

Summary of service provider complaint report

Royal Children's Hospital

2021-22



Introduction

Purpose

The purpose of this summary presentation is to showcase key data for complaints to made 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:



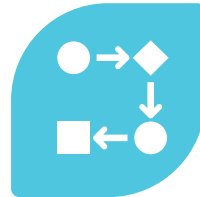
identify key themes and emerging issues across the sector



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

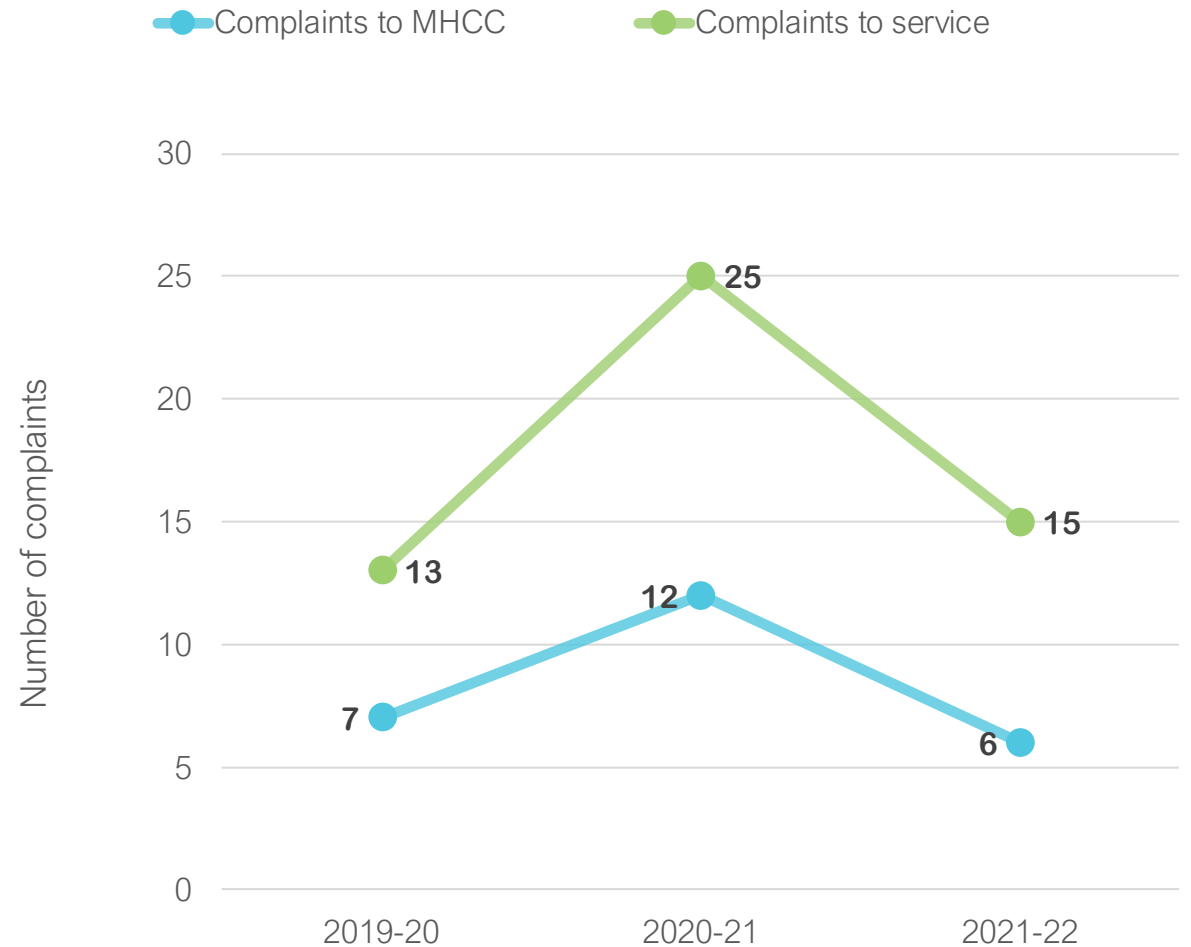
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Complaints to MHCC about Royal Children's Hospital

15

Complaints to Royal Children's Hospital

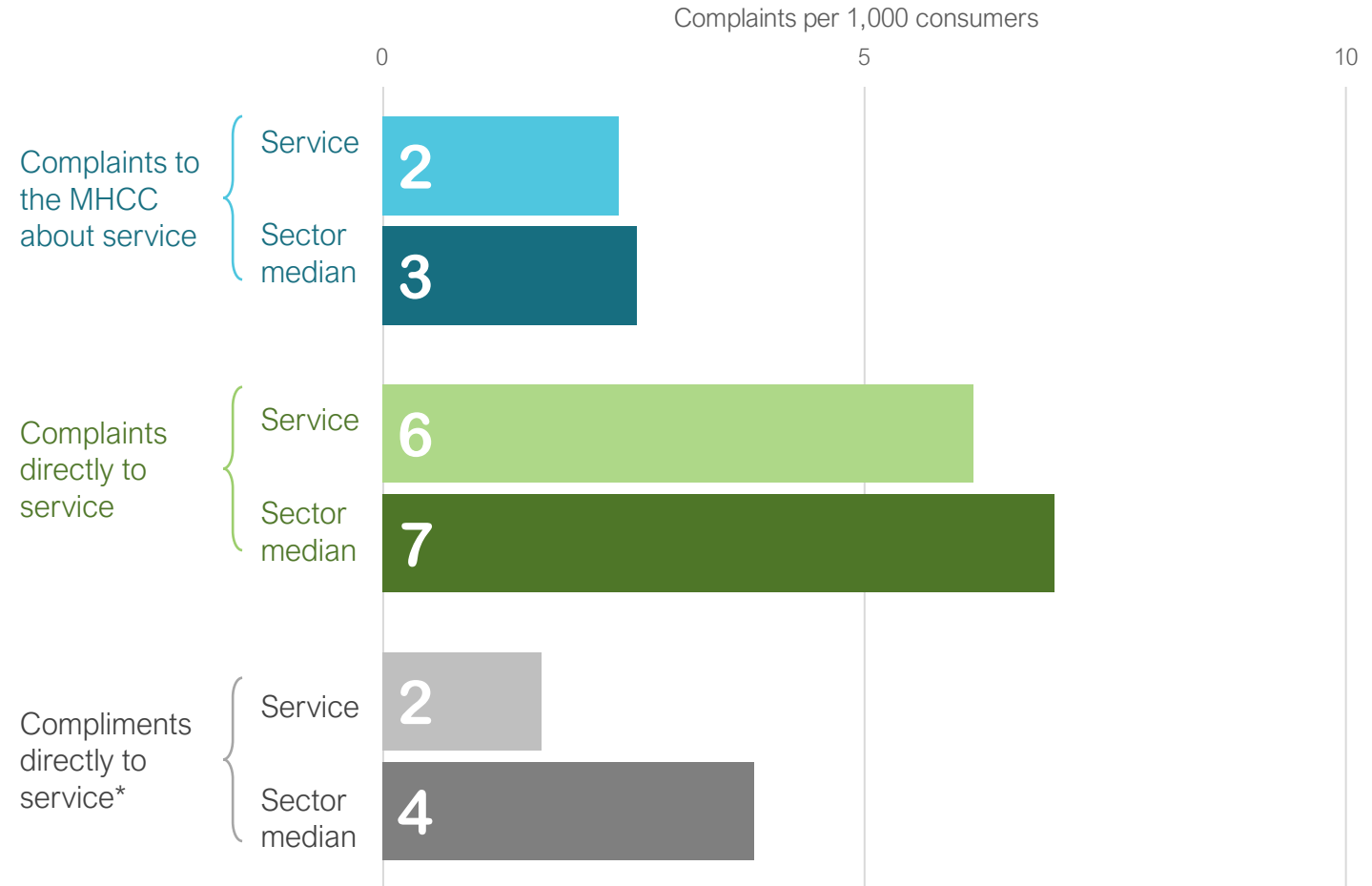
- The number of complaints made to the MHCC about Royal Children's Hospital and complaints made directly to Royal Children's Hospital declined in 2021-22 when compared to the previous year.
- Overall, the number of complaints made to the MHCC about Royal Children's Hospital were less than half the complaints made directly to the service.
- Comparatively, 2020-21 recorded a higher number of complaints, both to MHCC and directly to Royal Children's Hospital, when compared to those recorded in 2019-20 and 2021-22.



