

Summary of service provider complaint report

Peninsula 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:



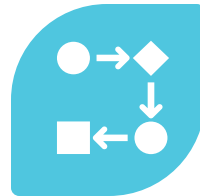
identify key themes
and emerging issues
across the sector



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

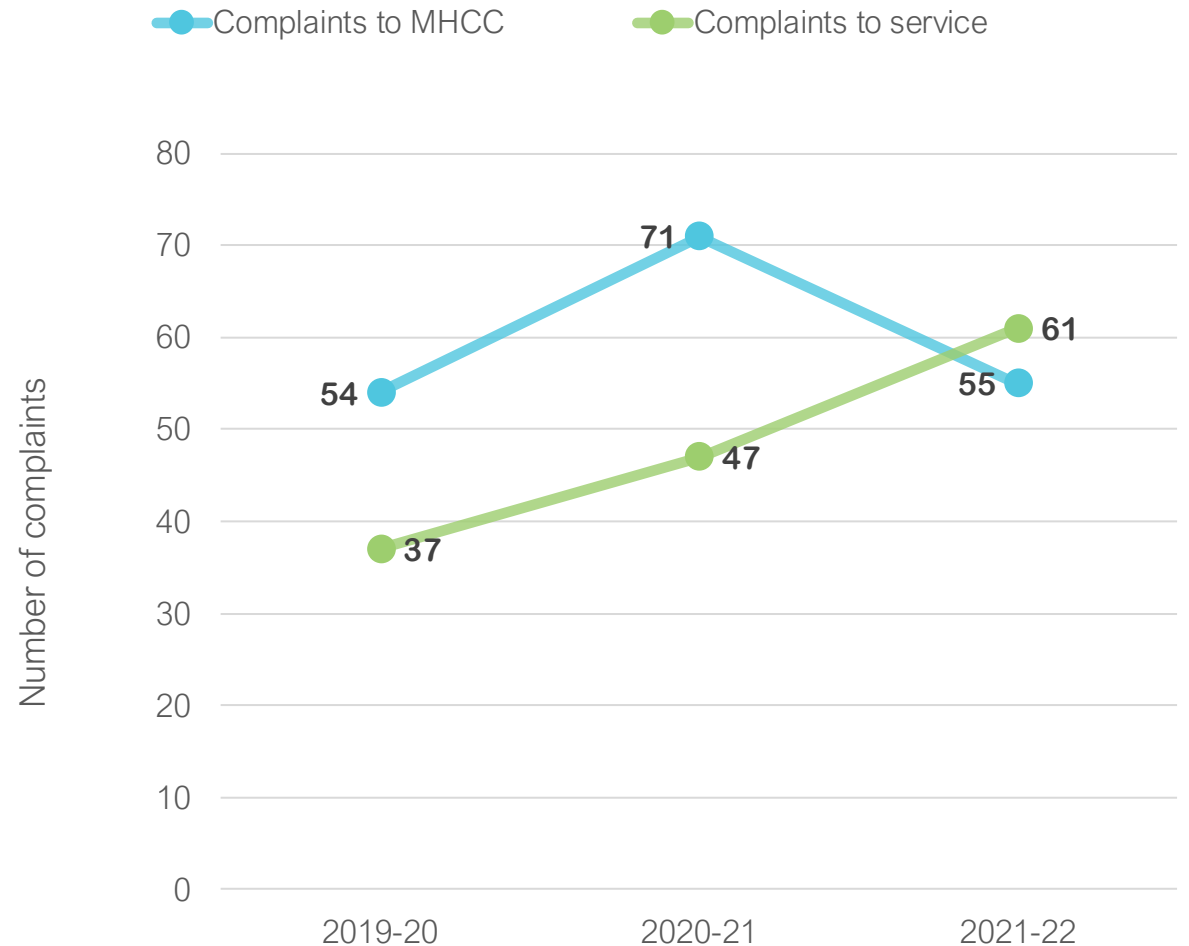
55

Complaints to MHCC
about Peninsula Health

61

Complaints to
Peninsula Health

- The number of complaints made to the MHCC about Peninsula Health decreased in 2020-21, while the number of complaints made directly to Peninsula Health rose.
- Overall, more complaints were made to Peninsula Health directly than to the MHCC about Peninsula Health.
- The number of complaints made directly to the service has been increasing since 2019-20. While it was higher in 2020-21, the number of complaints made to the MHCC in 2019-20 and 2021-22 was almost unchanged.



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 to the MHCC about Peninsula Health was the same, and the rate was slightly lower for complaints made directly to Peninsula Health.

