

# Summary of service provider complaint report

## Northern 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:



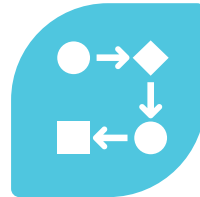
identify key themes and emerging issues across the sector



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

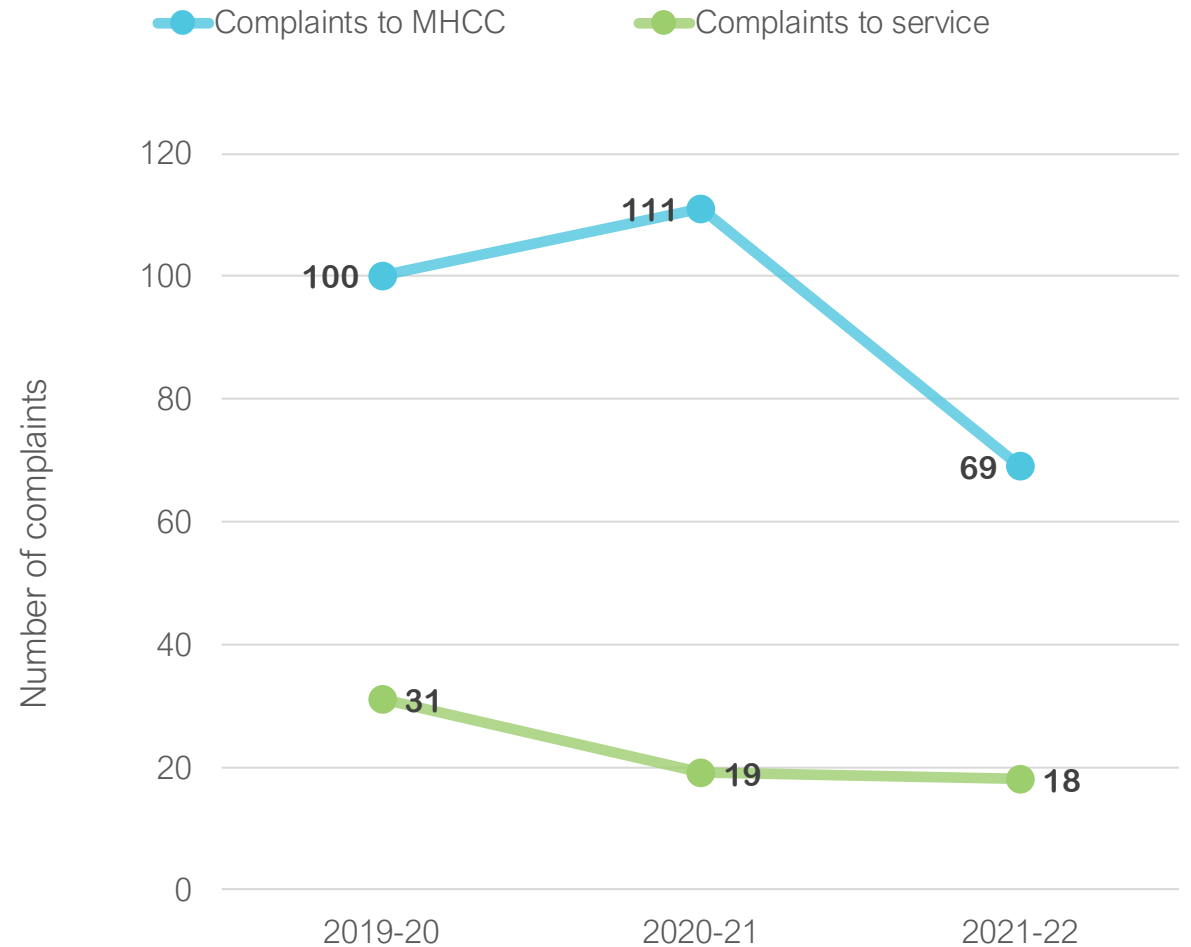
69

Complaints to MHCC  
about Northern AMHS

18

Complaints to  
Northern AMHS

- The number of complaints made to the MHCC about Northern AMHS decreased in 2021-2022 compared with the previous year, whereas the number of complaints made directly to Northern AMHS stayed about the same.
- Overall, about a third as many complaints were made to the MHCC about Northern AMHS compared to those made directly to the service.
- In 2020-21, a higher number of complaints was made to the MHCC about Northern AMHS compared to 2021-22 and 2019-20, while the number of complaints made directly to the service has been declining since 2019-2020.



# 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 median, the rate of complaints made to the MHCC about Northern AMHS was higher, but the number of complaints made directly to the service was lower. Compliments made to Northern AMHS were lower than the sector-wide median for compliments.

