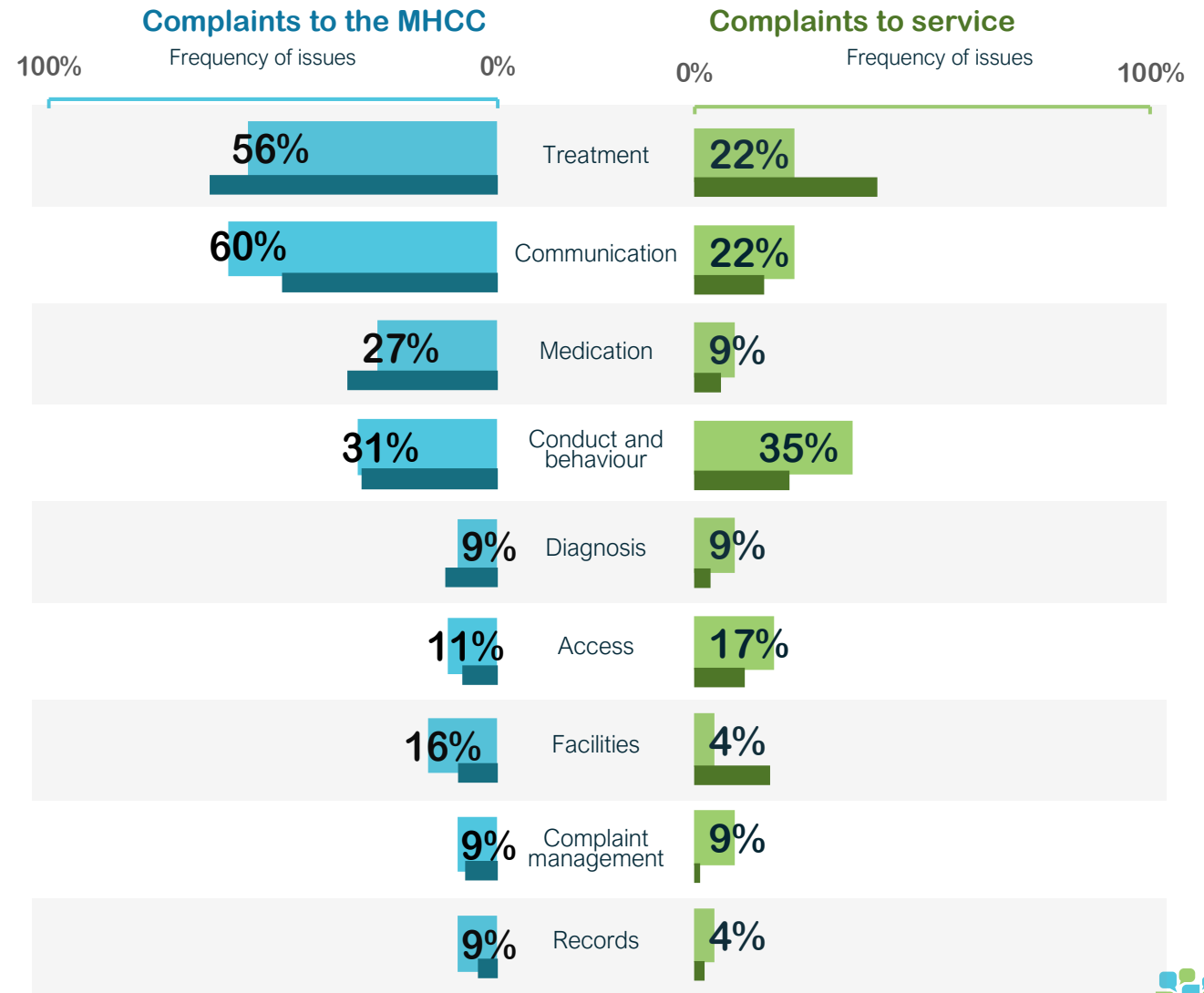
Complaints about North West AMHS

- to the MHCC (n=45)
- to the service (n=23)

Sector-wide complaints

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

- Issues raised in complaints made to the MHCC about North-West AMHS were broadly consistent with those raised in complaints to the MHCC for the sector, with Communication, Treatment, Conduct and behaviour, and Medication being the most commonly raised issues. Issues regarding Communication were raised in a slightly higher proportion when compared to the sector.
- Issues raised in complaints made directly to North-West AMHS were commonly about Conduct and behaviour, Treatment and Communication issues.