Complaints about Peninsula Health

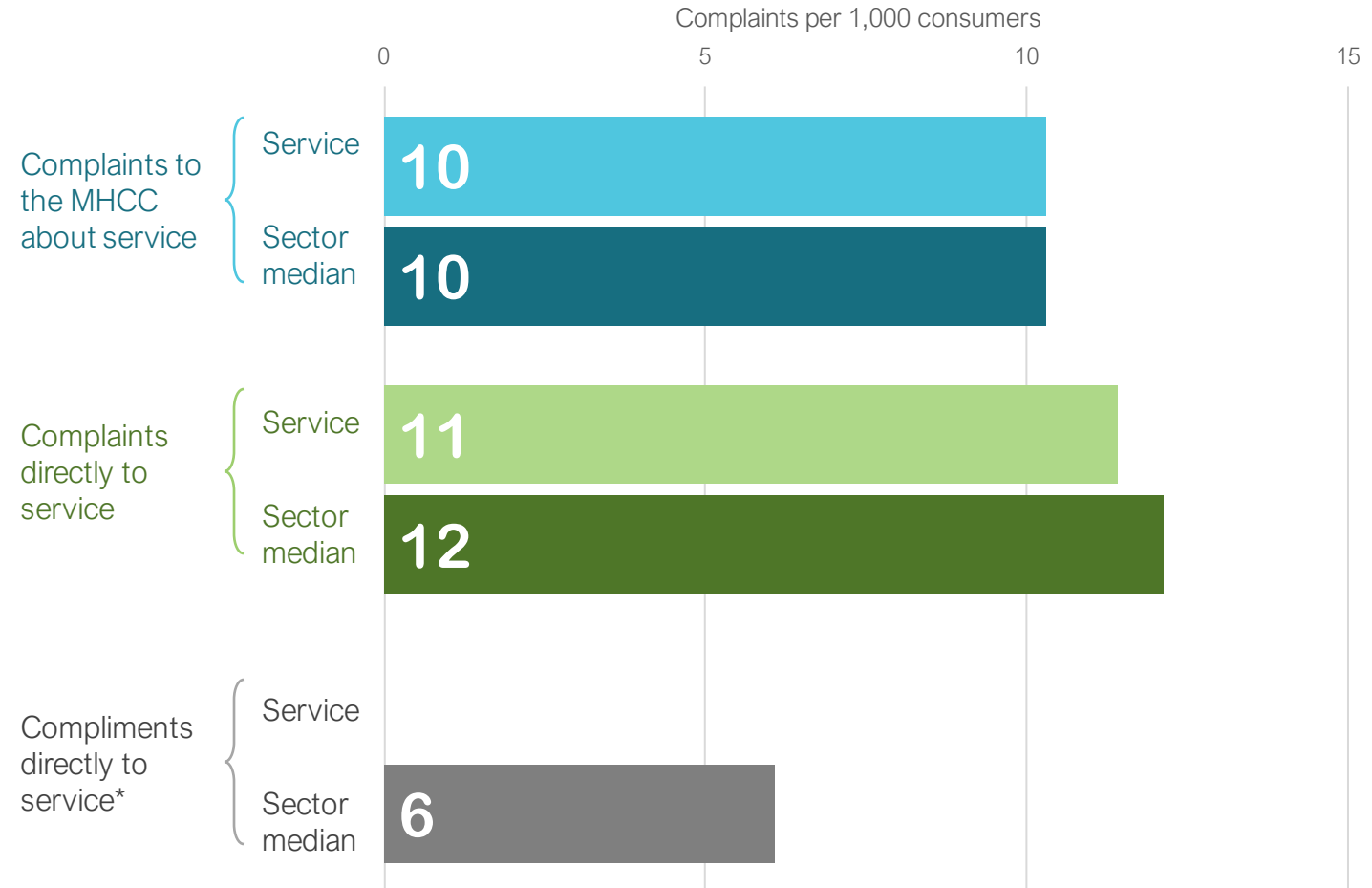
- to the MHCC (n=55)
- to the service (n=61)

● Compliments to Peninsula Health (n=0)

Sector-wide complaints

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

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

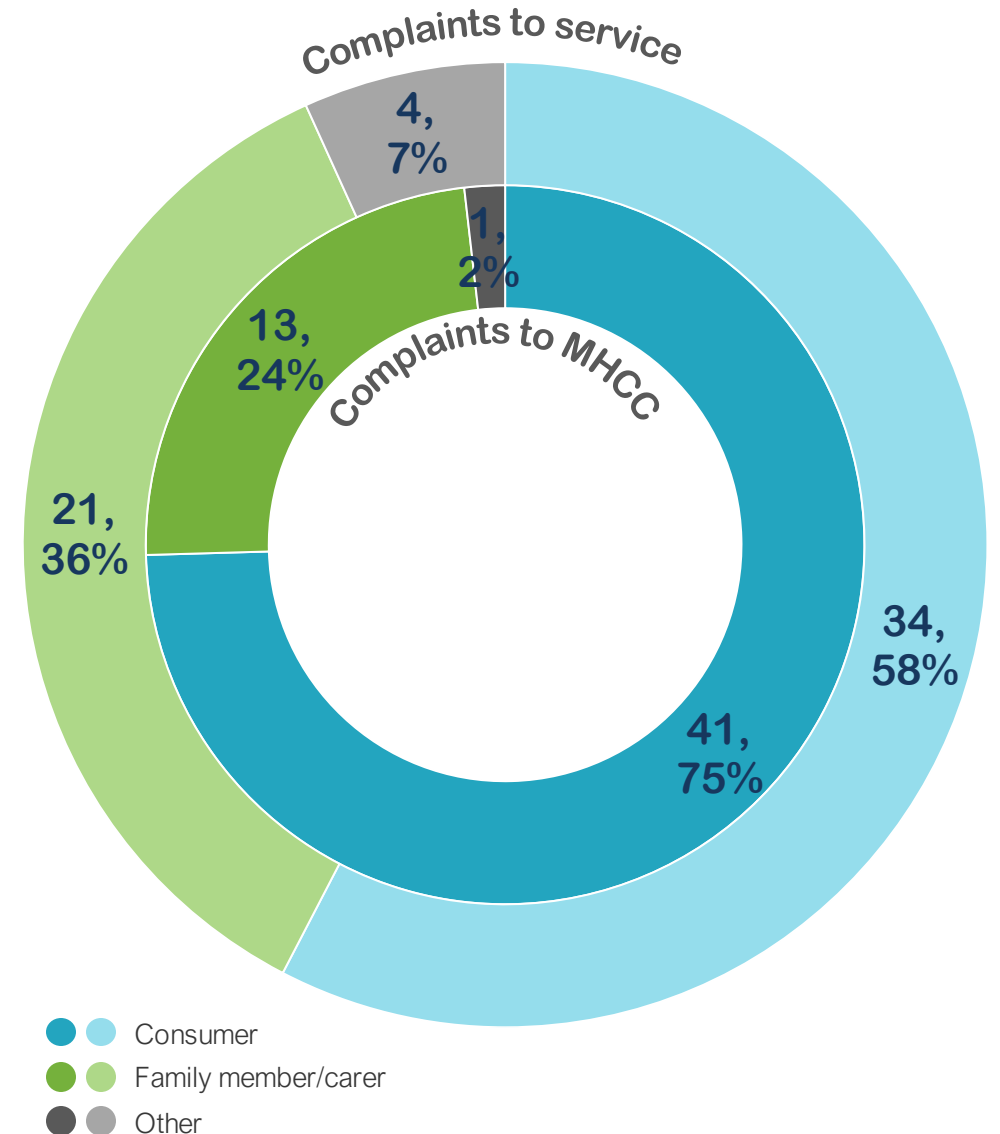


*Note: not all services reported compliments, and services likely used different approaches to capture compliments data

Who is making complaints? 2021-22

Complaints raised about Peninsula Health

- Consumers made three quarters of complaints to the MHCC about Peninsula Health, consistent with the sector, and over half of complaints made directly to Peninsula Health.
- In contrast, family members / carers made one quarter of complaints to the MHCC about Peninsula Health and just over one third of complaints directly to the service.
- Friends, advocates, or others made almost a tenth of complaints about Peninsula Health directly to the service.