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.
- Note that the sector in this report refers to other services that primarily provide services to children, adolescents and youth.
- Compared to the sector, rate of complaints made to the MHCC and directly to Royal Children's Hospital were slightly lower than those made for the sector. A lower rate of compliments was reported compared to the sector.

Complaints about Royal Children's Hospital	Sector-wide complaints
● to the MHCC (n=6)	● to the MHCC (n=52)
● to the service (n=15)	● to the service (n=195)
● Compliments to Royal Children's Hospital (n=4)	● Compliments to services sector-wide (n=123)

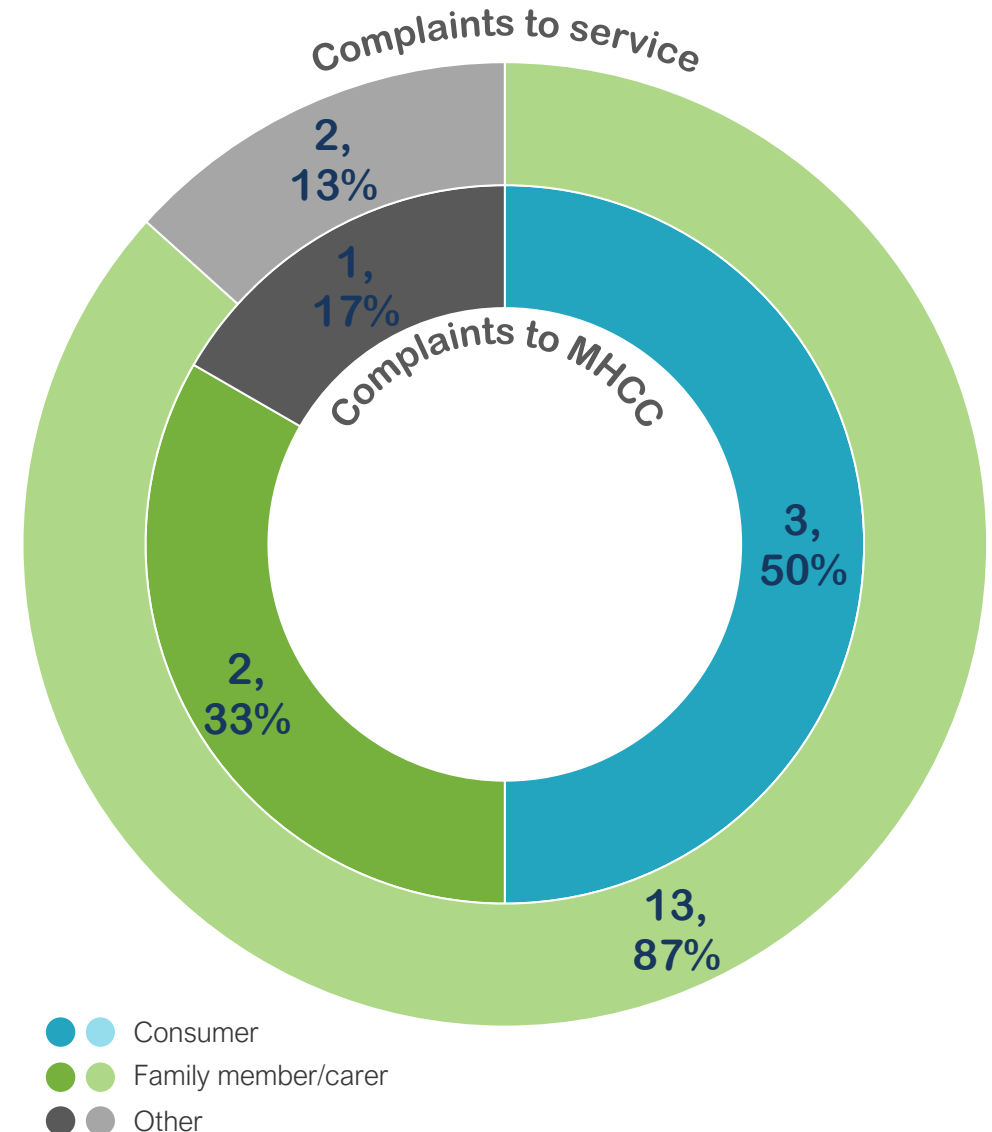


*Note: not all services reported compliments, and services likely used different approaches to capture compliments data

Who is making complaints? 2021-22

Complaints raised about Royal Children's Hospital

- Half of the complaints about the Royal Children's Hospital made to the MHCC were by consumers, but they contributed to none of the complaints made directly to Royal Children's Hospital.
- In contrast, family members / carers made a third of complaints to the MHCC about the Royal Children's Hospital and the vast majority of complaints made directly to the service.
- Some complaints made to the MHCC about the Royal Children's Hospital and to the Royal Children's Hospital directly were made by friends, advocates, or others.