Complaints about Northern AMHS

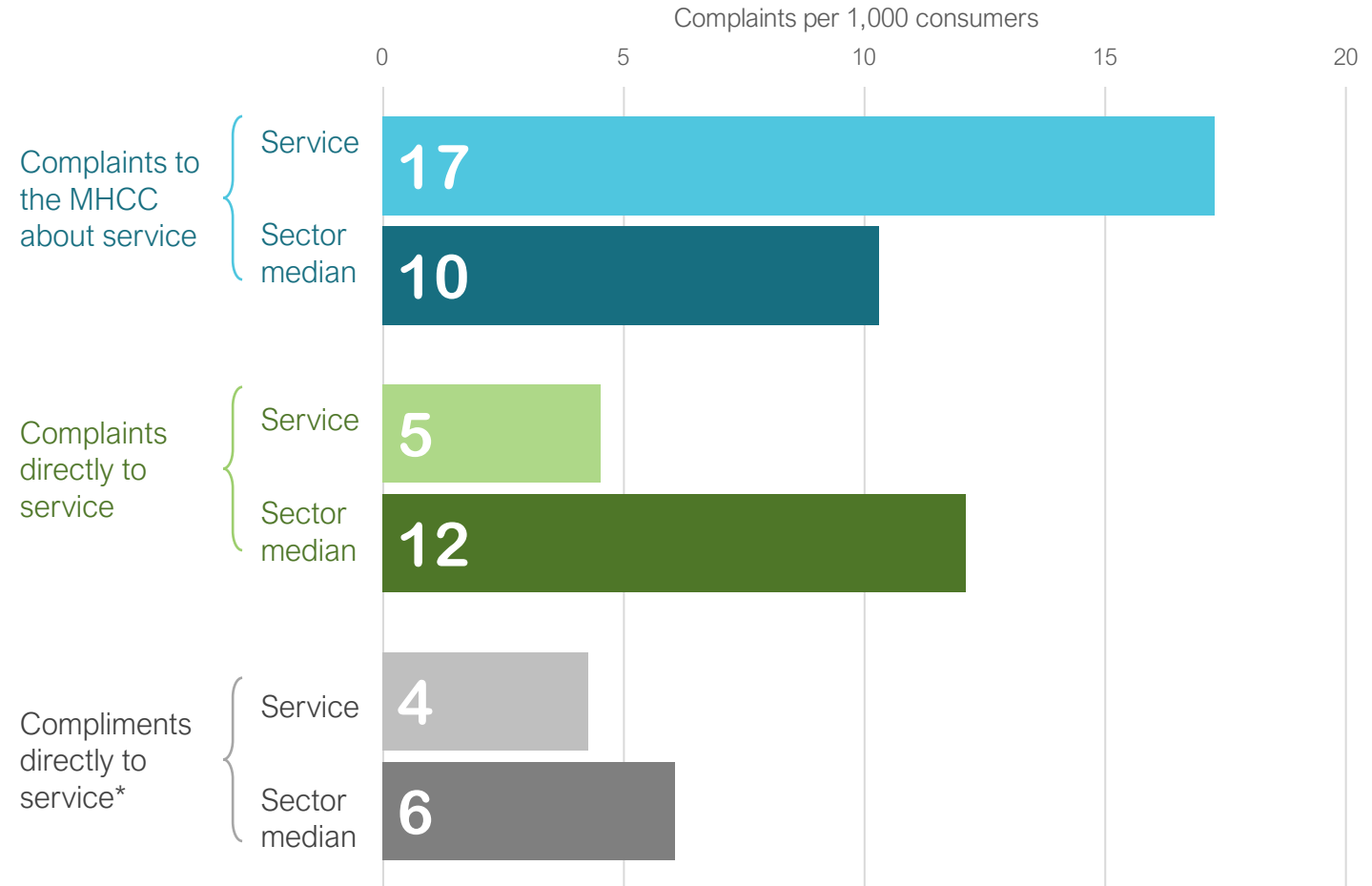
- to the MHCC (n=69)
- to the service (n=18)

Compliments to Northern AMHS (n=17)

Sector-wide complaints

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

Compliments to services sector-wide (n=891)

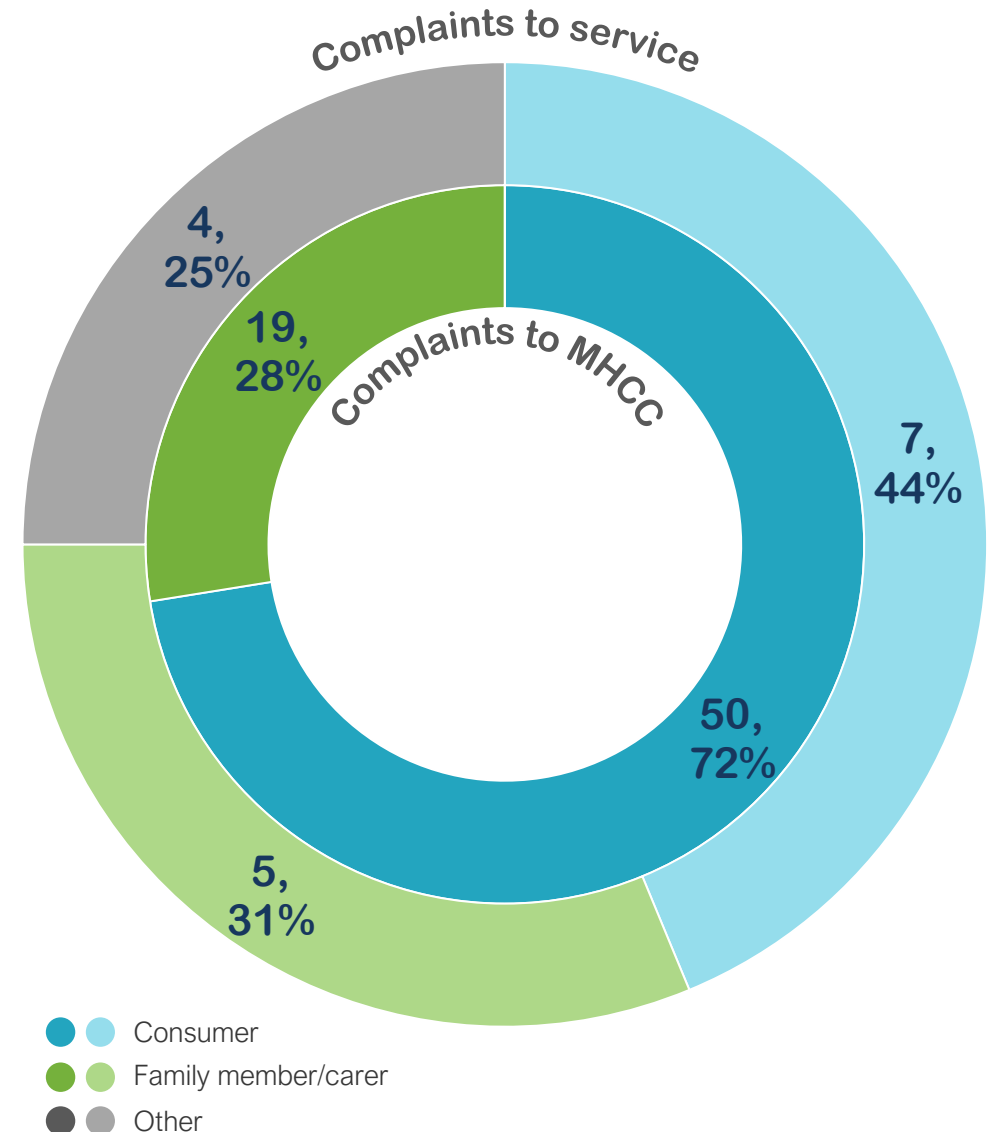


\*Note: not all services reported compliments, and services likely used different approaches to capture compliments data

# Who is making complaints? 2021-22

## Complaints about Northern AMHS

- Close to three quarters of complaints made to the MHCC about Northern AMHS were made by consumers, as were just under half of those made directly to Northern AMHS.
- In contrast, family members / carers made just under a third of complaints made both to the MHCC about Northern AMHS, and to Northern AMHS directly.
- Other, such as advocates, supporters and/ or staff made a quarter of the complaints directly to the service.



