

Summary of service provider complaint report

South West Healthcare

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:



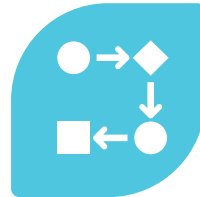
identify key themes and emerging issues across the sector



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

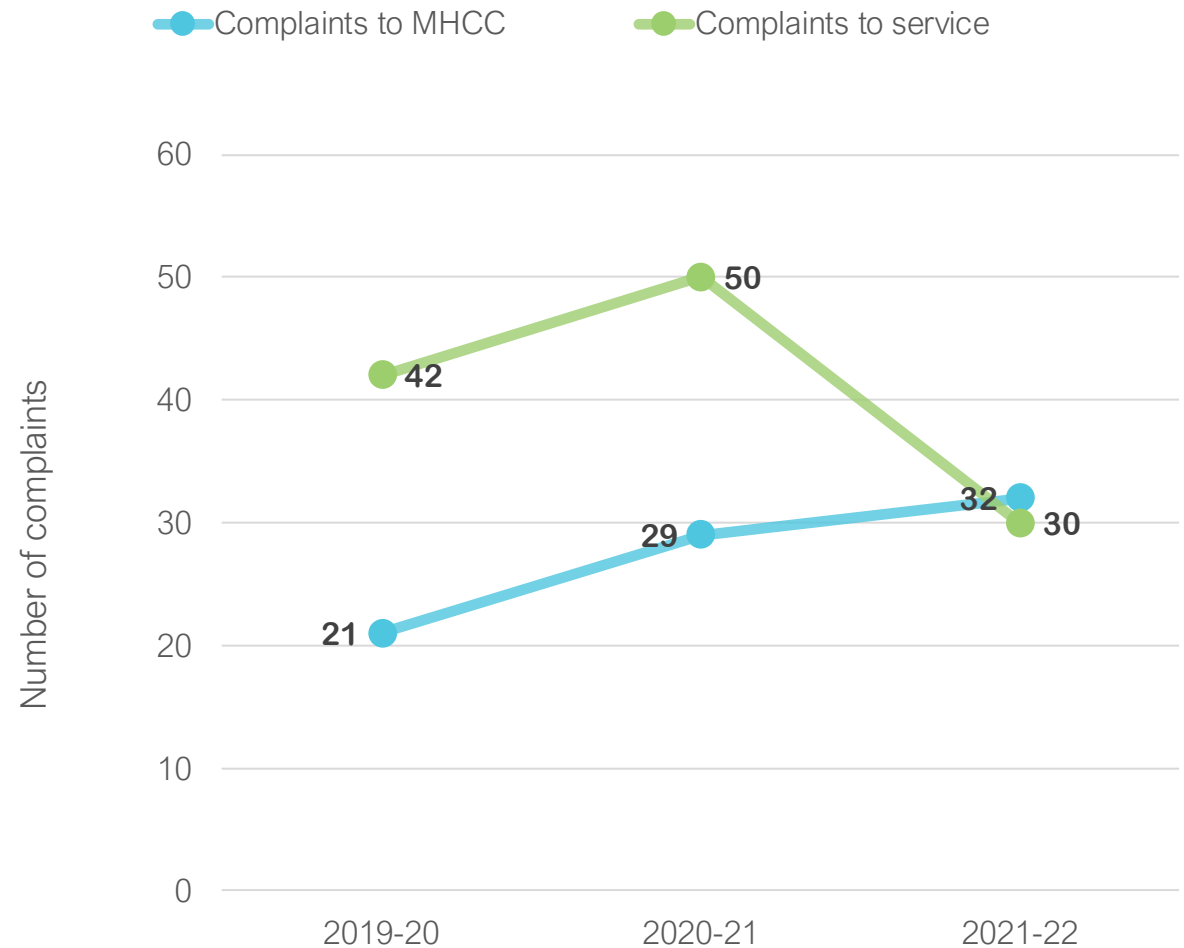
32

Complaints to MHCC
about South West
Healthcare

30

Complaints to South
West Healthcare

- The number of complaints made to the MHCC about South West Healthcare in 2021-22 was similar to the previous year, while the number of complaints made directly to South West Healthcare decreased significantly.
- Overall, the number of complaints made to the MHCC about South West Healthcare and directly to the service was almost the same.
- The number of complaints made to the MHCC have increased since 2019-20. However, following an increase in 2020-21, the number of complaints made directly to South West Healthcare was lower in 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.
- Compared to the sector, a similar rate of complaints was made to the MHCC about South West Healthcare, and a lower rate was made to South West Healthcare directly.
- For the reporting period, South West Healthcare did not report any compliments made to them directly.