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



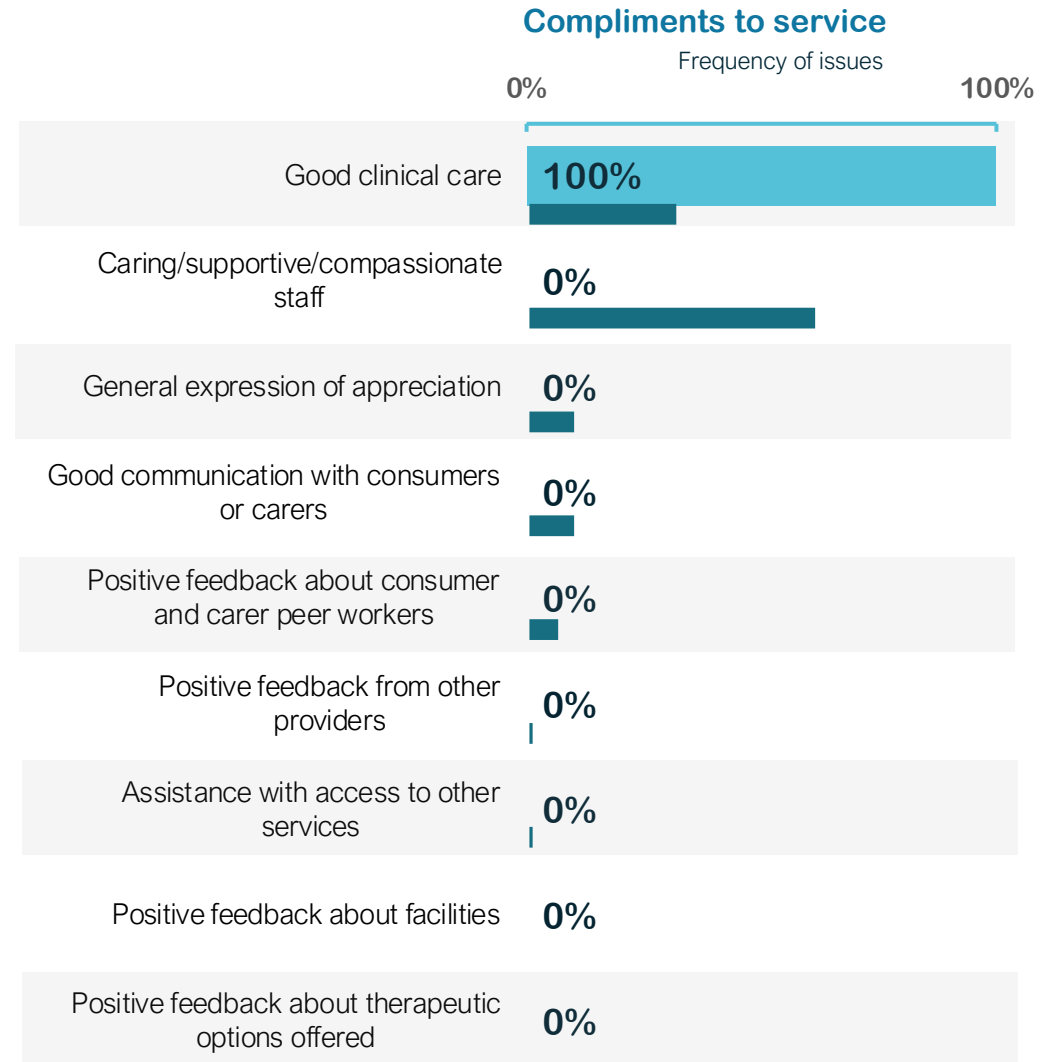
Issues raised in complaints and compliments

What were compliments about? 2021-22

Themes raised in compliments about Royal Children's Hospital

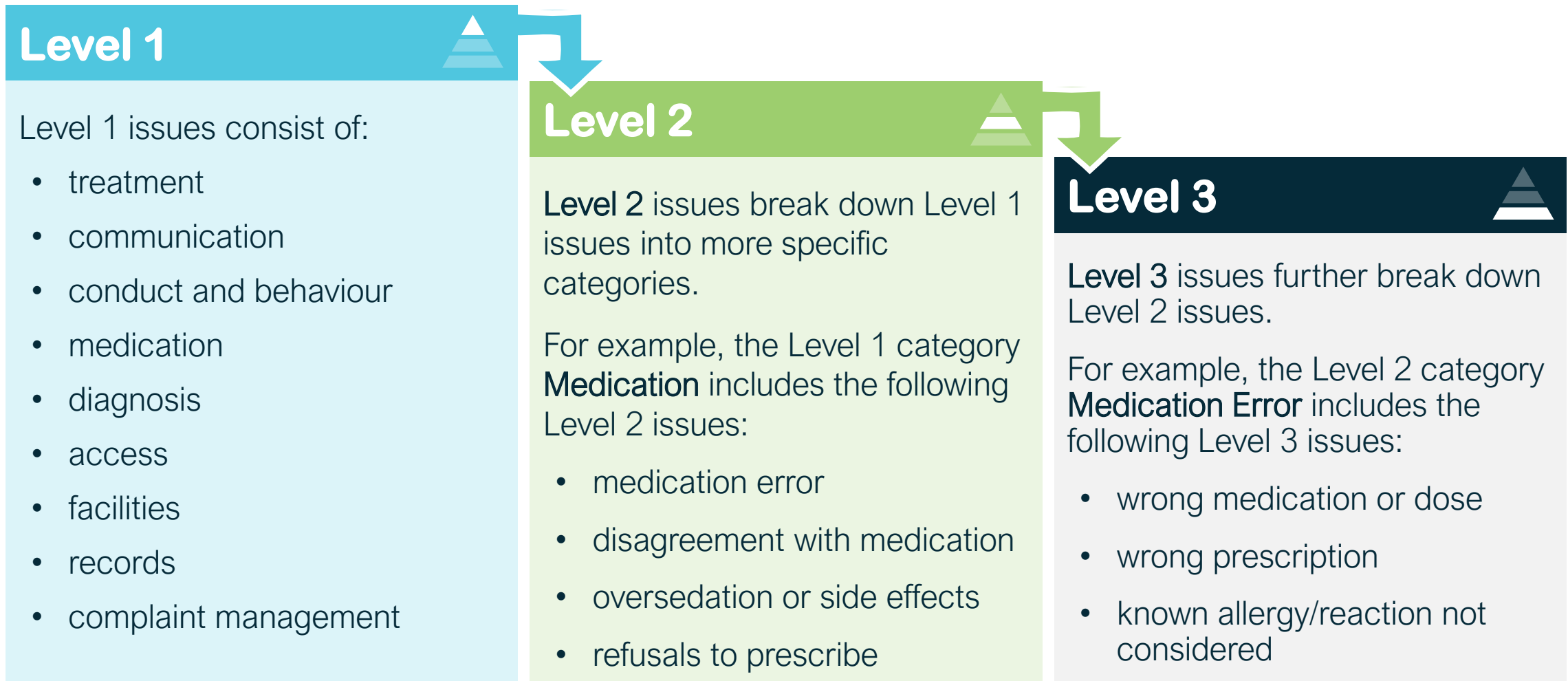
● Compliments to Royal Children's Hospital (n=4)
 ● Compliments to services sector-wide (n=123)

- Compliments received by the Royal Children's Hospital were all related to positive feedback about good clinical care. This theme was reported at a higher frequency than compliments reported sector-wide.