- Consumer
- Family member/carer
- Other

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



# Issues raised in complaints and compliments

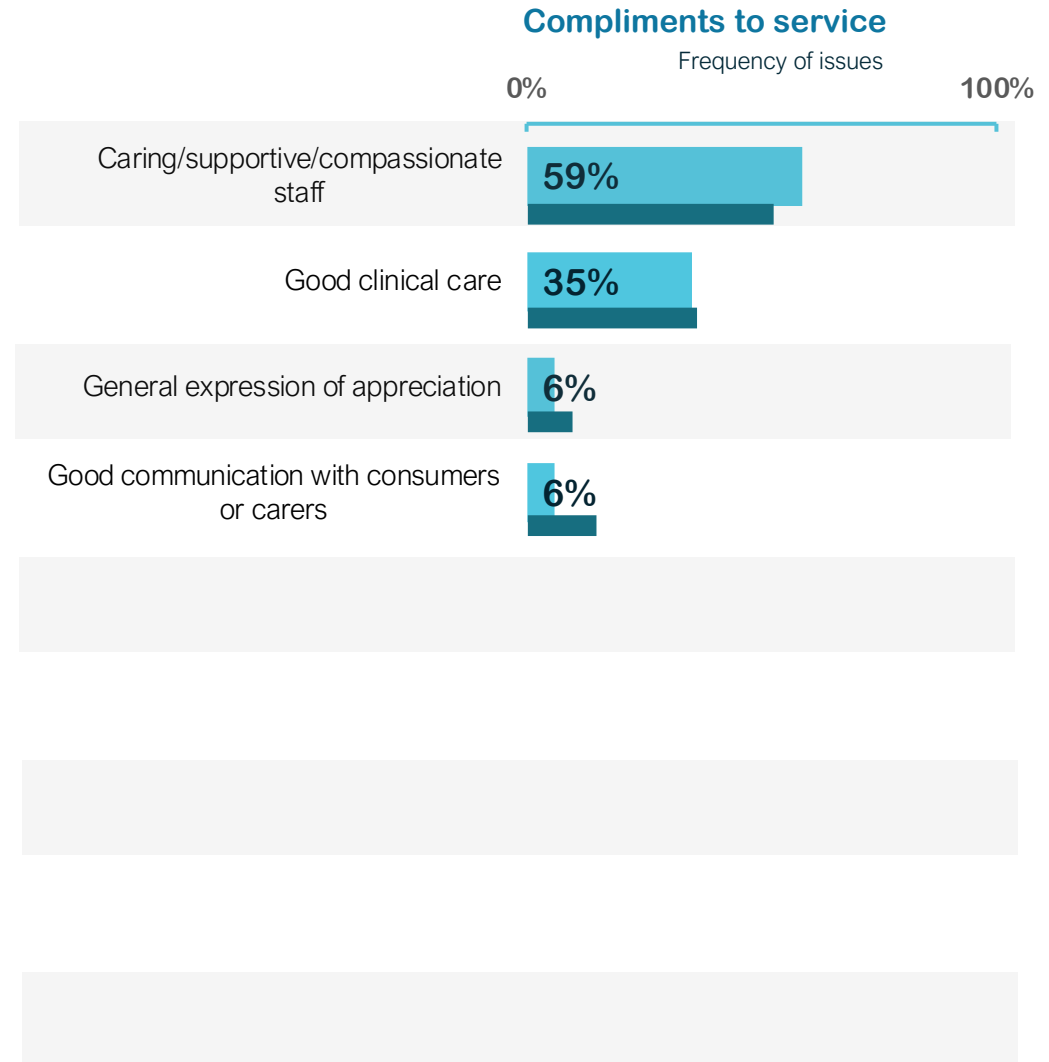


# What were compliments about? 2021-22

● Compliments to Northern AMHS (n=17)      ● Compliments to services sector-wide (n=891)

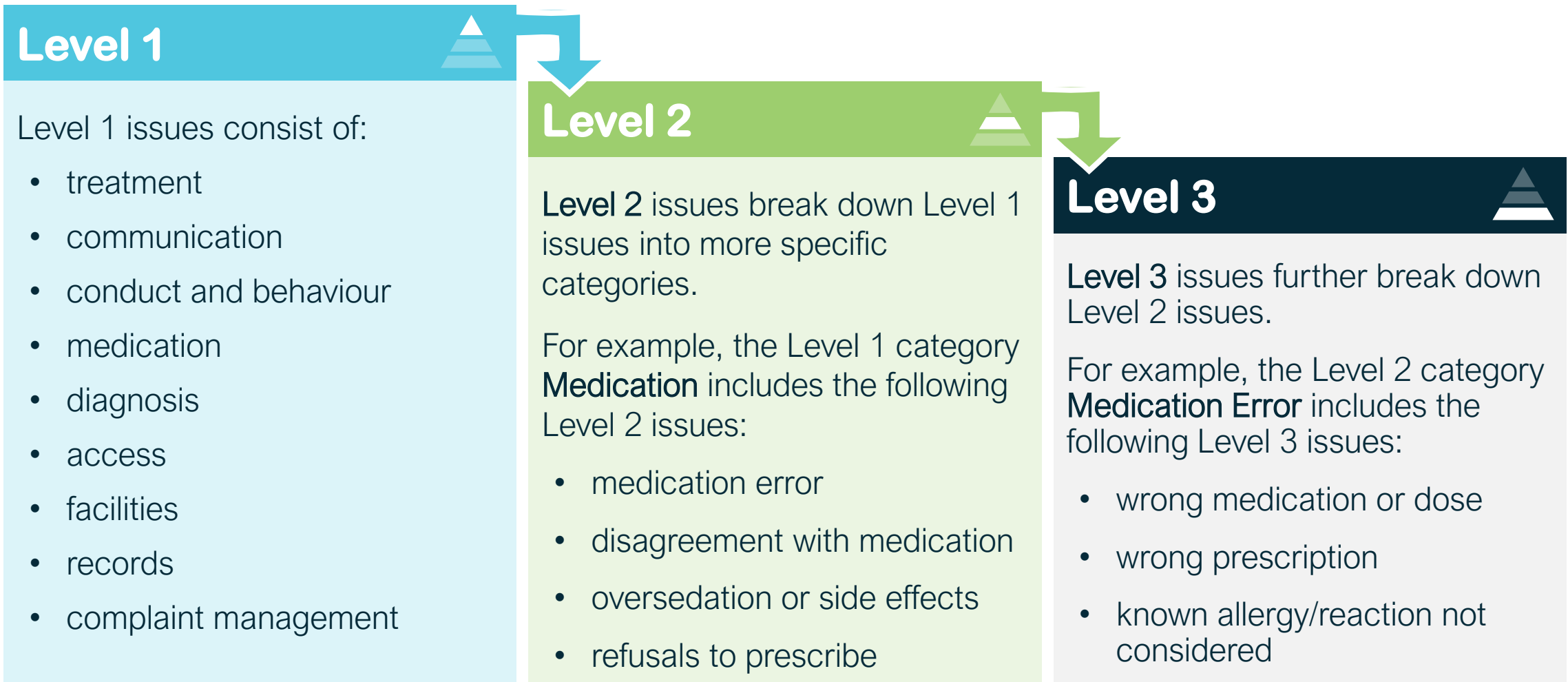
Themes raised in compliments to Mid-West AMHS