What were complaints about? 2021-22

Most frequent Level 3 issues raised about North-West AMHS

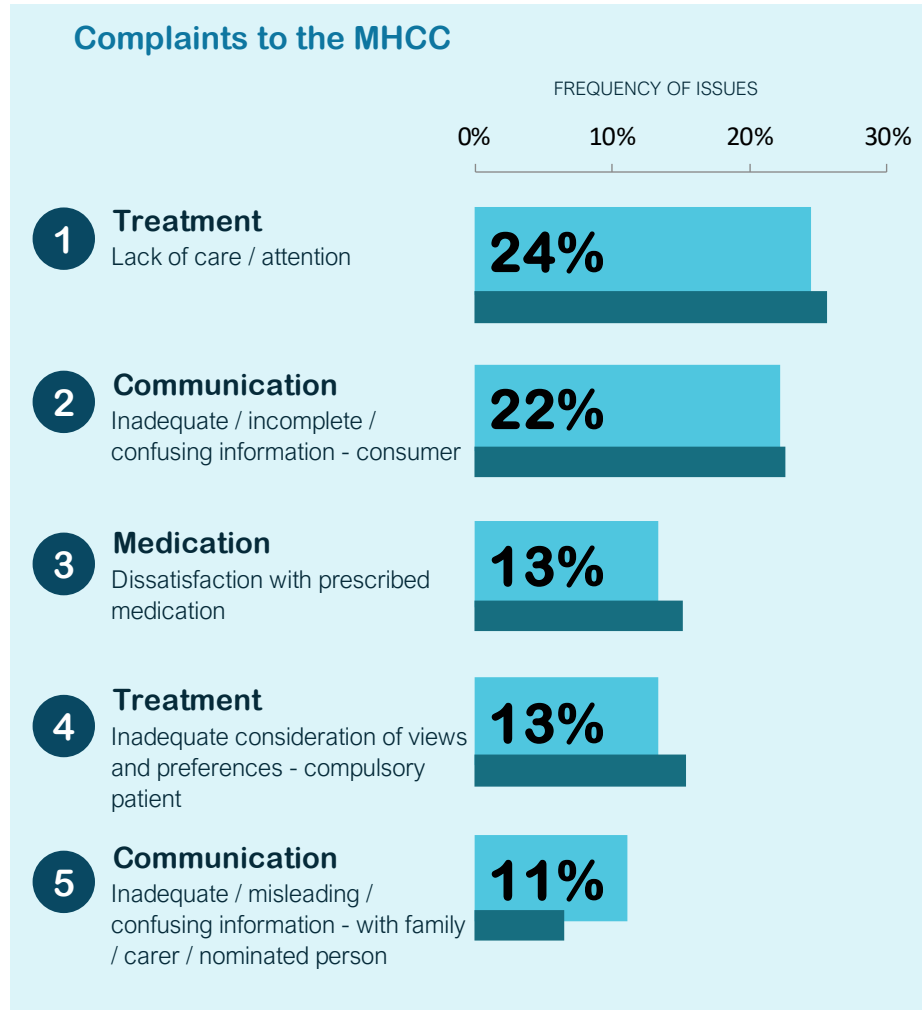
Complaints about North West AMHS

- to the MHCC (n=45)
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Sector-wide complaints