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 Royal Children's Hospital

Complaints about Royal Children's Hospital

● to the MHCC (n=6)

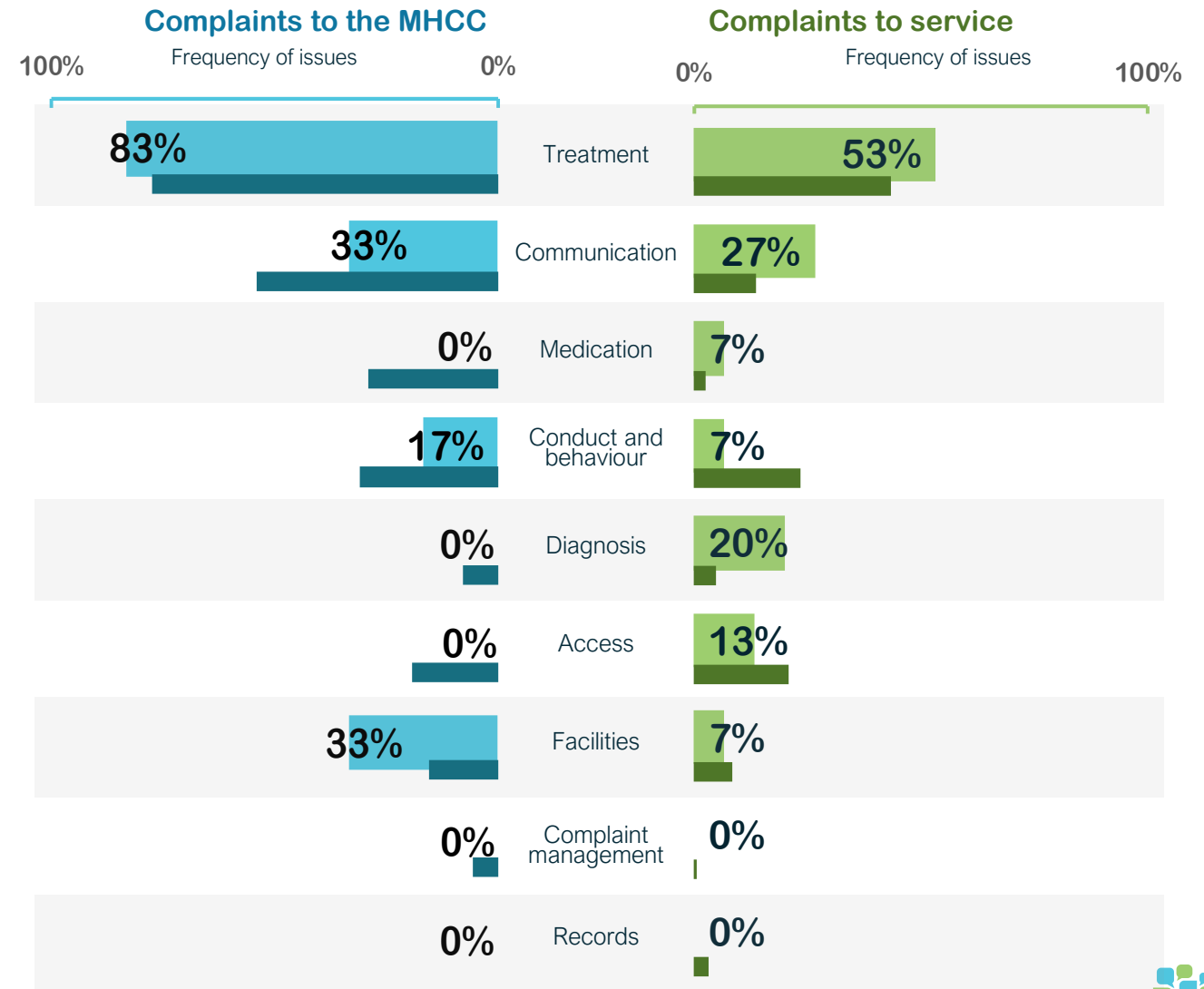
● to the service (n=15)

Sector-wide complaints

● to the MHCC (n=52)

● to the service (n=195)

- Issues raised in complaints made to the MHCC about the Royal Children's Hospital were commonly issues related to Treatment, Communication, Facilities and Conduct and Behaviour. The proportion of Communication and Conduct and Behaviour complaints raised were at a lower rate when compared to the sector. However, complaints about Facilities were raised at a higher rate when compared to the sector.
- Treatment, Communication and Diagnosis were the most commonly raised issues in complaints made directly to the Royal Children's Hospital. Diagnosis issues were mentioned at a higher rate when compared to the sector.