Complaints about South West Healthcare

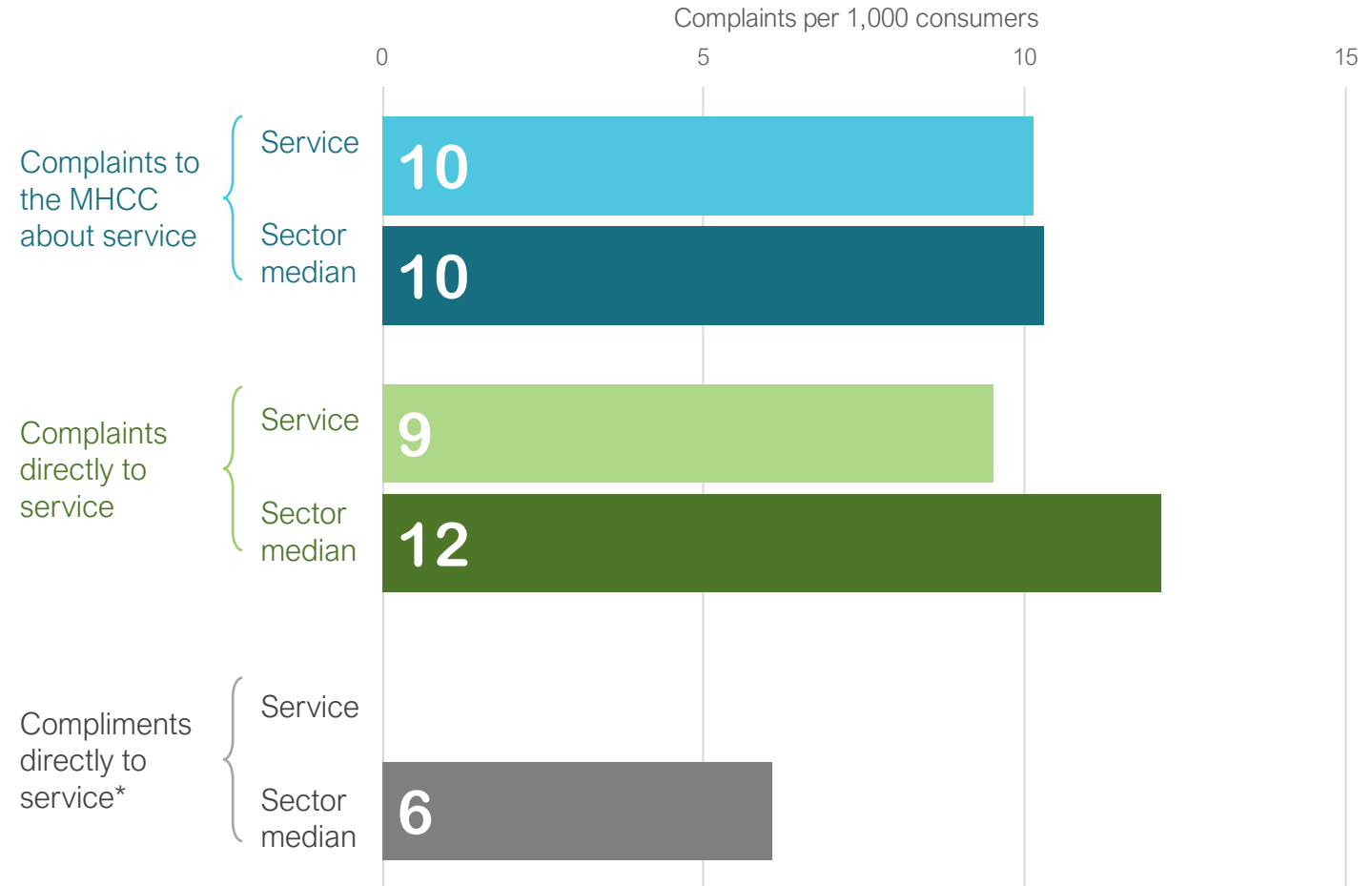
- to the MHCC (n=32)
- to the service (n=30)