- to the MHCC (n=1282)
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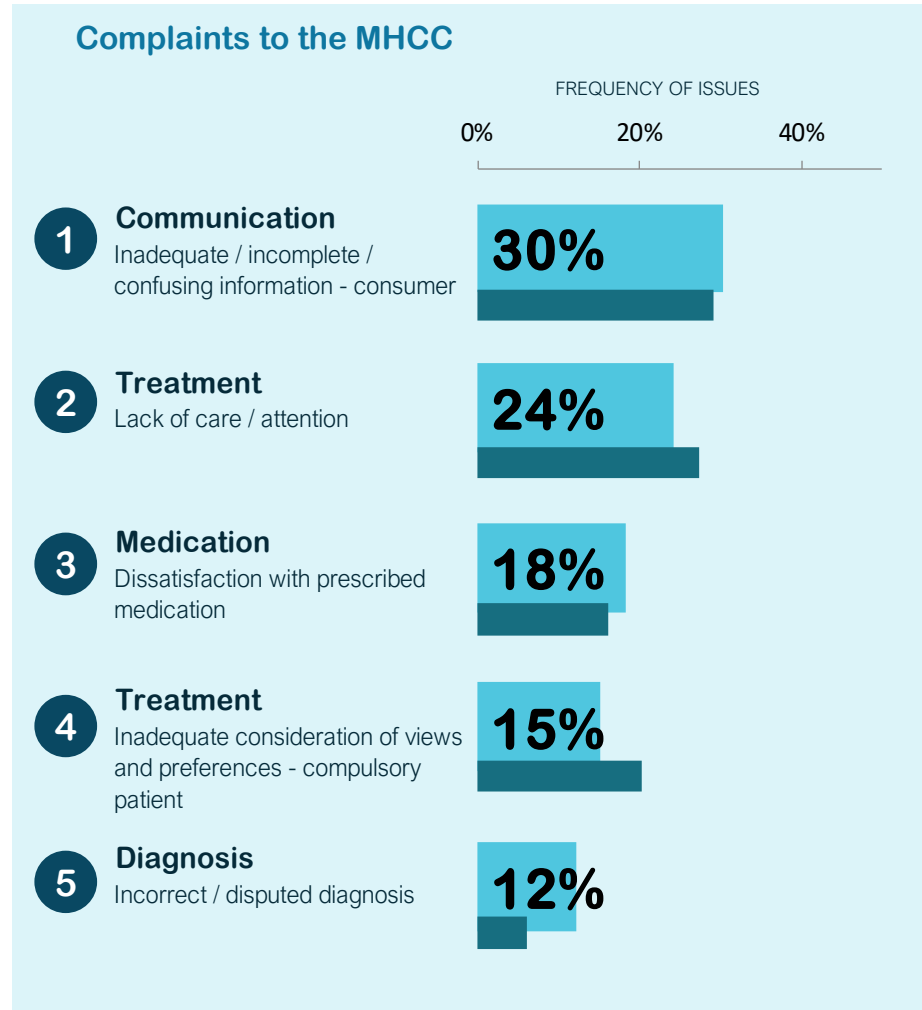
- Lack of care or attention followed by inadequate, incomplete, or confusing information provided to the consumer were the most frequently raised issues among complaints made to the MHCC about North-West AMHS. These issues were raised in similar proportion compared to complaints made sector-wide.
- Lack of empathy and compassion was the most commonly raised issue among complaints made directly to North-West AMHS. Raised in a substantially higher proportion of complaints when compared to the sector.



Issues raised by consumers 2021-22

Most frequent Level 3 issues raised about North-West AMHS

- The issues most commonly raised by consumers in complaints made to the MHCC about North-West AMHS were inadequate, incomplete, or confusing information provided to the consumer, followed by lack of care or attention.
- The most frequently raised issue by consumers in complaints made directly to North-West AMHS was lack of empathy and compassion, raised at higher rates than when compared with the sector.



Complaints about North West AMHS

- to the MHCC (n=33)
- to the service (n=12)

Sector-wide complaints

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

Issues raised by carers 2021-22

Most frequent Level 3 issues raised about North-West AMHS

Complaints about North West AMHS

● to the MHCC (n=12)