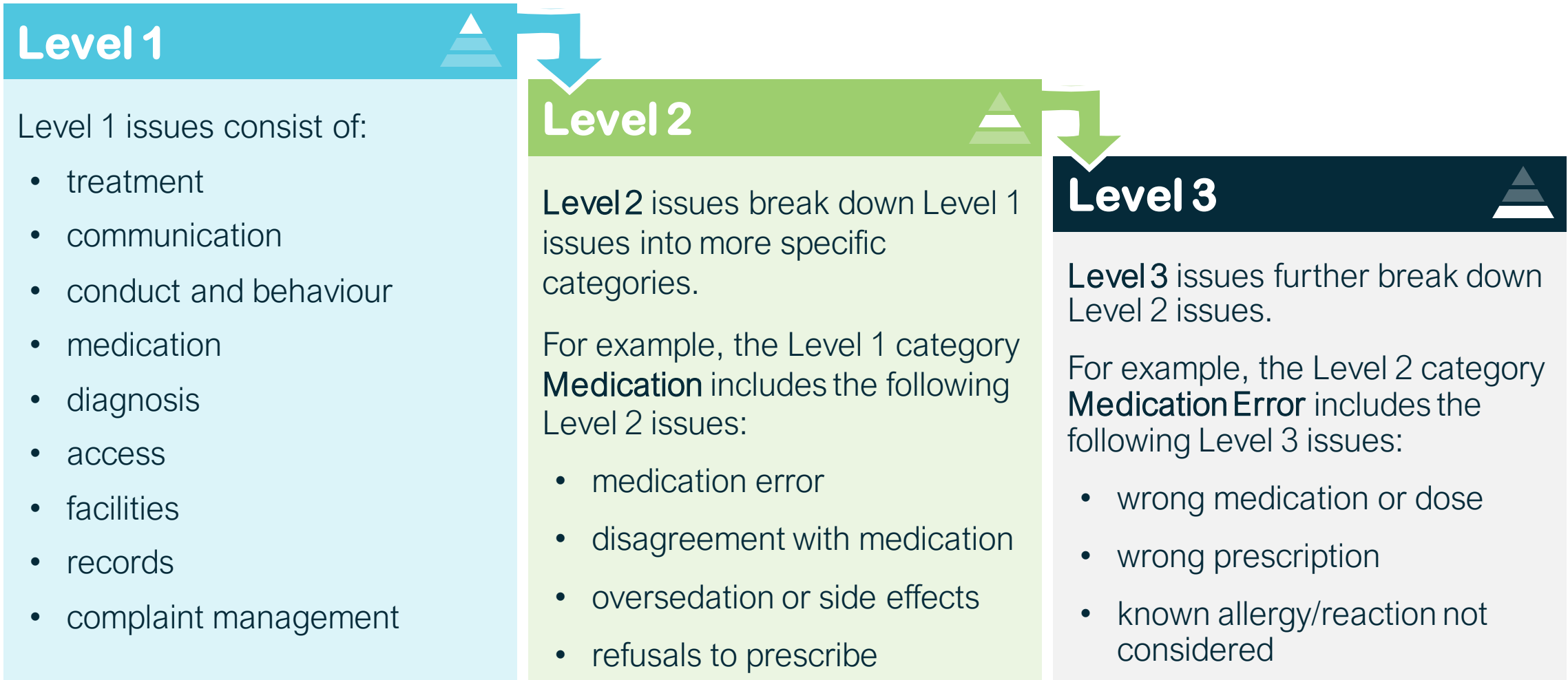
Note: this graphic does not include complaints where the complainant status was unknown.



Issues raised in complaints

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 Peninsula Health

Complaints about Peninsula Health

to the MHCC (n=55)

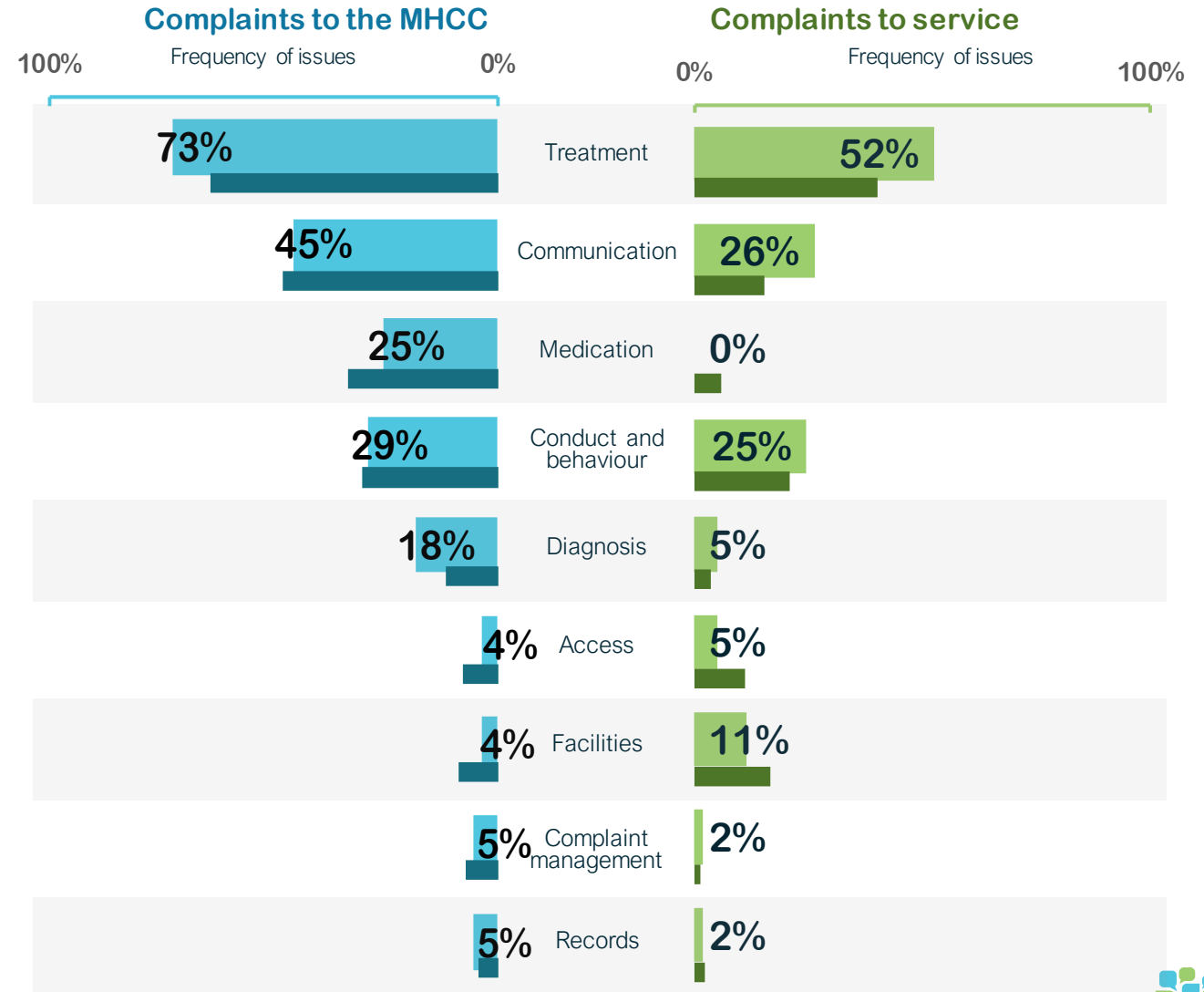
to the service (n=61)