● Compliments to South West Healthcare (n=0)

Sector-wide complaints

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

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

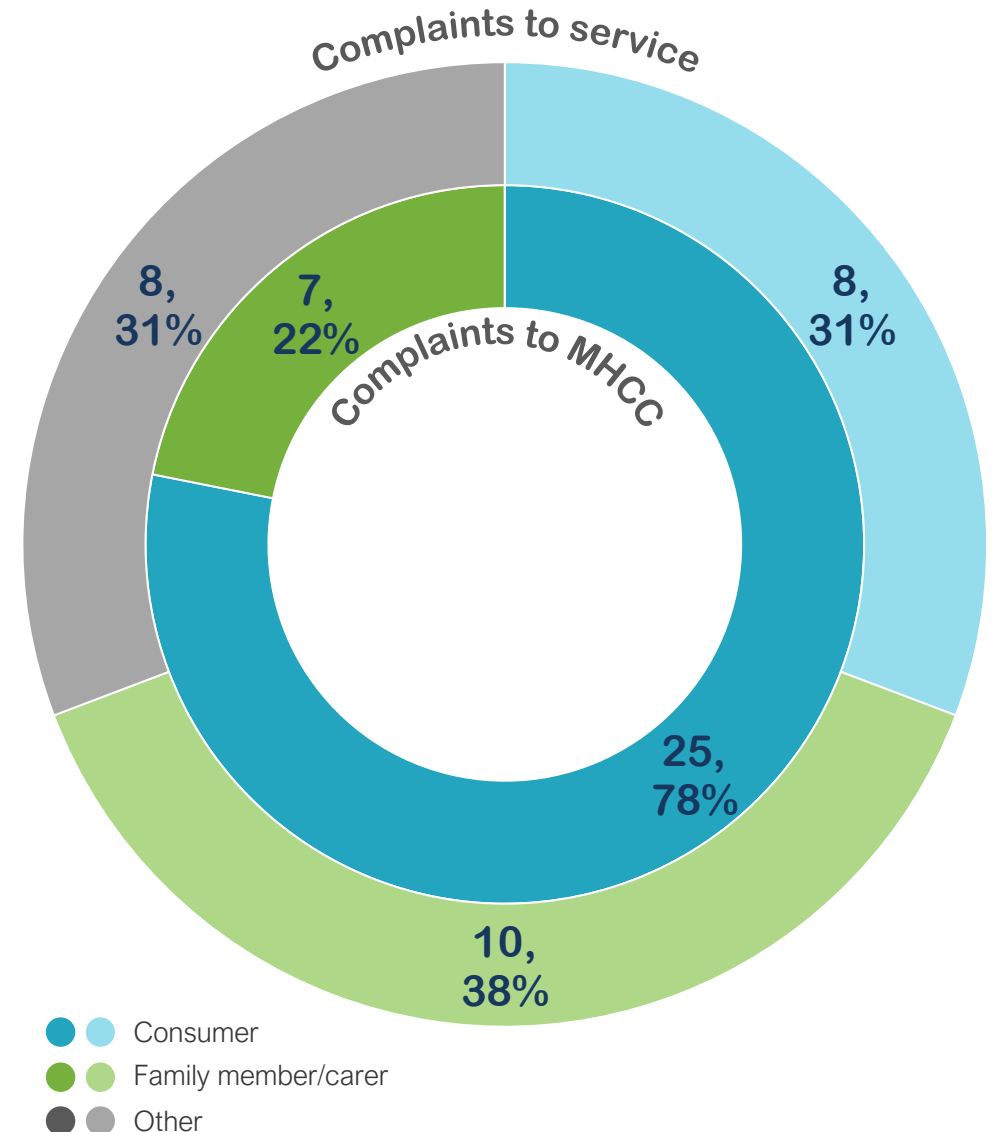


*Note: not all services reported compliments, and services likely used different approaches to capture compliments data

Who is making complaints? 2021-22

Complaints raised about South West Healthcare

- Consumers made the majority of complaints to the MHCC about South West Healthcare and contributed slightly less than a third of the complaints to South West Healthcare directly.
- In contrast, family members/carers made slightly over a fifth of complaints made to the MHCC and made the majority of complaints directly to South West Healthcare.
- Others, such as advocates, supporters and/or staff made one-third of the complaints made directly to the service.