- Over half of the compliments made to Northern AMHS were positive feedback about caring, supportive, and compassionate staff, which were raised is a slightly higher proportion of compliments than those made to services sector-wide.
- Around a third of the compliments made to the service were about good clinical care.
- A considerable level of detail was provided by Northern 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 to Northern AMHS

- Issues raised in complaints to the MHCC about Northern AMHS were raised in similar proportions to those raised in complaints to the MHCC for the sector. Treatment, Communication, Medication, and Conduct and behaviour were the most frequently raised issues.
- Issues raised in complaints made directly to Northern AMHS were also broadly consistent with those raised in complaints within the sector, with Treatment, Conduct and behaviour, and Facilities being the most commonly raised issues.

Complaints about Northern AMHS

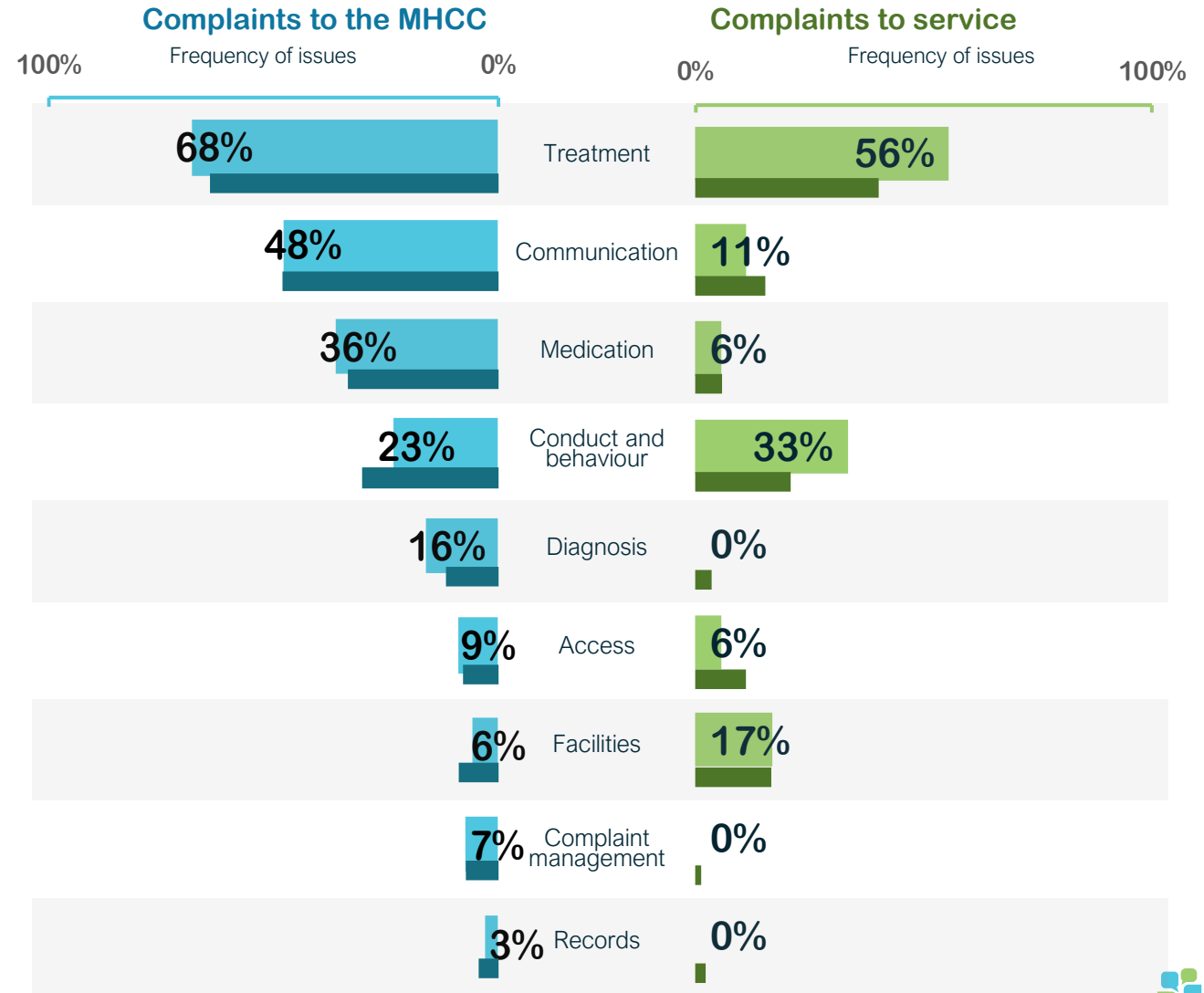
to the MHCC (n=69)

to the service (n=18)

Sector-wide complaints

to the MHCC (n=1282)

to the service (n=1582)



# What were complaints about? 2021-22

Complaints about Northern AMHS

● to the MHCC (n=69)