Sector-wide complaints

to the MHCC (n=1282)

to the service (n=1582)

- Issues raised in complaints made to the MHCC about Peninsula Health were consistent with those raised in complaints made to the MHCC sector-wide, with Treatment, Communication, Conduct and behaviour, and Medication being the most commonly raised issues.
- Issues raised in complaints made directly to Peninsula Health were frequently about Treatment, Communication, and Conduct and behaviour. These three issues occurred at a slightly higher proportion of complaints when compared to the sector.



What were complaints about? 2021-22

Most frequent Level 3 issues raised about Peninsula Health

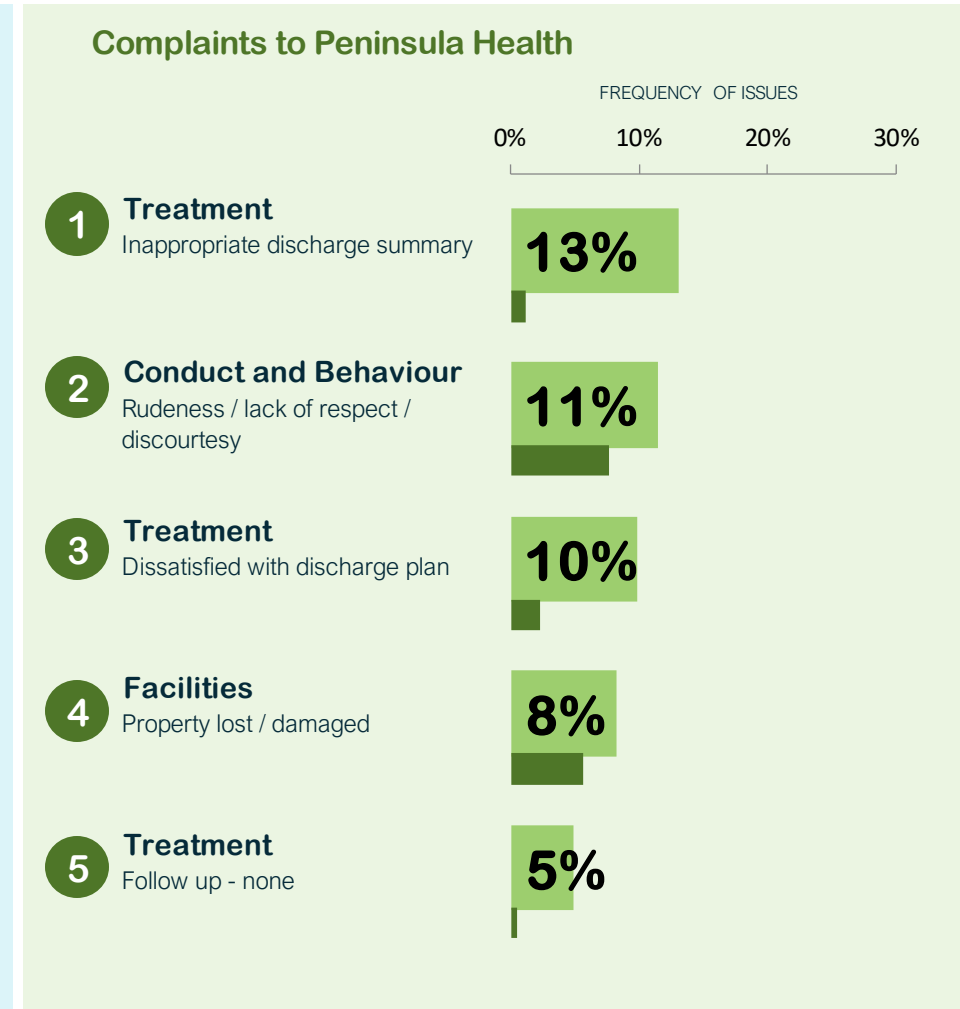
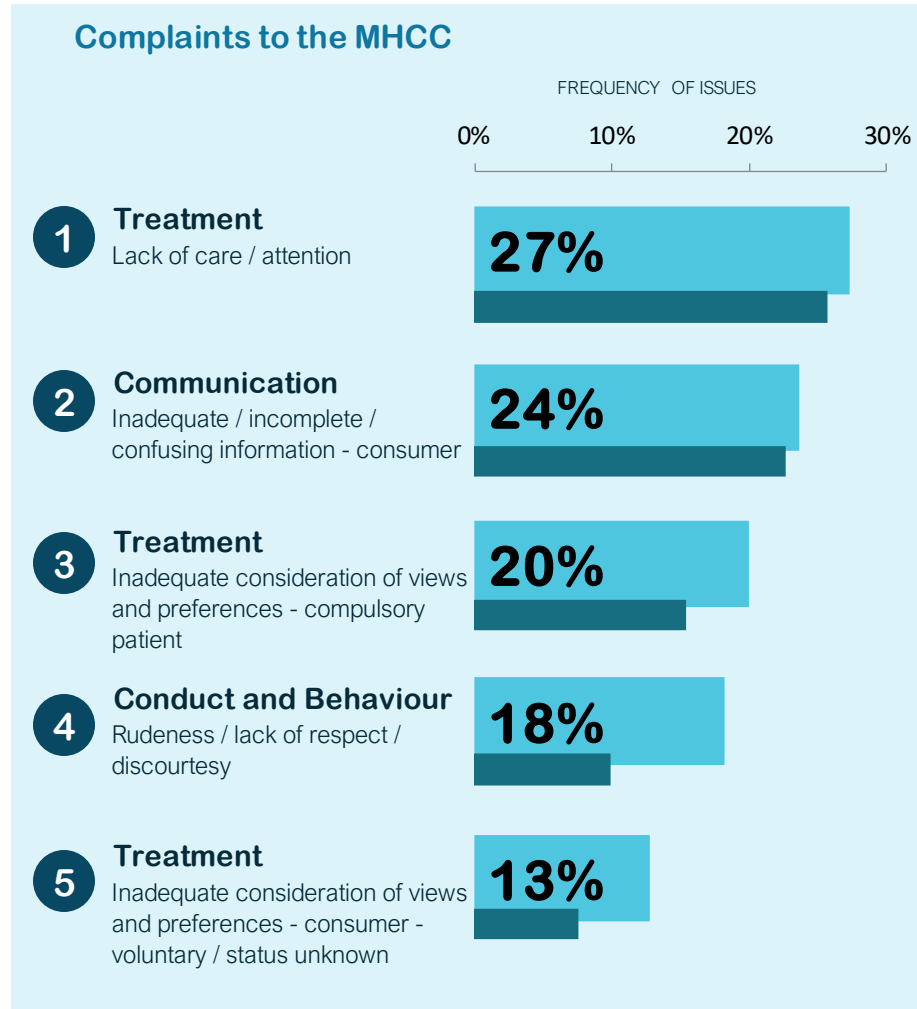
Complaints about Peninsula Health