What were complaints about? 2021-22

Most frequent Level 3 issues raised about Royal Children's Hospital

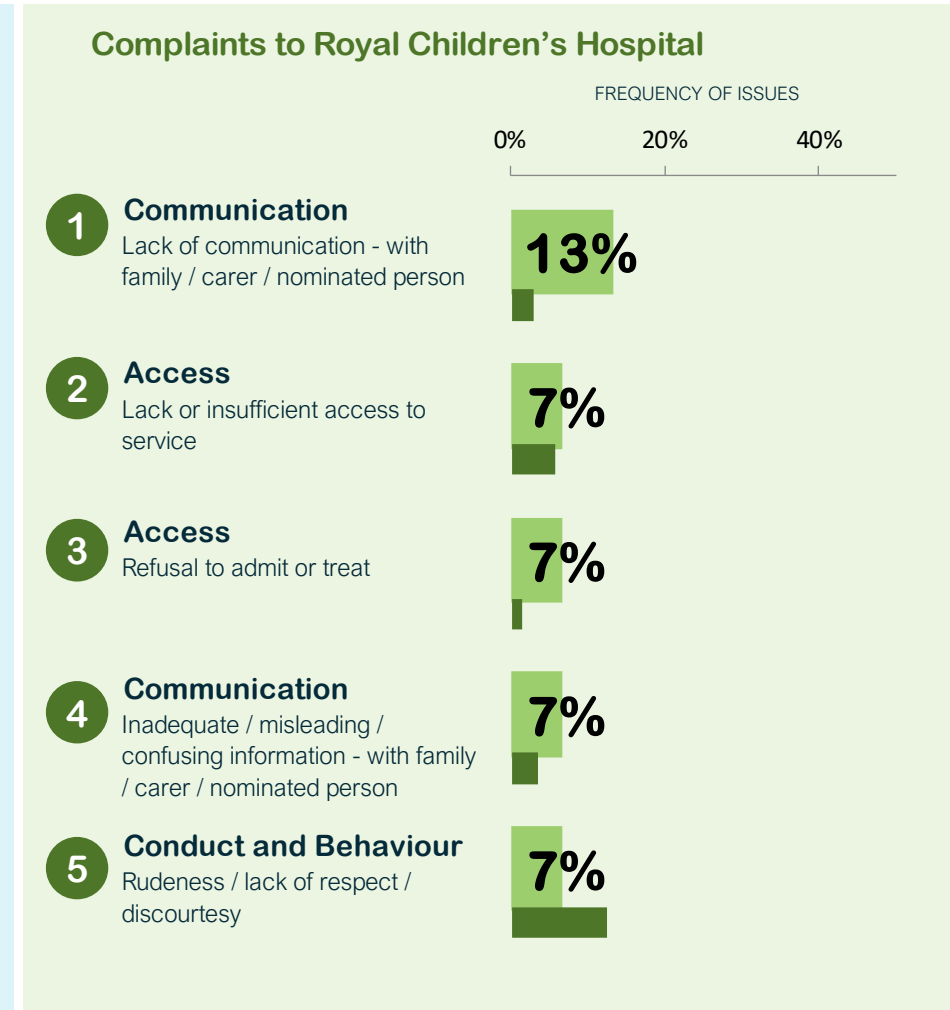
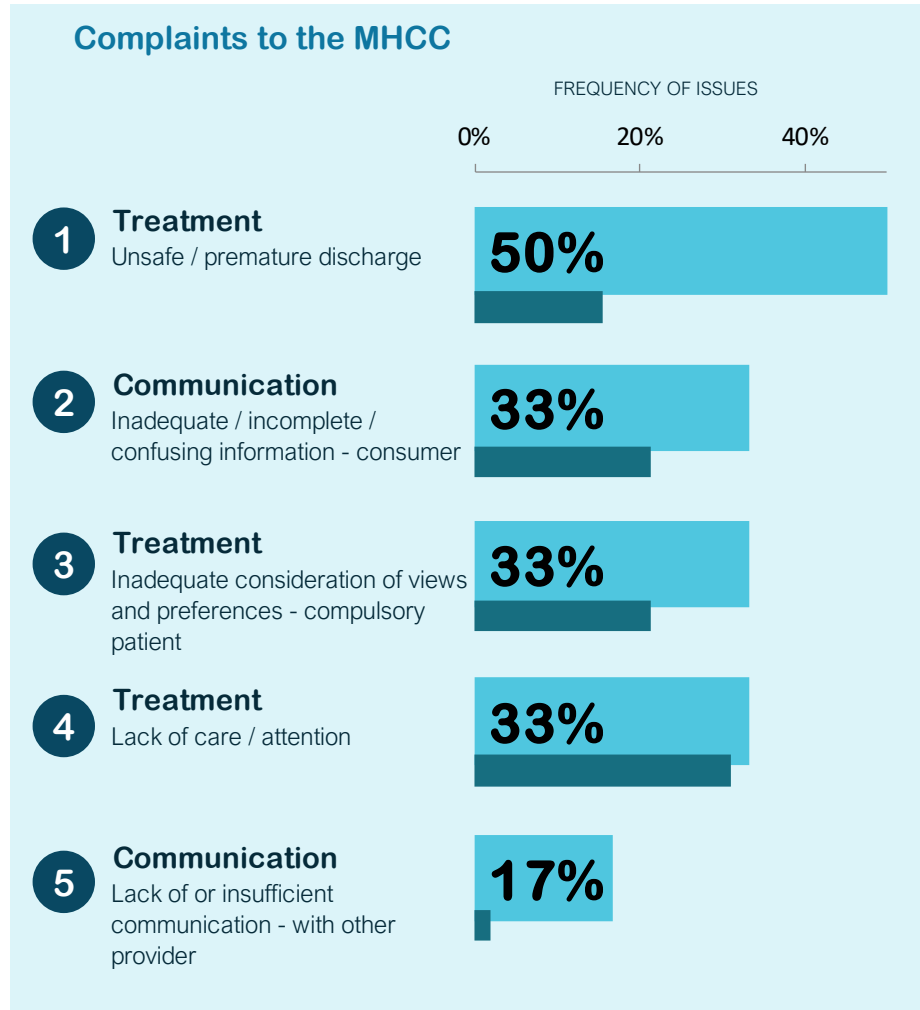
Complaints about Royal Children's Hospital

- to the MHCC (n=6)
- to the service (n=15)

Sector-wide complaints

- to the MHCC (n=52)
- to the service (n=195)

- Unsafe / premature discharge was the most frequently raised issue among complaints made to the MHCC about Royal Children's Hospital – this issue was raised in a higher proportion when compared to complaints made sector-wide.
- Complaints made directly to the Royal Children's Hospital most commonly related to lack of communication with families / carers, an issue that was raised in a higher proportion when compared to the sector.