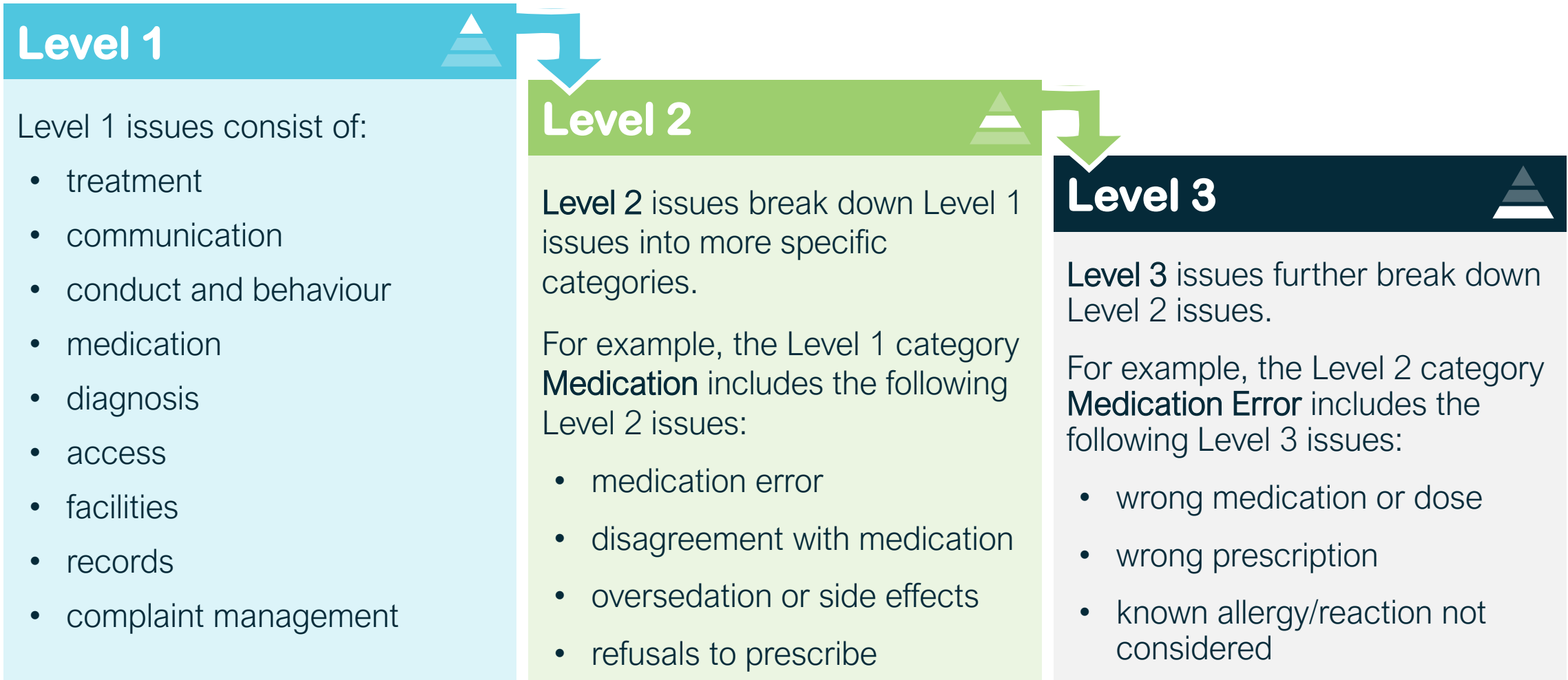
Note: this graphic does not include complaints where the complainant status was unknown.