● to the service (n=18)

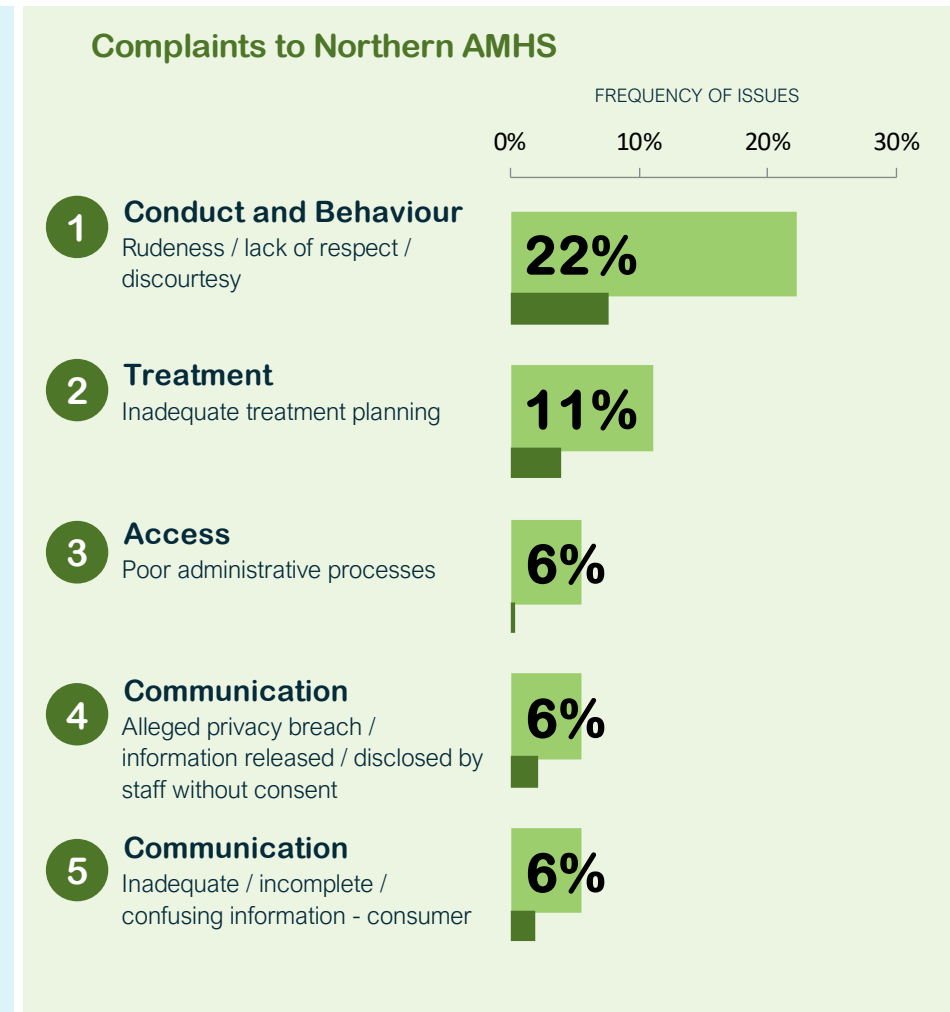
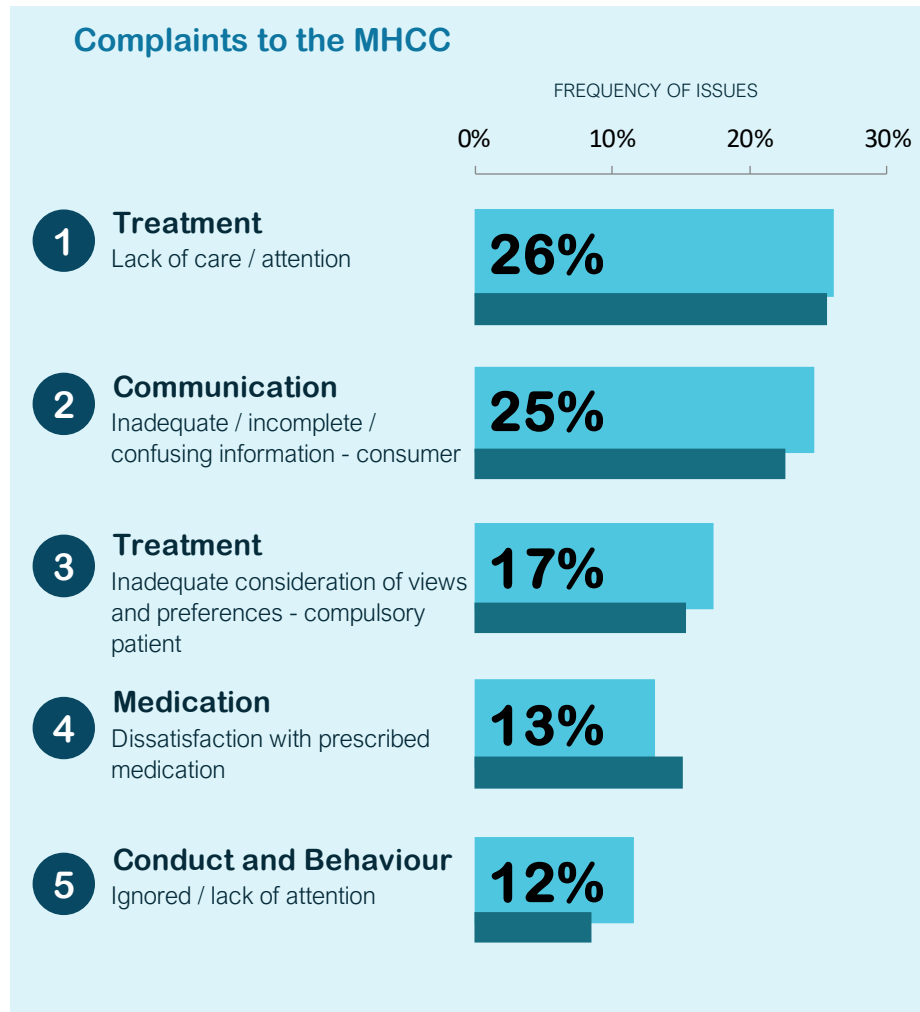
Sector-wide complaints

● to the MHCC (n=1282)

● to the service (n=1582)

Most frequent Level 3 issues raised about Northern AMHS

- Lack of care or attention and inadequate, incomplete, or confusing information provided to consumers were the most commonly occurring issues in complaints made to the MHCC about Northern AMHS, these were raised in similar proportions when compared with the sector.
- Rudeness, lack of respect, and/or discourtesy was the most commonly raised issue in complaints made directly to the service, raised at a much higher proportion when compared to the sector.