Issues raised by consumers 2021-22

Most frequent Level 3 issues raised about Royal Children's Hospital

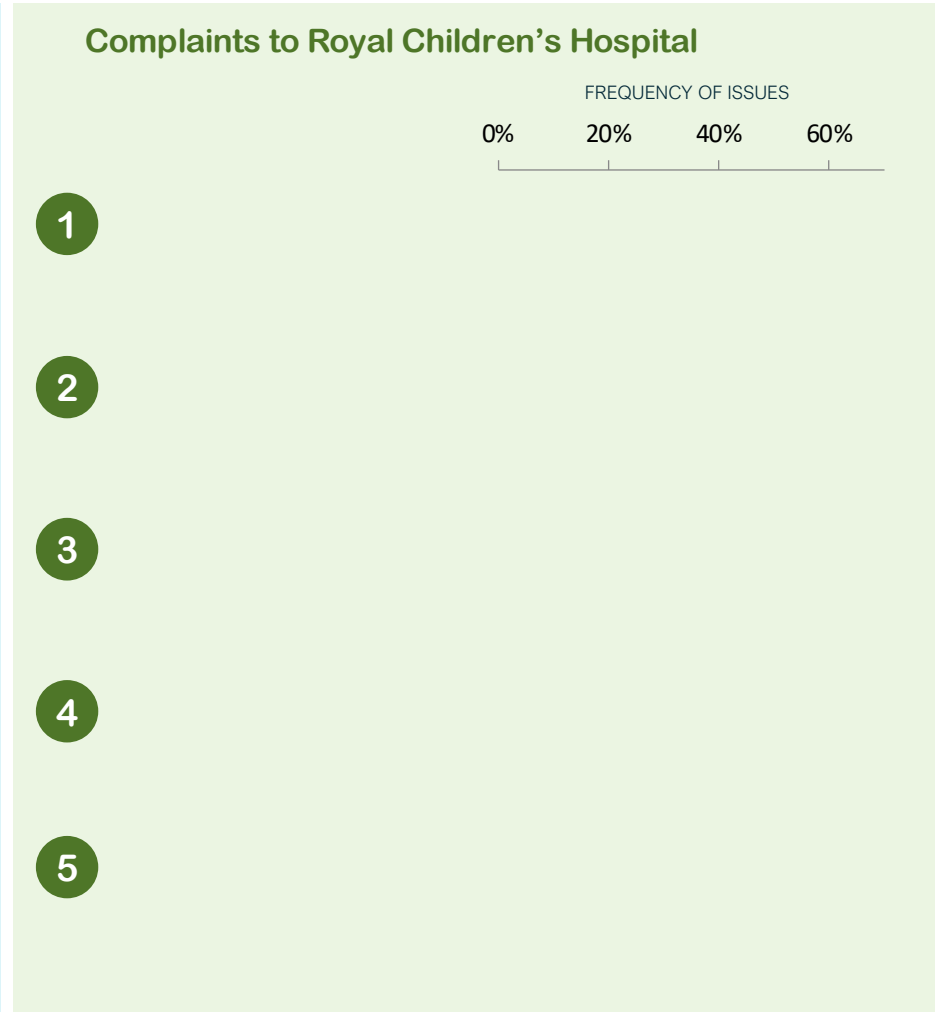
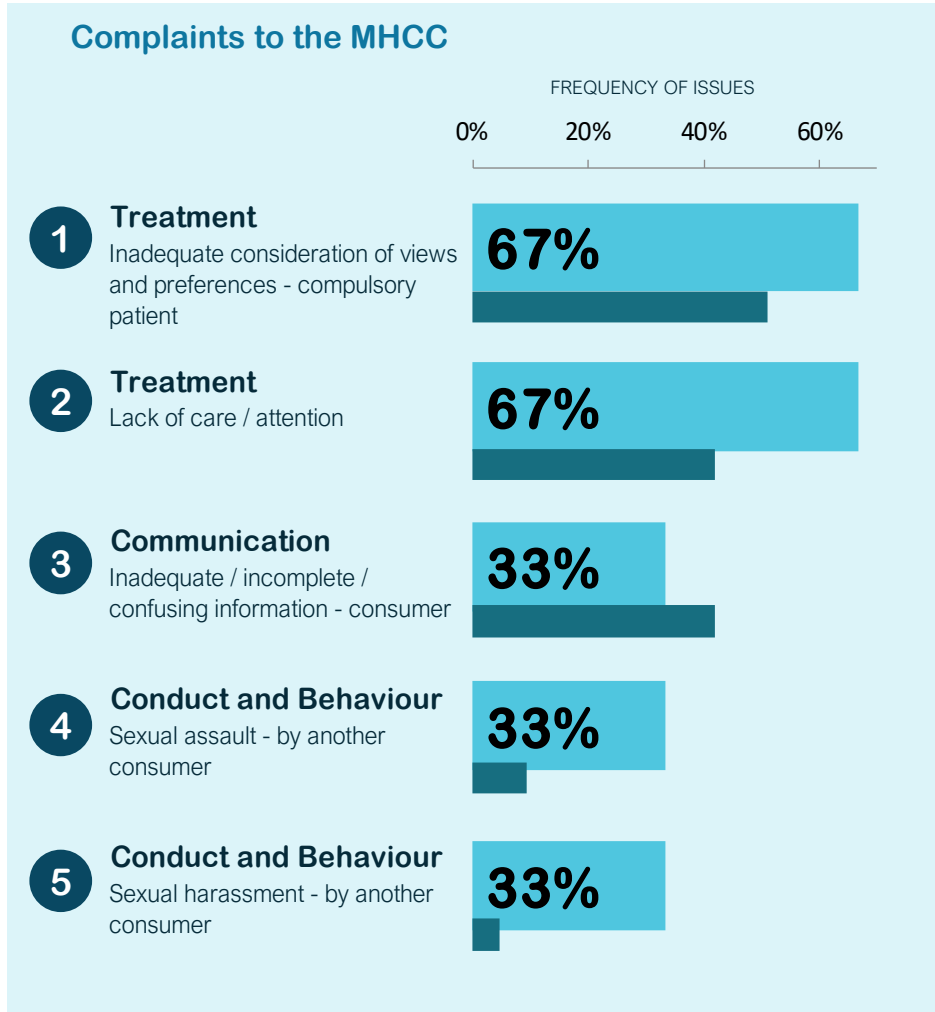
- The top issues raised by consumers in complaints to the MHCC about the Royal Children's Hospital were related to inadequate consideration of the views of compulsory patients, and lack of care/ attention regarding treatment, which were raised in a higher proportion of complaints when compared with the sector.
- Consumers did not make any of the complaints made directly to the Royal Children's Hospital in this reporting period.

Complaints about Royal Children's Hospital

- to the MHCC (n=3)
- to the service (n=0)

Sector-wide complaints

- to the MHCC (n=22)
- to the service (n=45)