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 made about South West Healthcare

Complaints about South West Healthcare

to the MHCC (n=32)

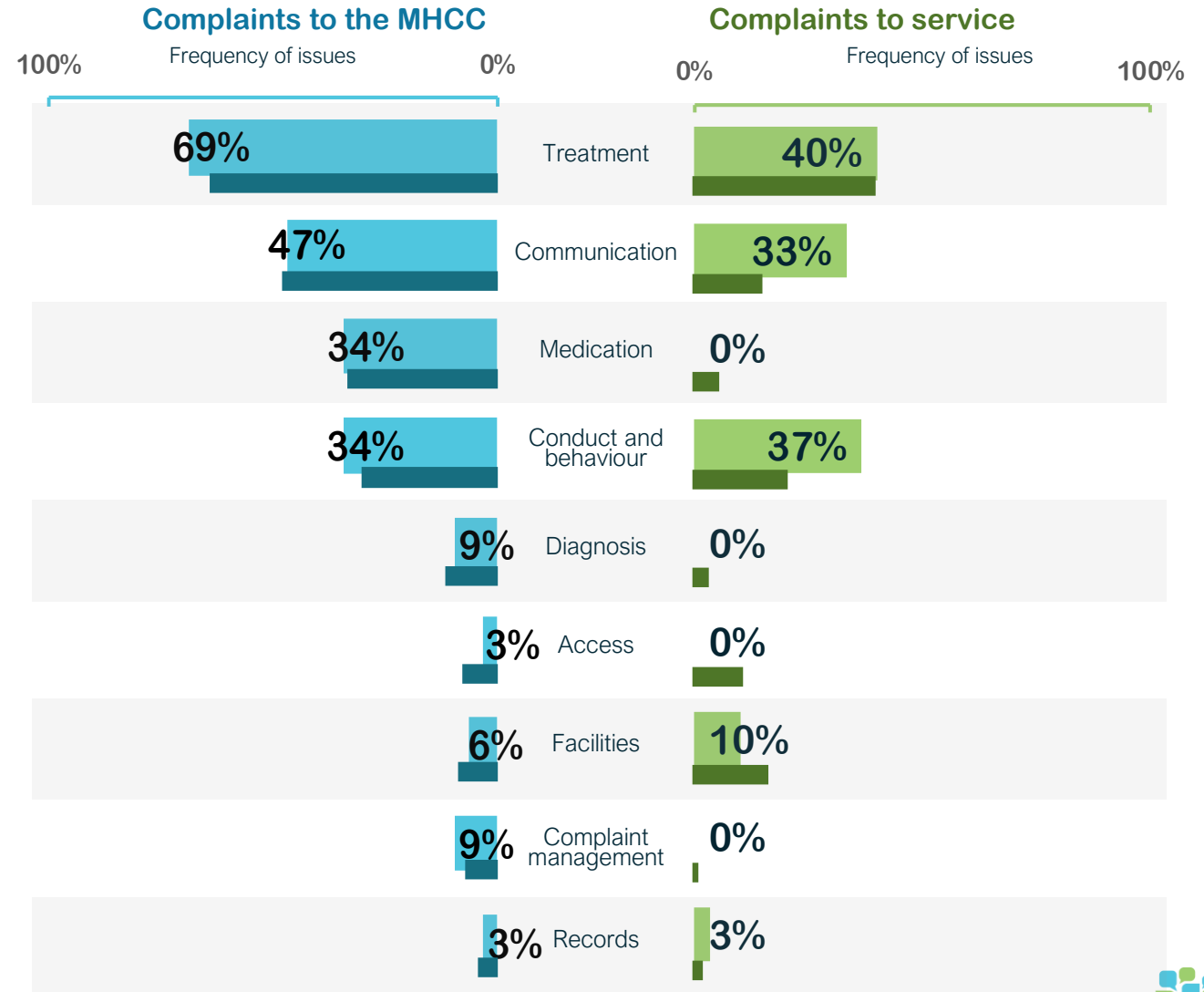
to the service (n=30)

Sector-wide complaints

to the MHCC (n=1282)

to the service (n=1582)

- Issues raised in complaints to the MHCC about South West Healthcare were similar to those raised in complaints across the sector, with Treatment, Communication, Medication and Conduct and Behaviour being the most commonly raised issues.
- The top issues raised in complaints made directly to South West Healthcare were similar with those raised sector-side, with Treatment, Conduct and Behaviour, and Communication being the most commonly raised issues. Issues about Communication and Conduct and Behaviour were raised at a higher rate when compared to the sector.