- to the MHCC (n=55)
- to the service (n=61)

Sector-wide complaints

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

- Lack of care or attention regarding treatment and inadequate, incomplete or confusing information provided to consumers were the most frequently raised issues in complaints made to the MHCC about Peninsula Health.
- Issues about treatment such as inappropriate discharge summaries, dissatisfaction with the discharge plan, and a lack of follow up were the most common issues raised in complaints made to Peninsula Health directly, reported at a higher frequency when compared with the sector. Rudeness, lack of respect, or discourtesy was also a frequently raised issue.



Issues raised by consumers 2021-22

Most frequent Level 3 issues raised about Peninsula Health

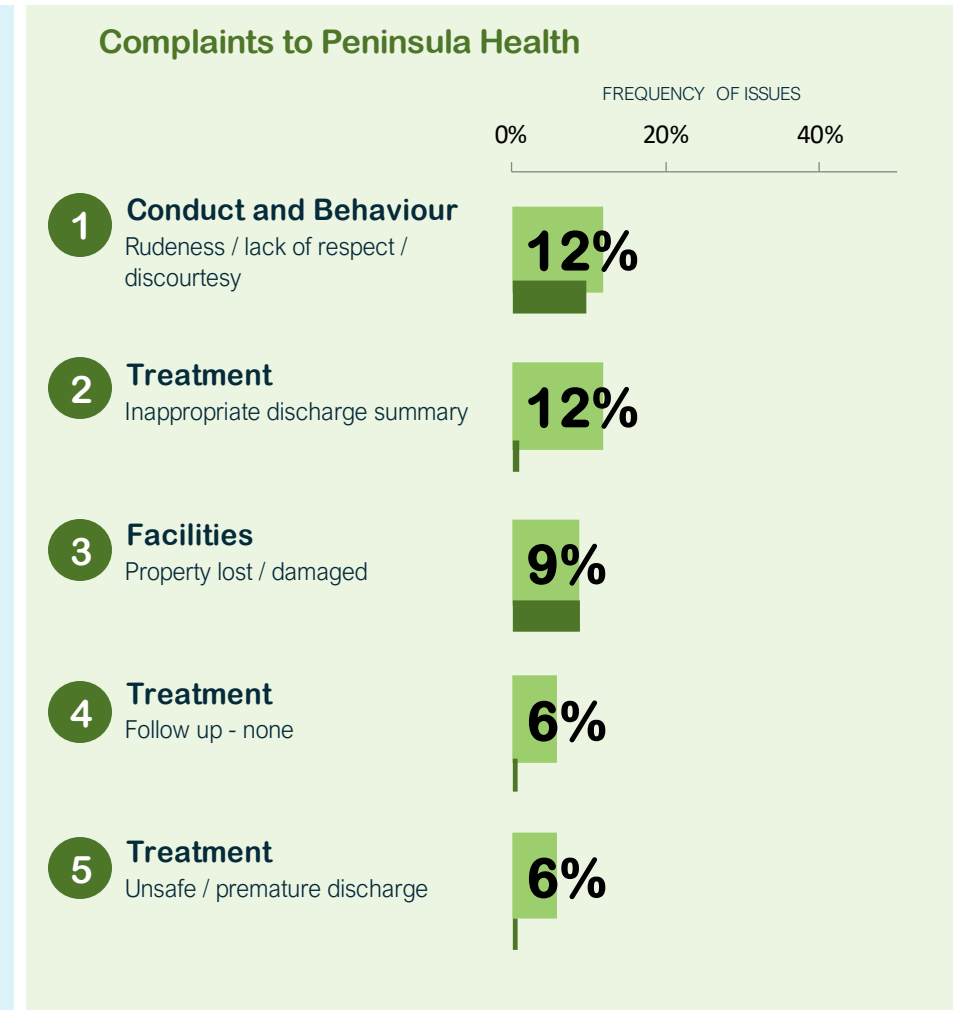
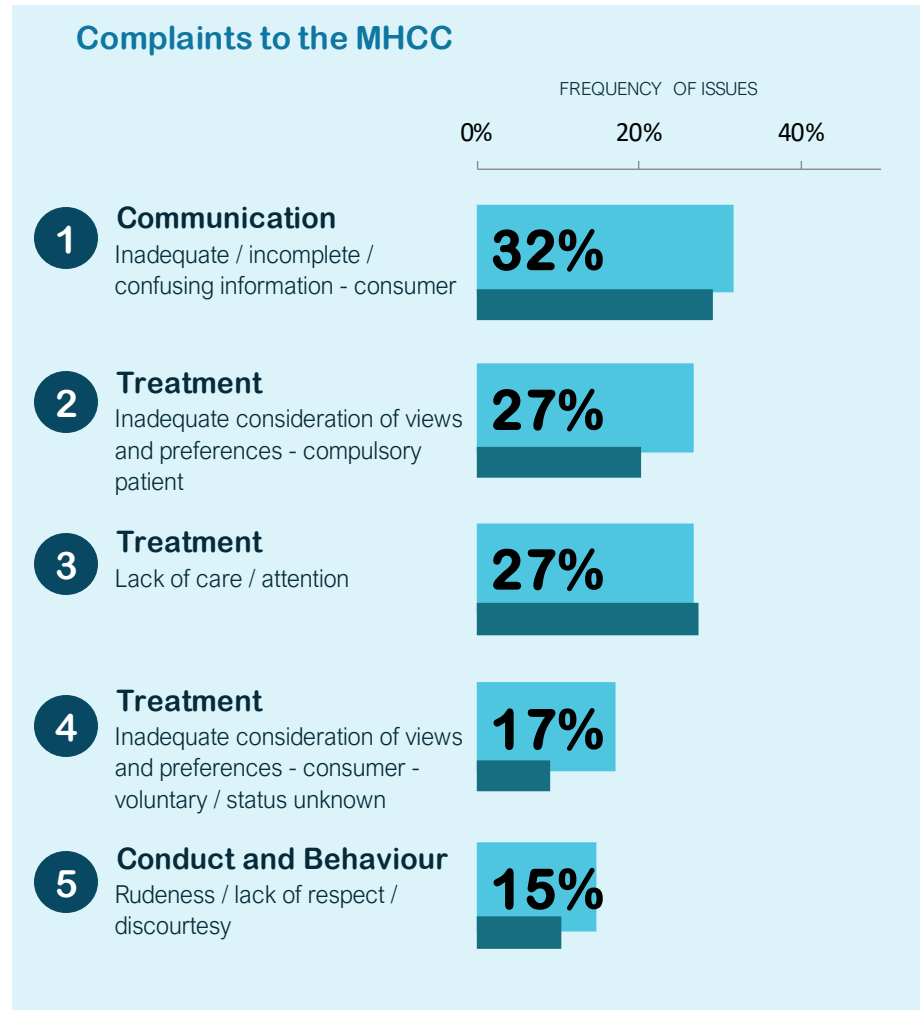
Complaints about Peninsula Health