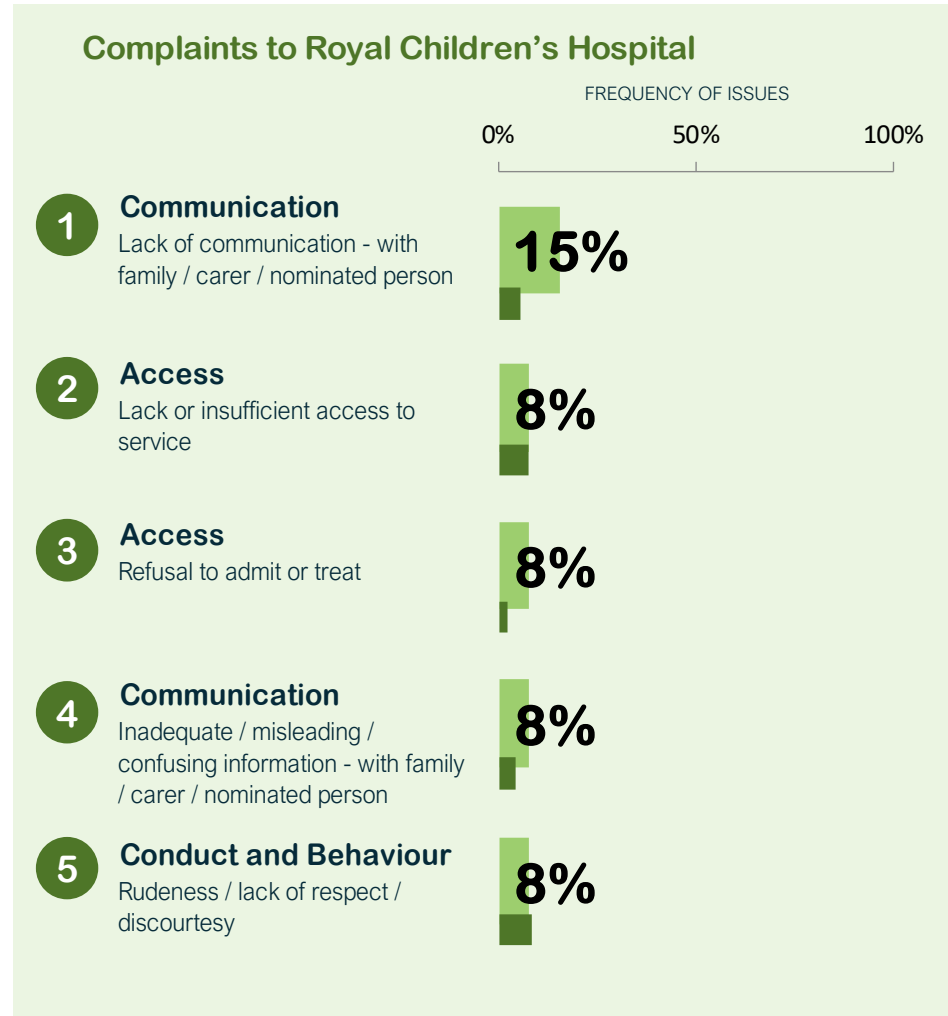
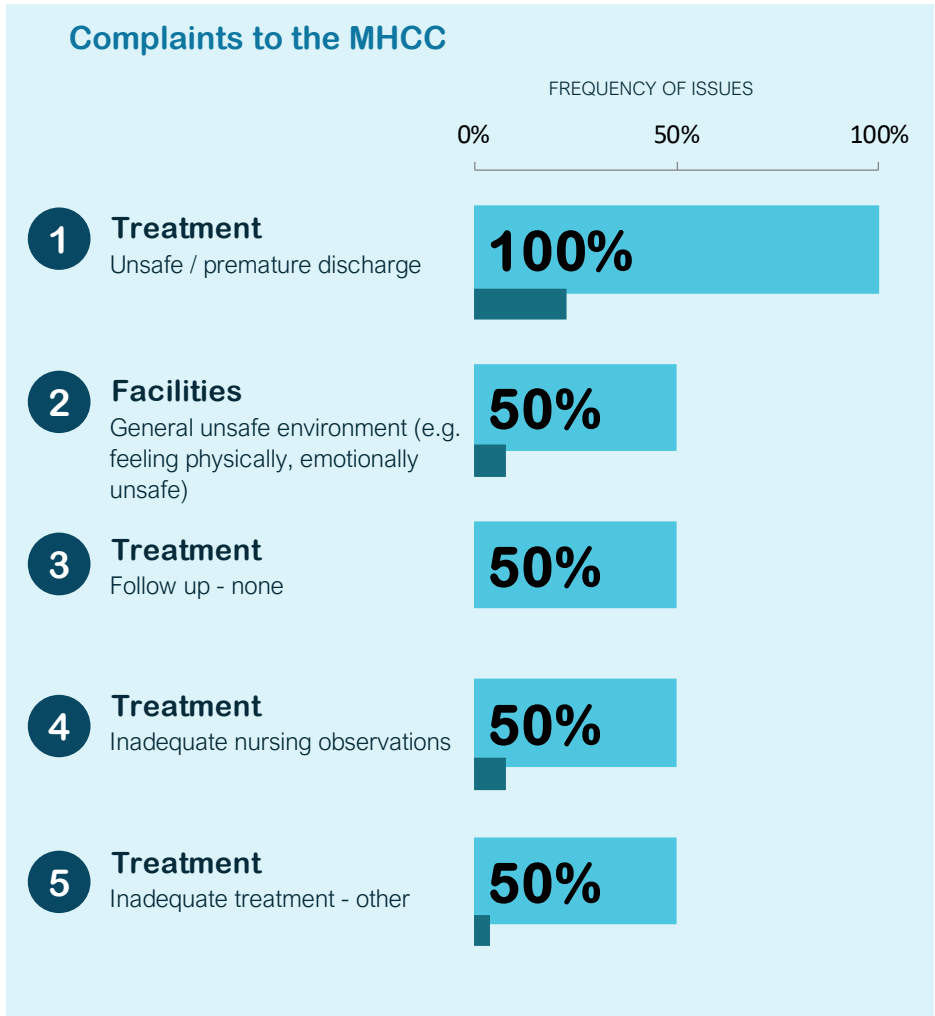


Issues raised by carers 2021-22

Most frequent Level 3 issues raised about Royal Children's Hospital

- In complaints made to the MHCC by carers / family members the most common issue raised related to unsafe or premature discharge of patients, which was raised in all complaints, which was in a higher proportion when compared to complaints made across the sector.
- Complaints raised by family / carers directly to the Royal Children's Hospital commonly related to issues of lack of communication with family/ carer/ nominated persons.

Complaints about Royal Children's Hospital	Sector-wide complaints
● to the MHCC (n=2)	● to the MHCC (n=27)
● to the service (n=13)	● to the service (n=97)