What were complaints about? 2021-22

Most frequent Level 3 issues raised about South West Healthcare

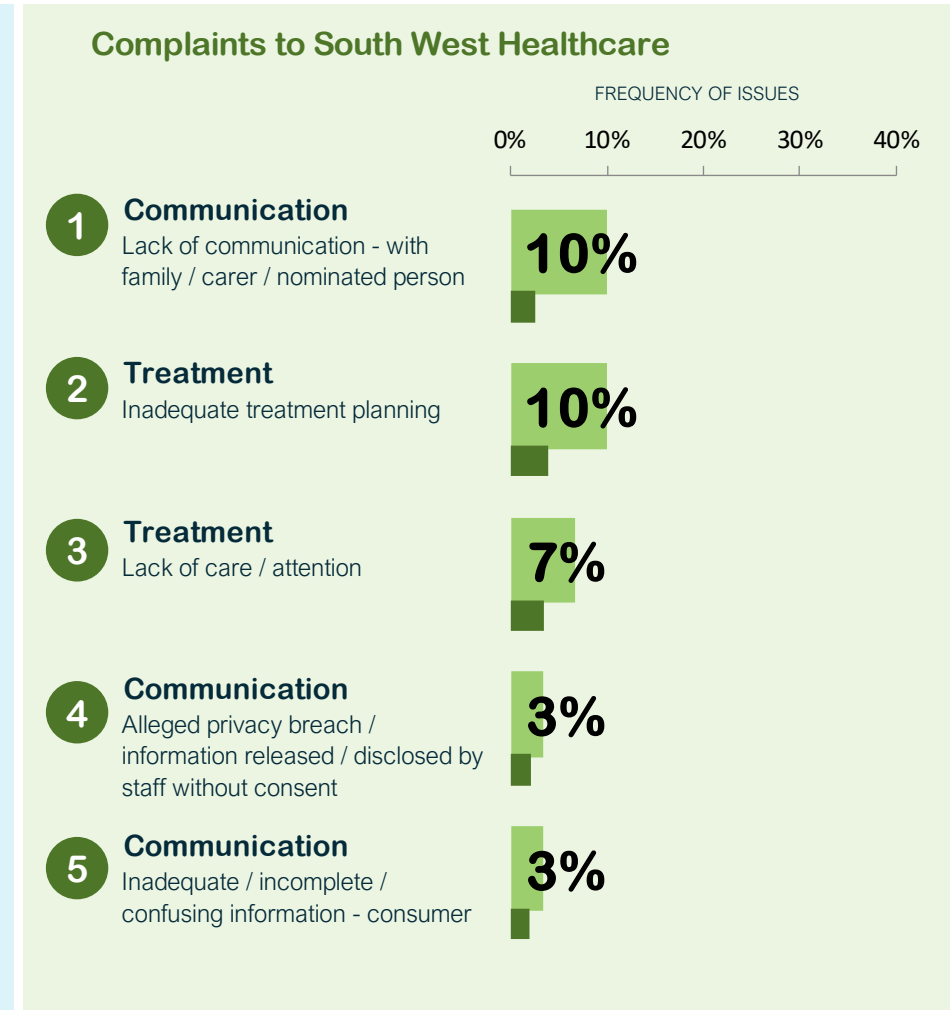
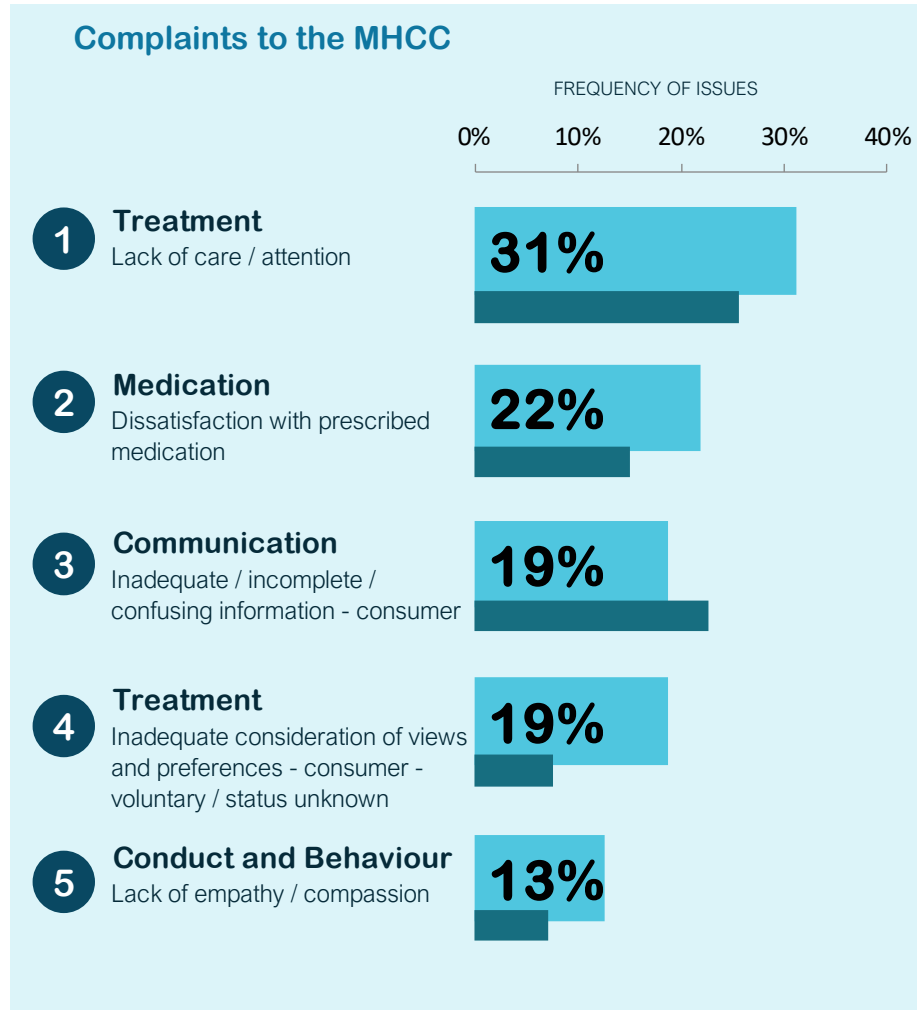
Complaints about South West Healthcare