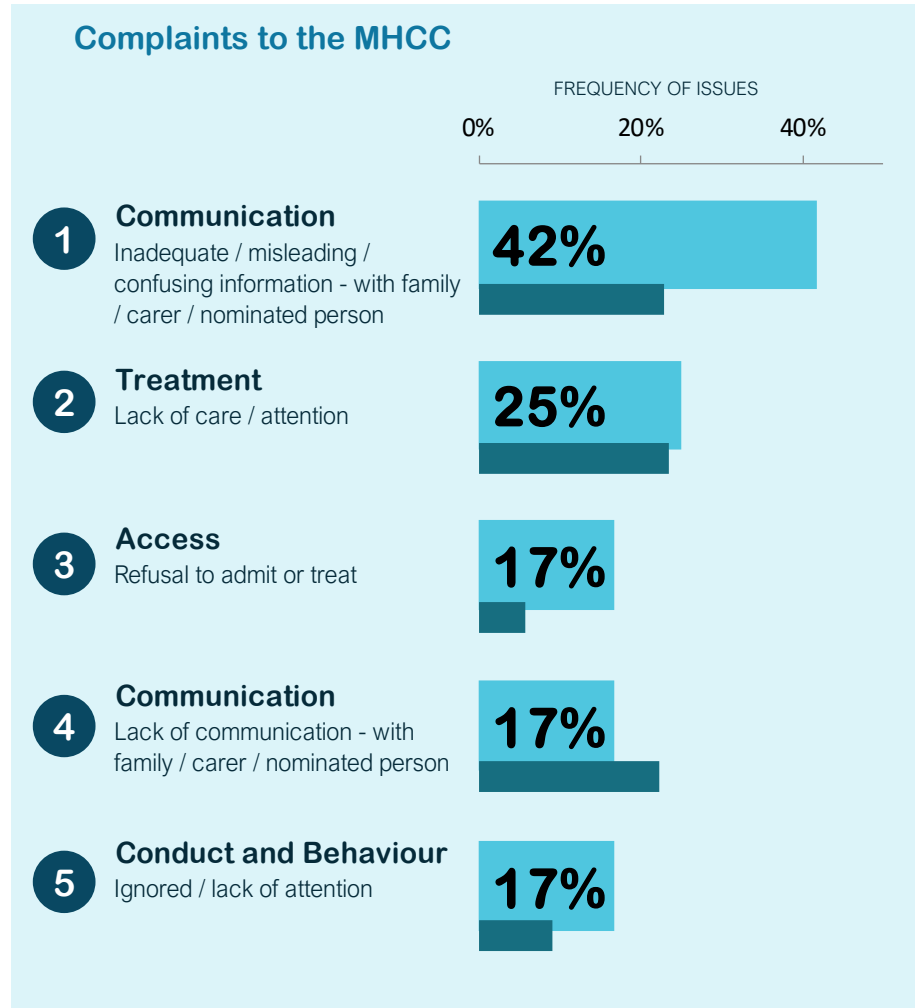
● to the service (n=5)

Sector-wide complaints

● to the MHCC (n=341)

● to the service (n=427)

- Among complaints made to the MHCC about North-West AMHS by carers / family members the most frequently raised issues related to inadequate, misleading or confusing information provided to them, which was reported at a higher rate than the sector-wide complaints.
- Complaints made by carers / family members directly to North-West AMHS raised issues such as delay in assessment, alleged privacy breach or information released by staff without consent, inadequate, misleading, or confusing information provided to carer, lack of empathy or compassion, and lost or damaged property.