# Issues raised by consumers 2021-22

Most frequent Level 3 issues raised about Northern AMHS

- The most commonly raised issues in complaints made by consumers to the MHCC about Northern AMHS were inadequate, incomplete, or confusing information provided to consumers, lack of care or attention, and inadequate consideration of the views and preferences of compulsory patients.
- Among complaints made by consumers directly to Northern AMHS, the most frequently raised issue was inadequate treatment planning, which was raised at a higher proportion when compared to the sector.

## Complaints about Northern AMHS

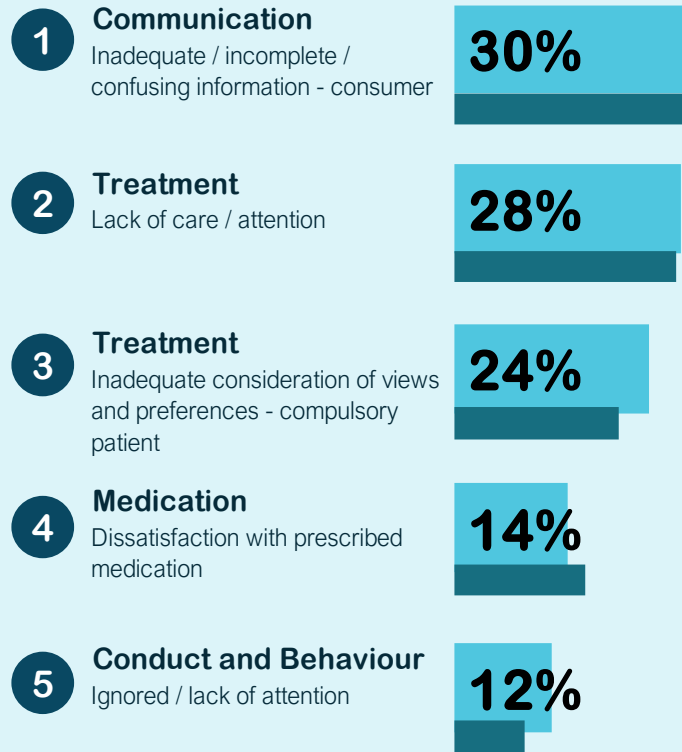
- to the MHCC (n=50)
- to the service (n=7)

## Sector-wide complaints

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

### Complaints to the MHCC

FREQUENCY OF ISSUES  
0% 20% 40%



### Complaints to Northern AMHS

FREQUENCY OF ISSUES  
0% 20% 40%



# Issues raised by carers 2021-22

Most frequent Level 3 issues raised about Northern AMHS

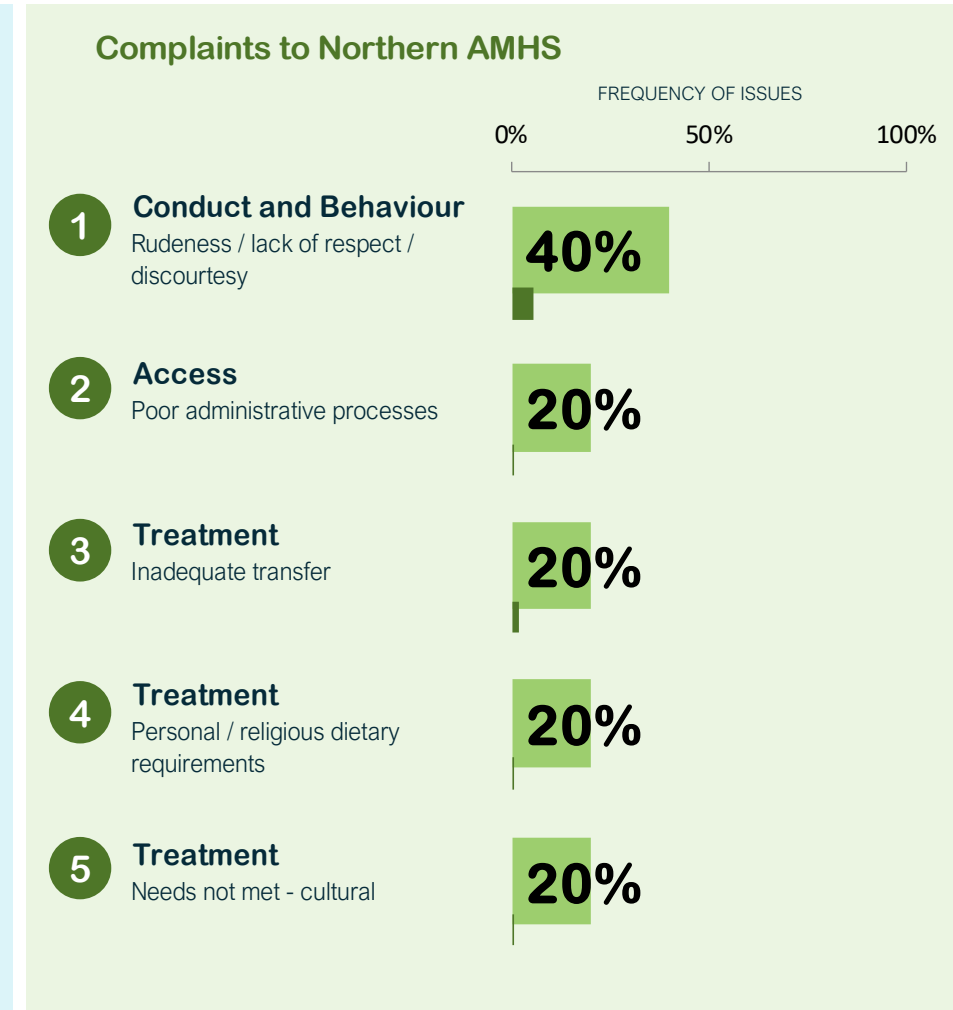
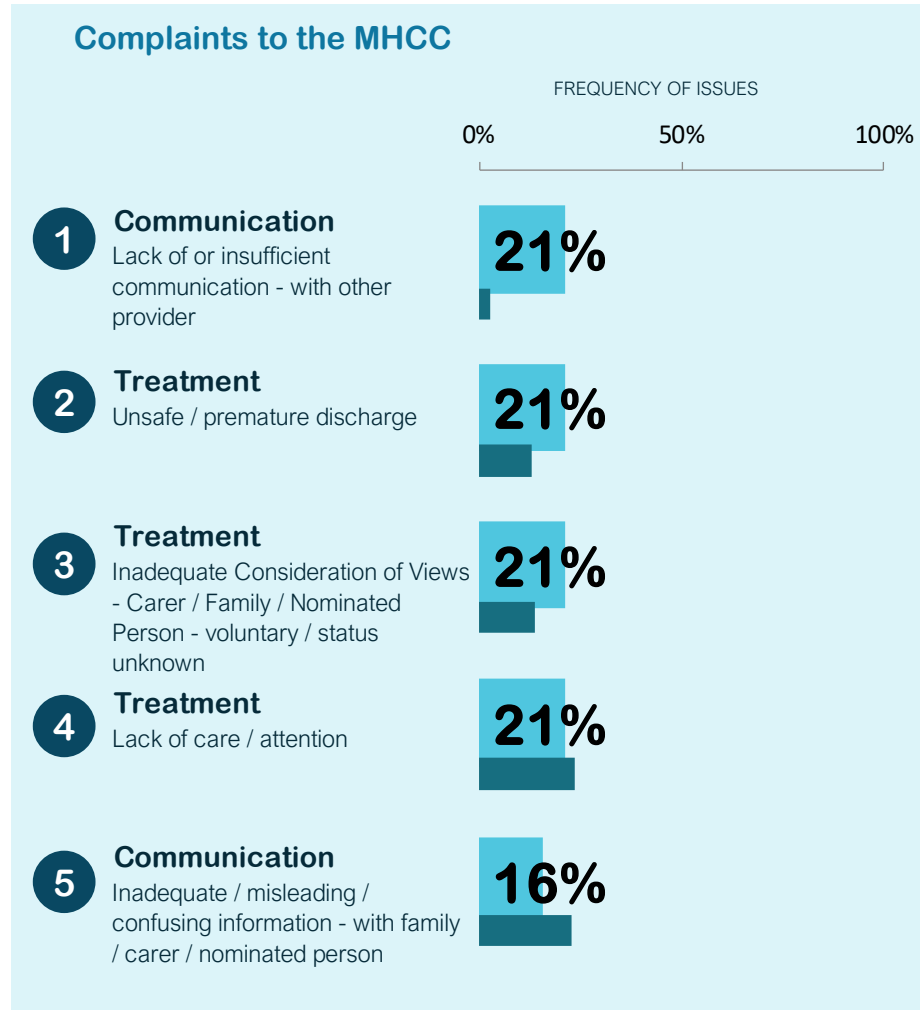
Complaints about Northern AMHS