- to the MHCC (n=32)
- to the service (n=30)

Sector-wide complaints

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

- Lack of care / attention regarding treatment, and dissatisfaction with prescribed medication were the most frequently raised issues in complaints made to the MHCC about South West Healthcare; reported in a higher proportion when compared to the sector.
- The most common issues raised in complaints made directly to South West Healthcare were lack of communication with families / carers, and inadequate treatment planning, both were raised in a higher proportion of complaints when compared to the sector.



Issues raised by consumers 2021-22

Most frequent Level 3 issues raised about South West Healthcare

- The most commonly raised issues by consumers in complaints made to the MHCC about South West Healthcare included lack of care / attention regarding treatment, inadequate, incomplete, or confusing information provided to consumers, and inadequate consideration of views and preferences of consumers.
- Issues regarding communication such as alleged privacy breach, inadequate open disclosure, and incomplete or confusing information provided to the consumer, were commonly raised by consumers in complaints made directly to South West Healthcare.

Complaints about South West Healthcare

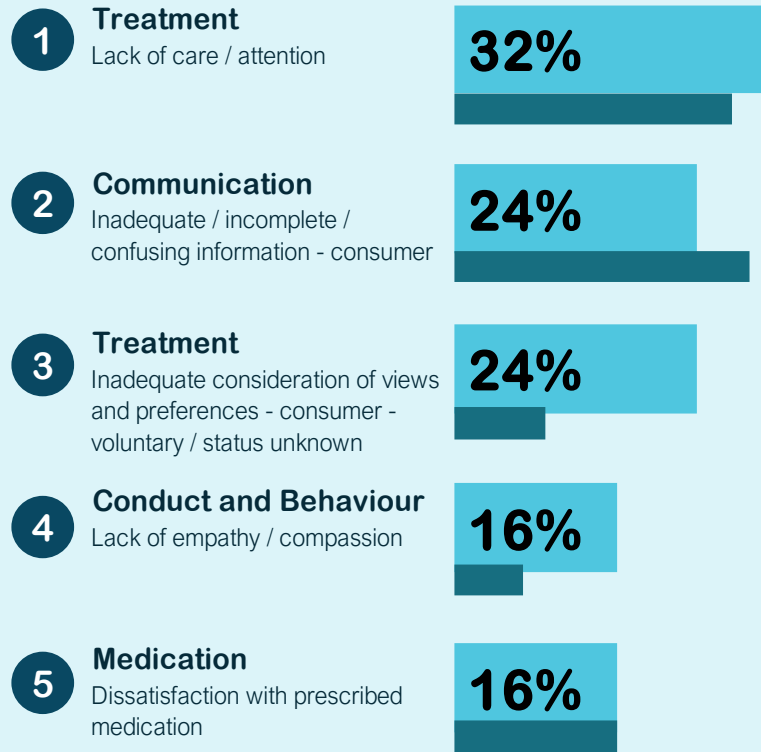
- to the MHCC (n=25)
- to the service (n=8)