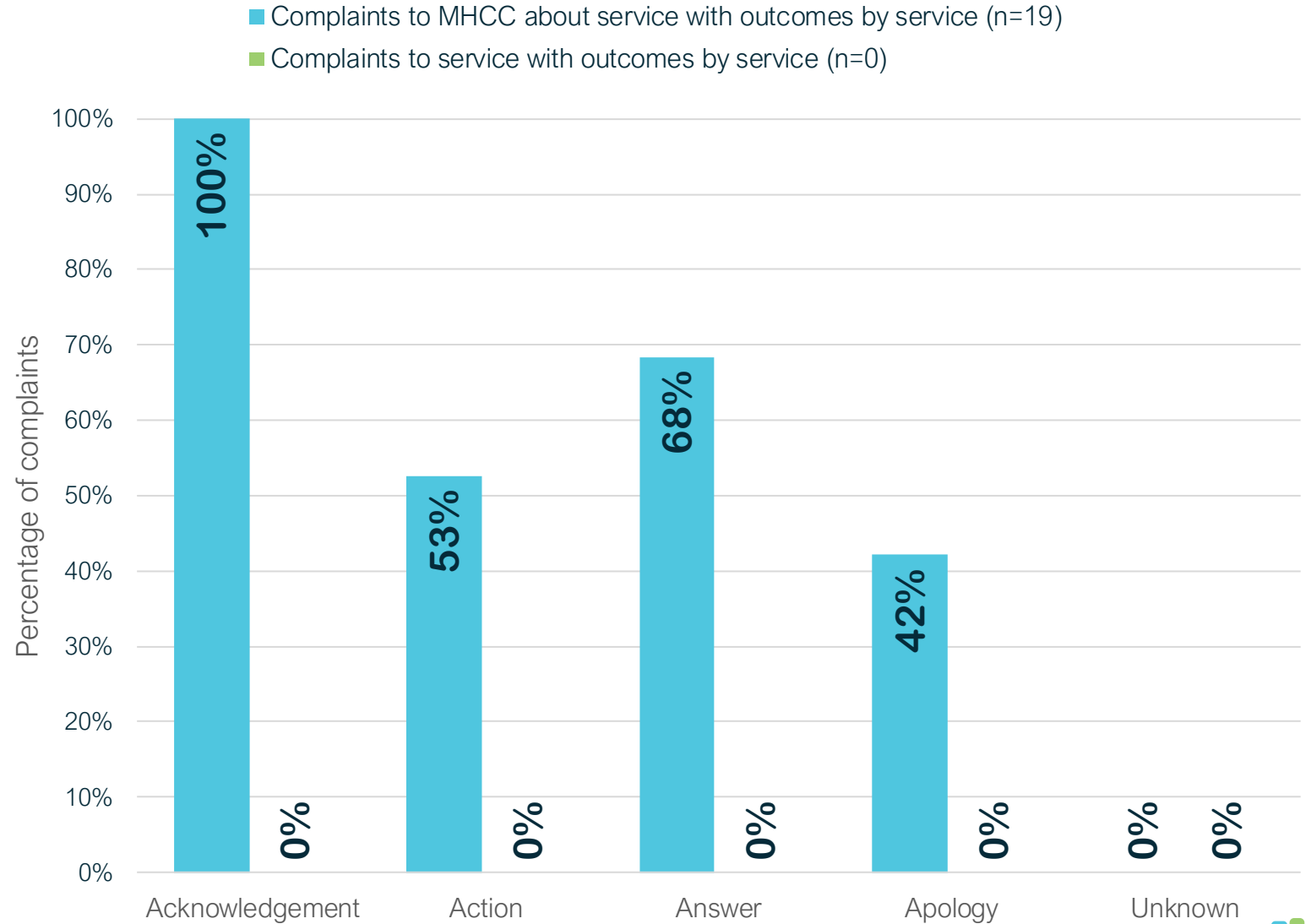


Outcomes of complaints

What were the outcomes of complaints? 2021-22

Closed complaints about North-West AMHS

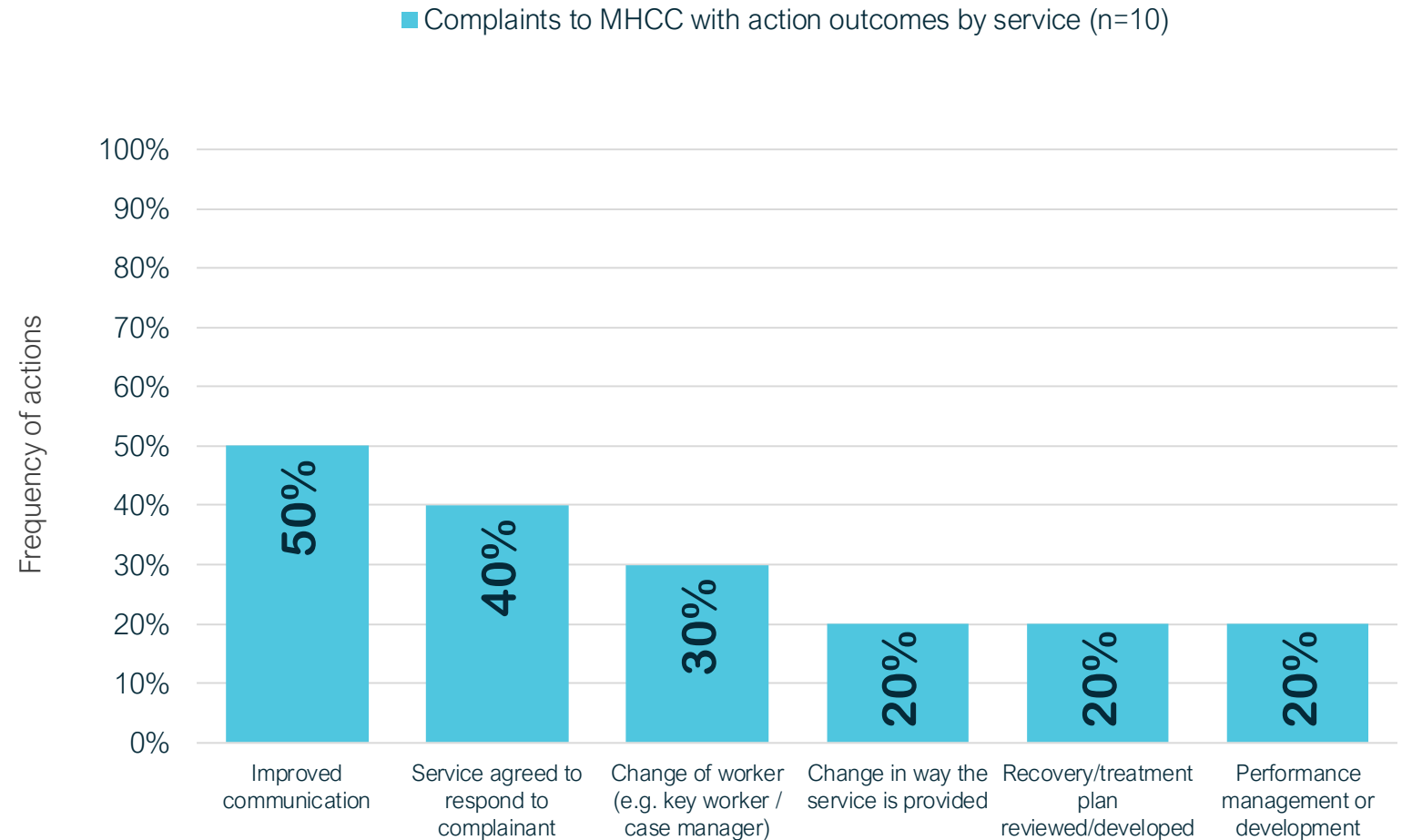
- Outcomes of complaints are framed in terms of the '4 A's' of complaint resolution - acknowledgement, action, answers and apology.
- This chart only includes complaints to the MHCC about North-West AMHS that were assessed as being in scope for resolution and / or having a known service outcome. The most common outcome by North-West AMHS for these complaints was an acknowledgement of the concerns raised, followed by answers provided in response to a complaint.
- This reporting period, North-West did not report outcomes of complaints made directly to them.



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 North-West AMHS in response to complaints to the MHCC included:
 - improving communication/clarifying misunderstandings
 - service responding to the complainant directly
 - change of worker such as a key worker or case manager



Key points to consider



Complaint numbers

- In 2021-22, the number of complaints made to the MHCC about North-West AMHS decreased, and the number of complaints made directly to North-West AMHS Health increased.
- While there was an increase in the number of complaints made to the MHCC about North-West AMHS in 2020-21, it has decreased to a level below that recorded in 2019-20.
- Overall, in 2021-22 the number of complaints made to the MHCC about North-West AMHS was almost double the number of complaints made to the service directly.



Issues raised

- Lack of care or attention, followed by inadequate, incomplete, or confusing information provided to the consumer were the most frequently raised issues in complaints made to the MHCC about North-West AMHS.
- Lack of empathy and compassion was the most commonly raised issue among complaints made directly to North-West AMHS, which was raised in a higher proportion when compared to the sector.



Outcomes

- The most common outcome by North-West AMHS for complaints made to the MHCC about North-West complaints was an acknowledgement of the concerns raised, followed by answers provided in response to a complaint.
- Improved communication is the action most frequently undertaken by North-West AMHS in response to complaints made to the MHCC.