- to the MHCC (n=19)
- to the service (n=5)

Sector-wide complaints

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

- The most commonly raised issues in complaints made to the MHCC about Northern AMHS by family members / carers included lack of or insufficient communication with other service providers, unsafe or premature discharge, inadequate consideration of their views, and lack of care or attention.
- Rudeness, lack of respect or discourtesy was the most frequently raised issue in complaints made directly to Northern AMHS by family members / carers, this issue was raised in a higher proportion of complaints when compared to the sector.



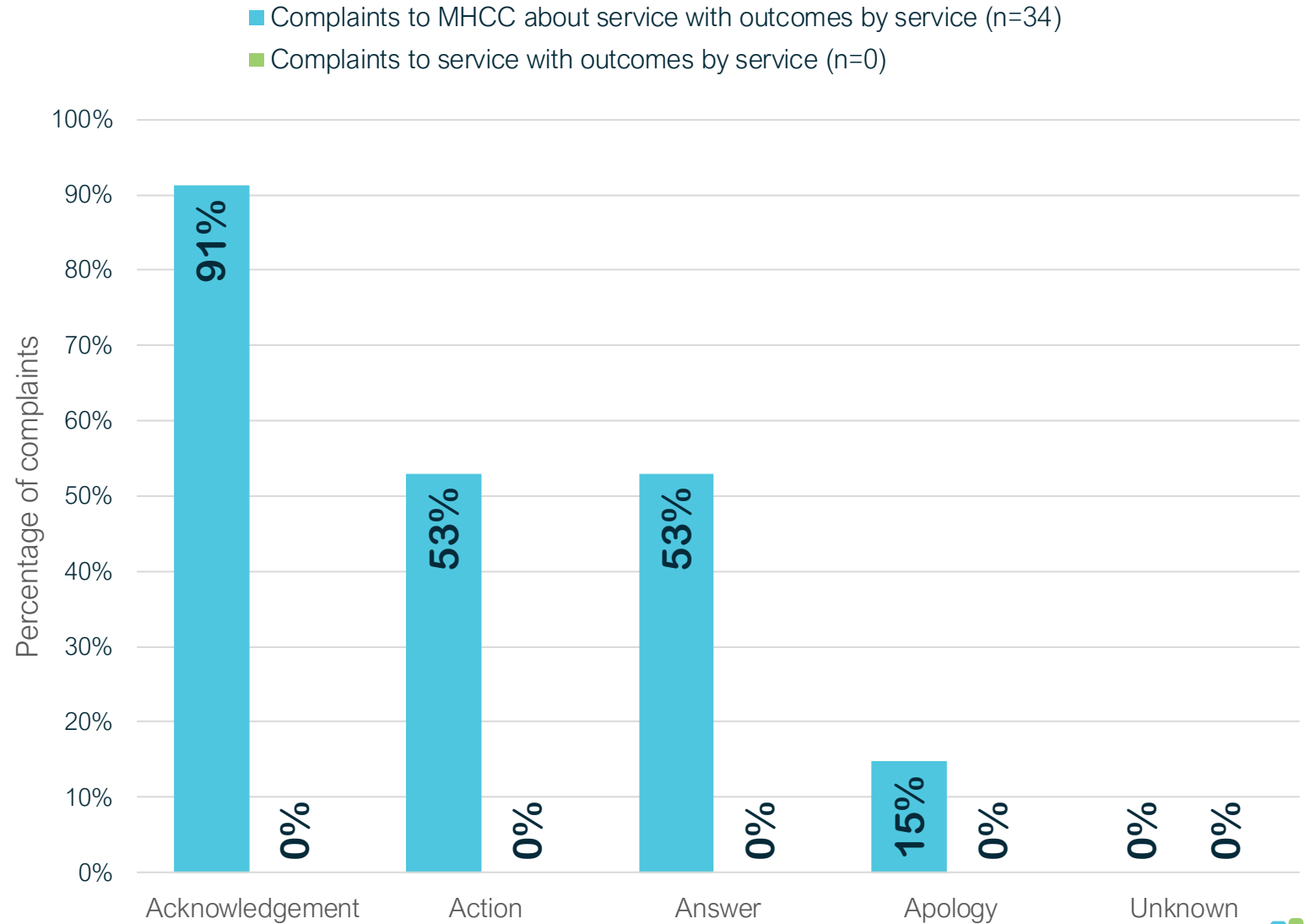


# Outcomes of complaints

# 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 Northern AMHS that were assessed as being in scope for resolution and/or having a known service outcome. The most common outcome by Northern AMHS for these complaints was acknowledgement of the concerns raised, followed equally by actions taken by the service and providing an answer to the concerns raised.
- Northern AMHS did not report outcomes of complaints made directly to the service in this reporting period.



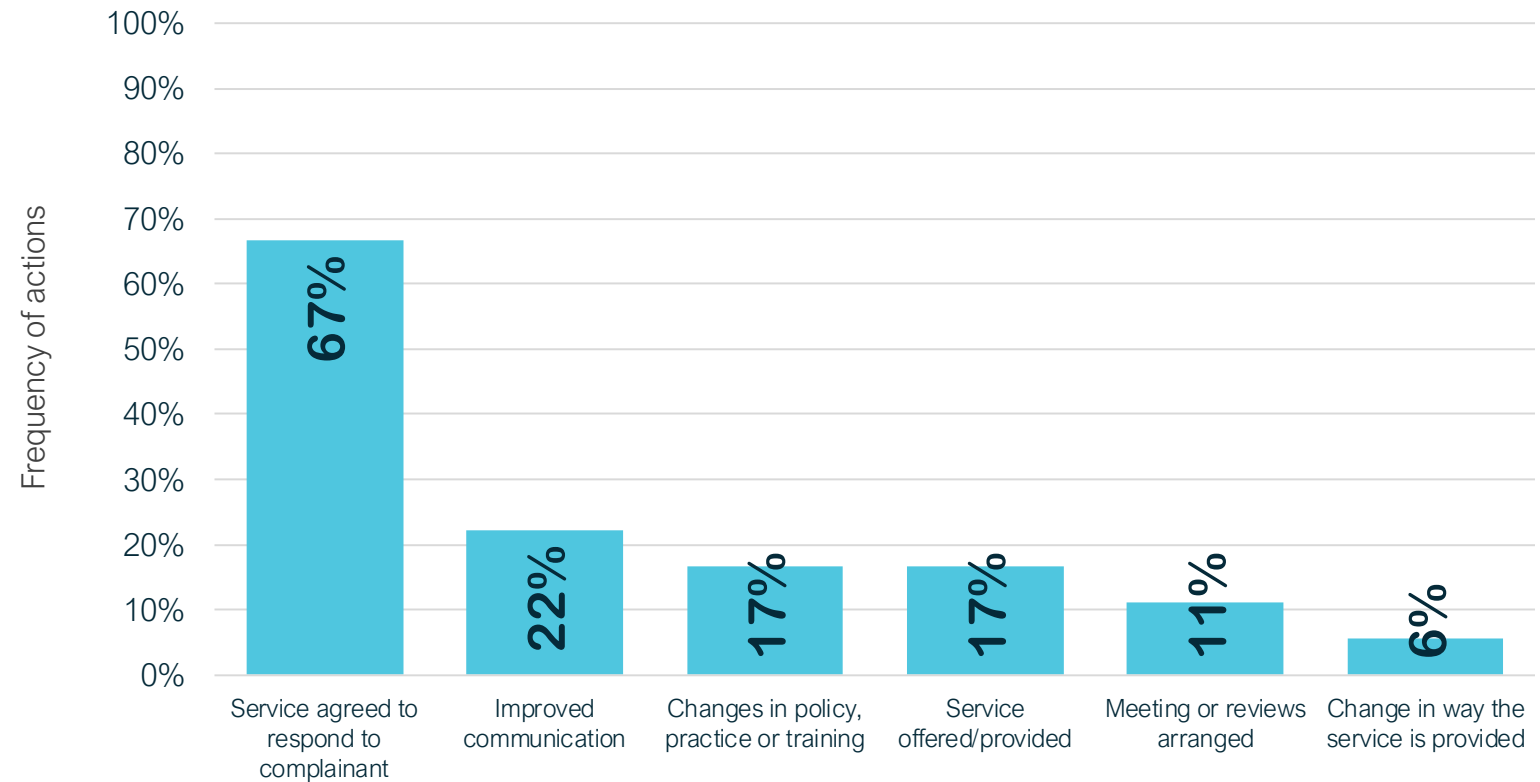


# What actions were taken by the service? 2021-22

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

- Actions most frequently undertaken by Northern AMHS in response to complaints made to the MHCC included:
  - responding to the complainant or consumer directly
  - improving communication
  - changing policy, practice or training
  - offering or providing services.

■ Complaints to MHCC with action outcomes by service (n=18)



# Key points to consider



## Complaint numbers

- The number of complaints made to the MHCC about Northern AMHS decreased in 2021-2022 compared with the previous year, whereas the number of complaints made directly to Northern AMHS was about the same.
- Overall, about a third as many complaints were made to the MHCC about Northern AMHS than those made directly to the service.



## Issues raised

- Lack of care or attention, and inadequate, incomplete or confusing information provided to consumers were the most commonly occurring issues in complaints made to the MHCC about Northern AMHS.
- Rudeness, lack of respect, or discourtesy was the most commonly raised issue within complaints made directly to the service, raised at a much higher proportion when compared to the sector.



## Outcomes

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