- to the MHCC (n=41)
- to the service (n=34)

Sector-wide complaints

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

- In complaints made by consumers to the MHCC about Peninsula Health, inadequate / incomplete or confusing information provided to consumer was the most common issue raised, followed by inadequate consideration of the views of compulsory patients and lack of care/ attention regarding treatment.
- Rudeness / lack of respect or discourtesy, and inappropriate discharge summary were the most common issues raised in complaints made by consumers directly to Peninsula Health. Issues regarding treatment raised in complaints made directly to Peninsula Health were in a higher proportion when compared to the sector.



Issues raised by carers 2021-22

Most frequent Level 3 issues raised about Peninsula Health

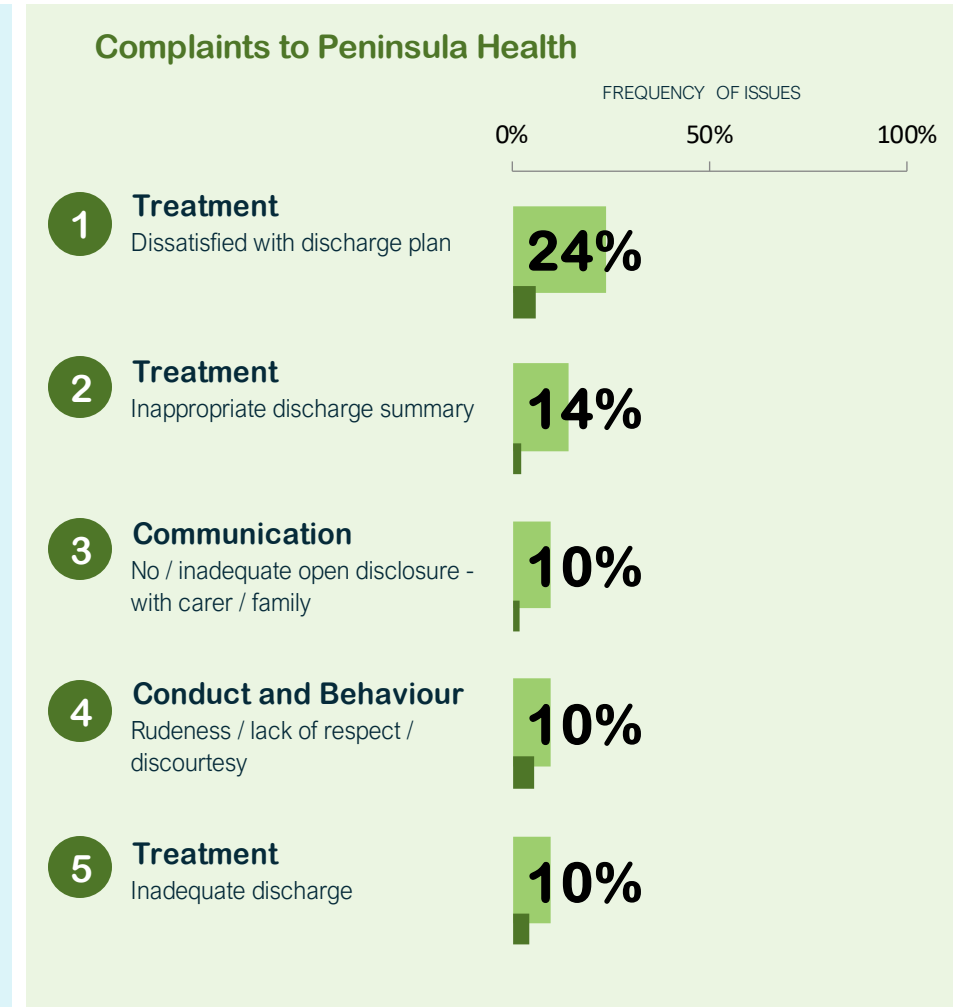
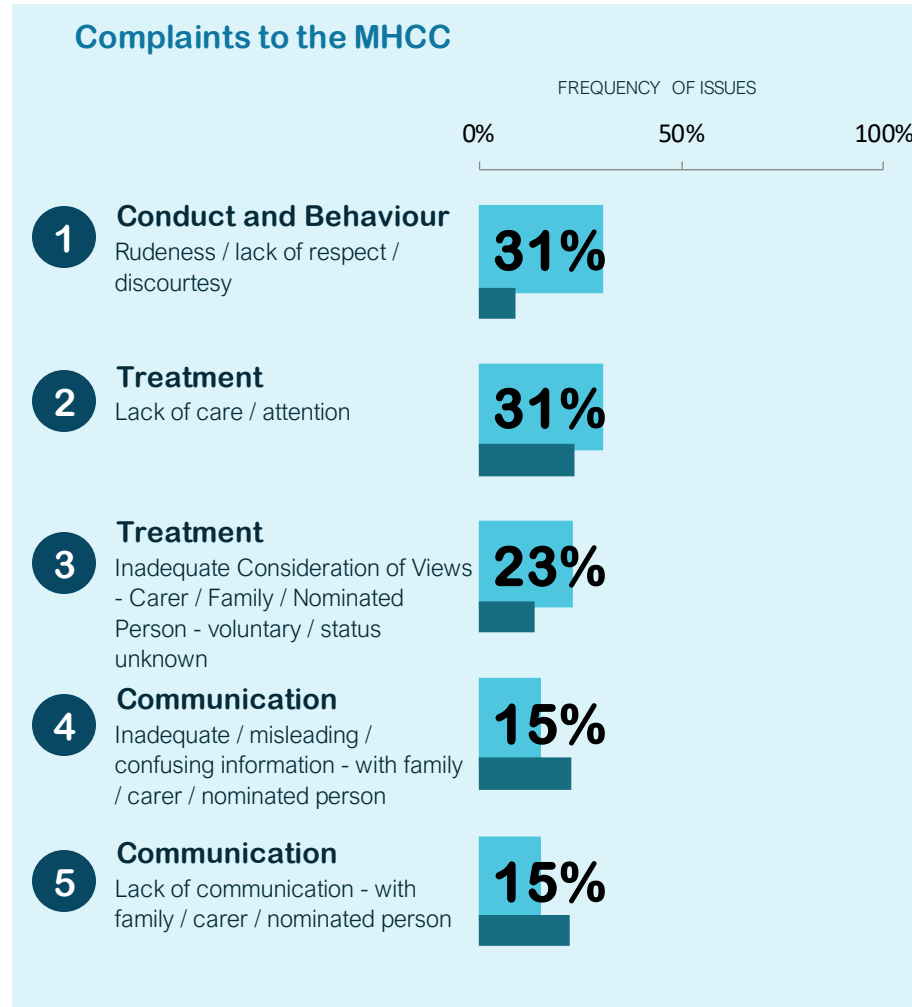
- Complaints about rudeness and lack of respect, lack of care / attention regarding treatment were the most commonly raised issues in complaints made by family members / carers to the MHCC about Peninsula Health.
- Treatment related issues regarding dissatisfaction with the discharge plan and inappropriate discharge summaries were the most frequently raised by carers in complaints made directly to Peninsula Health.