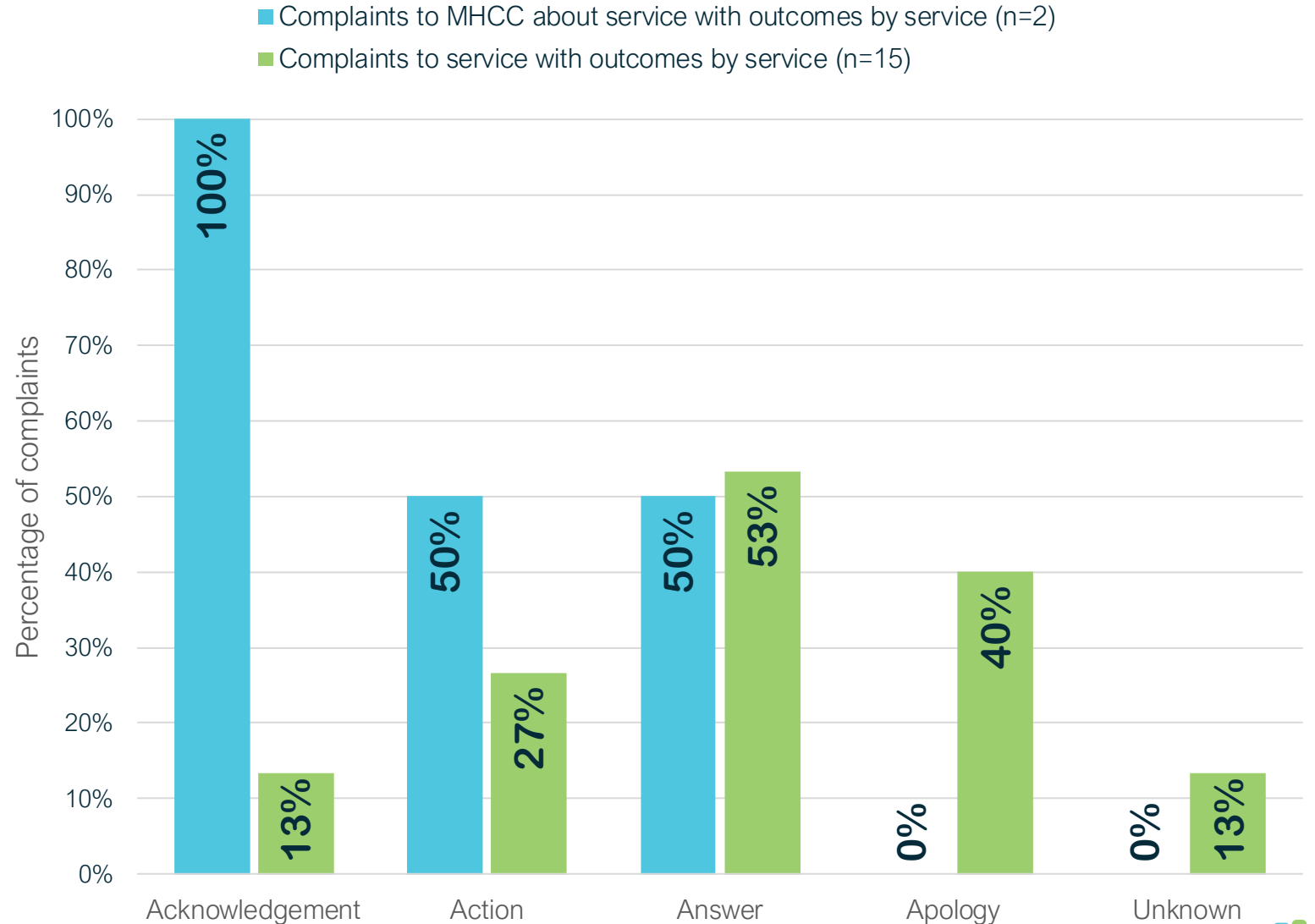


Outcomes of complaints

What were the outcomes of complaints? 2021-22

Closed complaints about Royal Children's Hospital

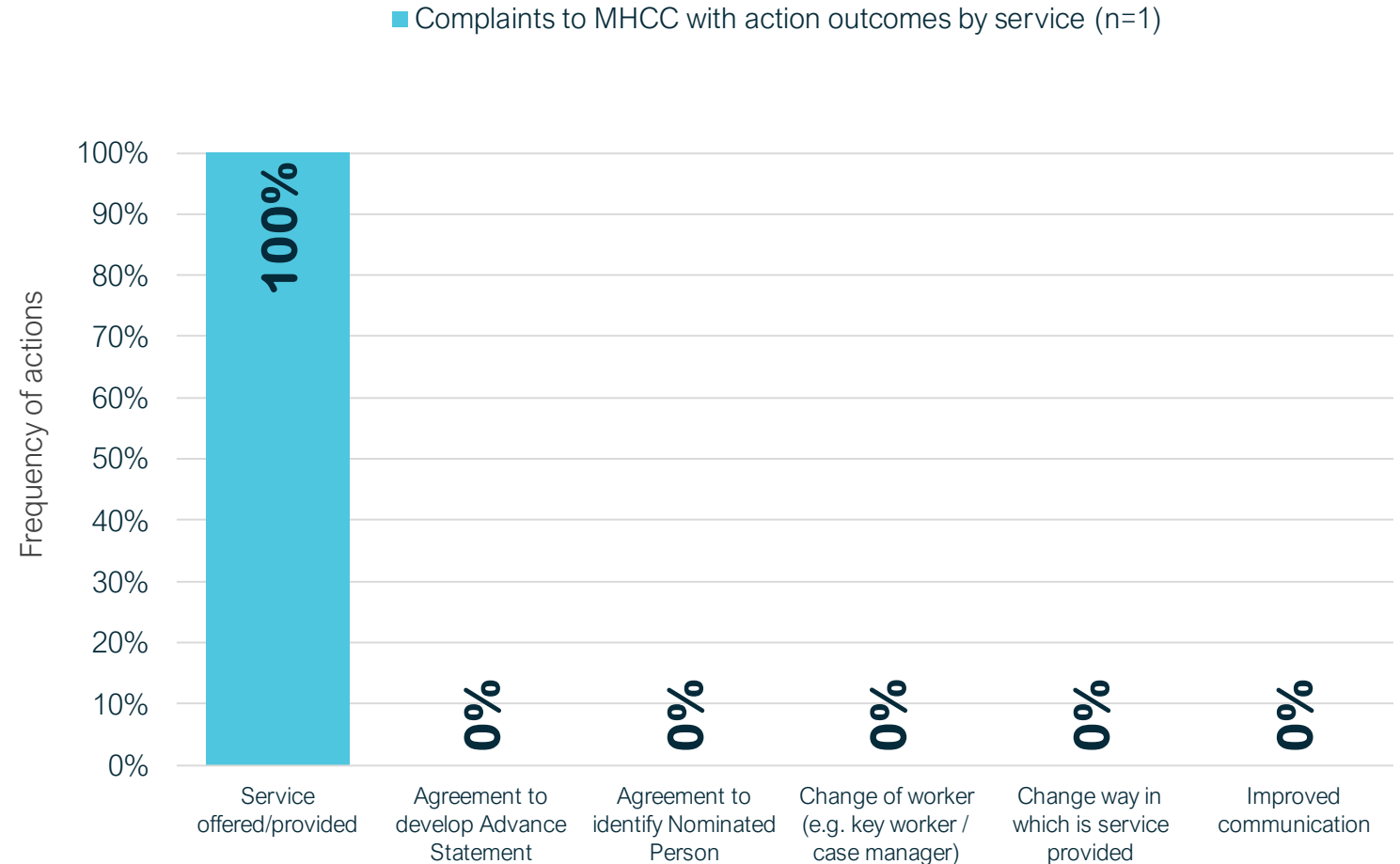
- Outcomes of complaints are framed in terms of the '4 A's' model of complaint resolution - acknowledgement, action, answers and apology.
- This chart only includes complaints made to the MHCC about the Royal Children's Hospital that were assessed as being in scope for resolution and/or having a known service outcome. The most common outcomes by Royal Children's Hospital for these complaints were acknowledgement of the concerns raised, followed equally by actions taken and providing an answer to the concerns raised.
- The most common outcome of complaints made directly to the Royal Children's Hospital was providing an answer to the concerns raised by complainants.



What actions were taken by the service? 2021-22

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

- Actions undertaken and reported by the Royal Children's Hospital in response to complaints to the MHCC included:
 - Other service offered / provided to complainant



Key points to consider



Complaint numbers

- The number of complaints made to the MHCC about the Royal Children's Hospital and directly to the Royal Children's Hospital declined in 2021-22 when compared to the previous year.
- Overall, the total number of complaints made to the MHCC about the Royal Children's Hospital was less than half the number of complaints made directly to the service.
- Half of the complaints about Royal Children's Hospital made to the MHCC were made by consumers, but they contributed to none of the complaints directly to Royal Children's Hospital.



Issues raised

- Unsafe / premature discharge was the most frequently raised issue among complaints made to the MHCC about the Royal Children's Hospital, which was raised in a higher proportion when compared to the sector.
- Complaints made directly to Royal Children's Hospital most commonly related to lack of communication with families / carers, which was raised in a higher proportion when compared to the sector.



Outcomes

- The most common outcomes of complaints made to the MHCC about the Royal Children's Hospital were acknowledgement and actions taken by the service in response to the issues raised by the complainant.
- The most common action undertaken by the Royal Children's Hospital in response to complaints made to the MHCC was to respond to the consumer or complainant directly and provide them with the required service.