Complaints about Peninsula Health

- to the MHCC (n=13)
- to the service (n=21)

Sector-wide complaints

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



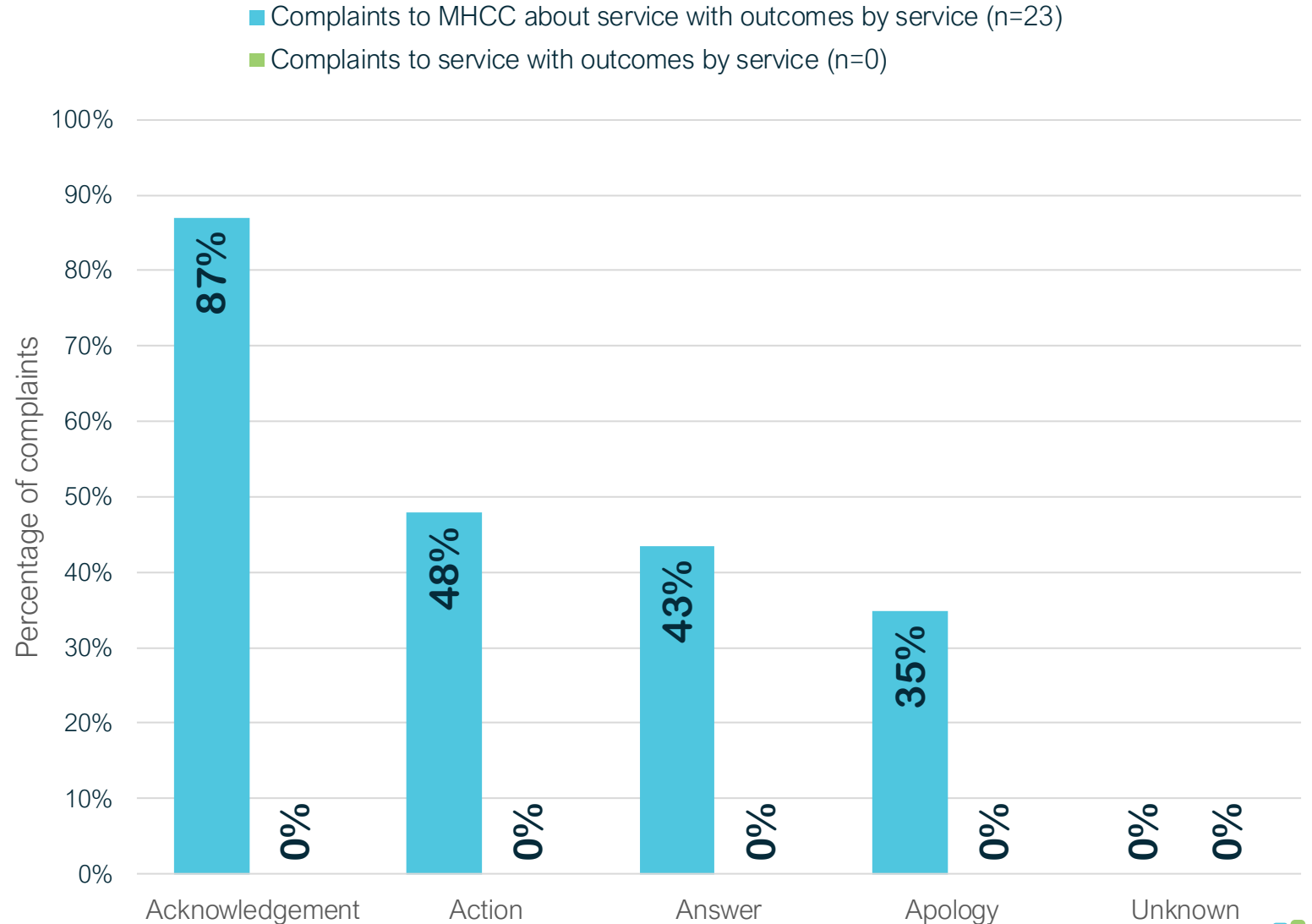


Outcomes of complaints

What were the outcomes of complaints? 2021-22

Closed complaints about Peninsula Health

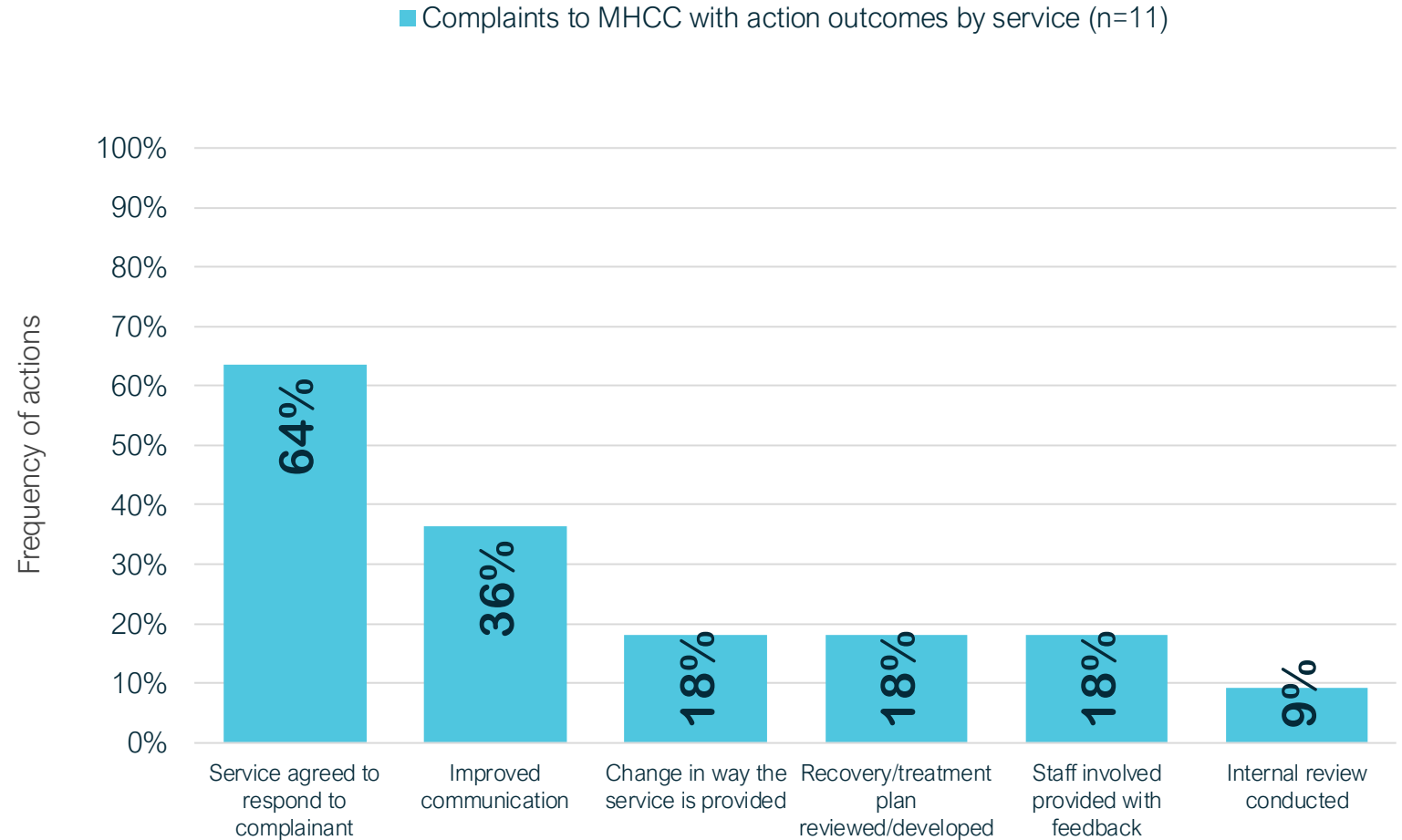
- Outcomes of complaints are framed in terms of the '4 A's' model of complaint resolution - acknowledgement, action, answers and apology.
- This chart only includes complaints made to the MHCC about Peninsula Health that were assessed as being in scope for resolution or having a known service outcome. The most common outcome of these complaints was acknowledgement by Peninsula Health, followed by actions taken by the service in response to the issues raised.
- Peninsula Health did not report on outcomes of complaints made directly to them 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

- Actions most frequently undertaken by Peninsula Health in response to complaints made to the MHCC included:
 - responding to the complainant or consumer directly
 - improved communication and resolving misunderstandings



Key points to consider



Complaint numbers

- The number of complaints made to the MHCC about Peninsula Health decreased in 2020-21, while the number of complaints made directly to Peninsula Health rose.
- Overall, more complaints were made to Peninsula Health directly than to the MHCC.
- Consumers made three quarters of complaints to the MHCC about Peninsula Health and over half of complaints made directly to Peninsula Health.



Issues raised

- Lack of care or attention regarding treatment and inadequate, incomplete or confusing information provided to consumers were the most frequently raised issues in complaints made to the MHCC about Peninsula Health.
- Issues about treatment such as inappropriate discharge summaries, dissatisfaction with the discharge plan, and a lack of follow up were the most common issues raised in complaints made to Peninsula Health directly, along with rudeness, lack of respect, or discourtesy.



Outcomes

- The most common outcome of complaints made to the MHCC about Peninsula Health was acknowledgement by Peninsula Health, followed by actions taken by the service in response to the issues raised by complainants.
- The action most frequently undertaken by Peninsula Health in response to complaints to the MHCC was responding to the complainant or consumer directly