Sector-wide complaints

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

Complaints to the MHCC

FREQUENCY OF ISSUES
0% 10% 20% 30% 40%



Complaints to South West Healthcare

FREQUENCY OF ISSUES
0% 10% 20% 30% 40%



Issues raised by carers 2021-22

Most frequent Level 3 issues raised about South West Healthcare

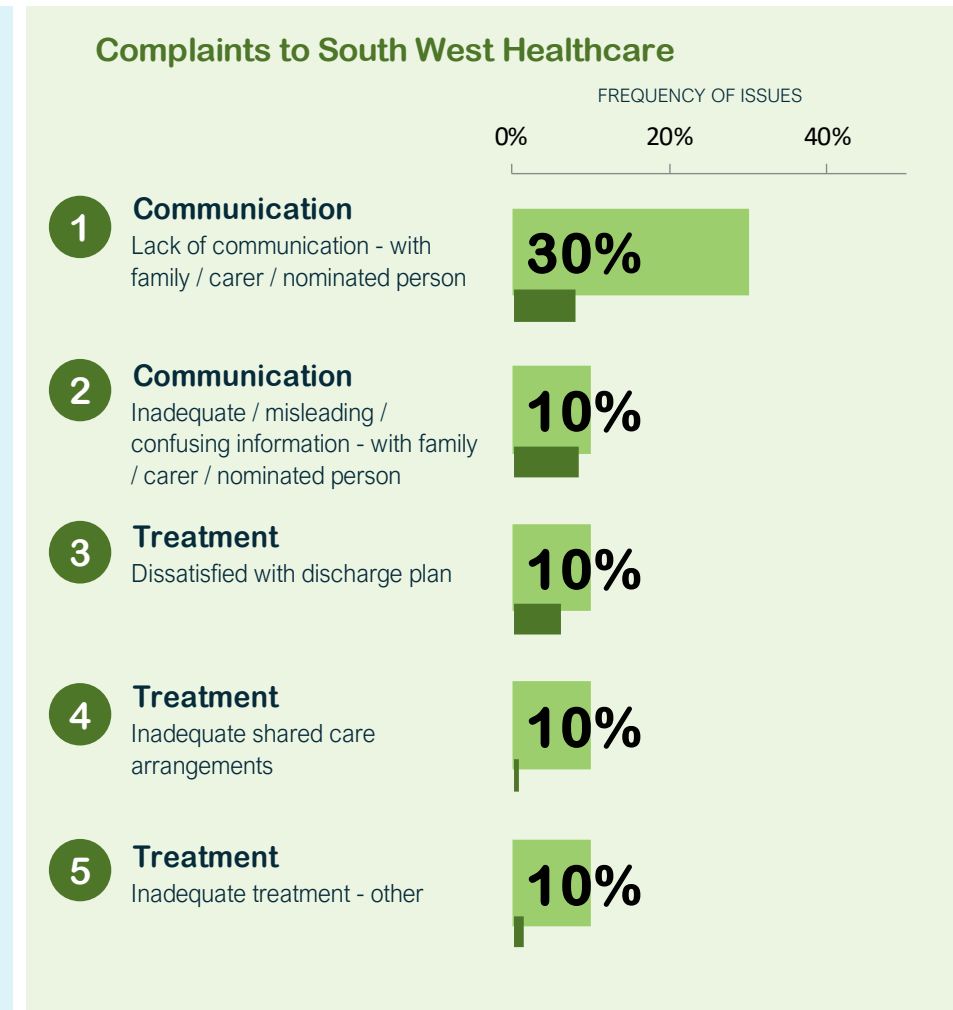
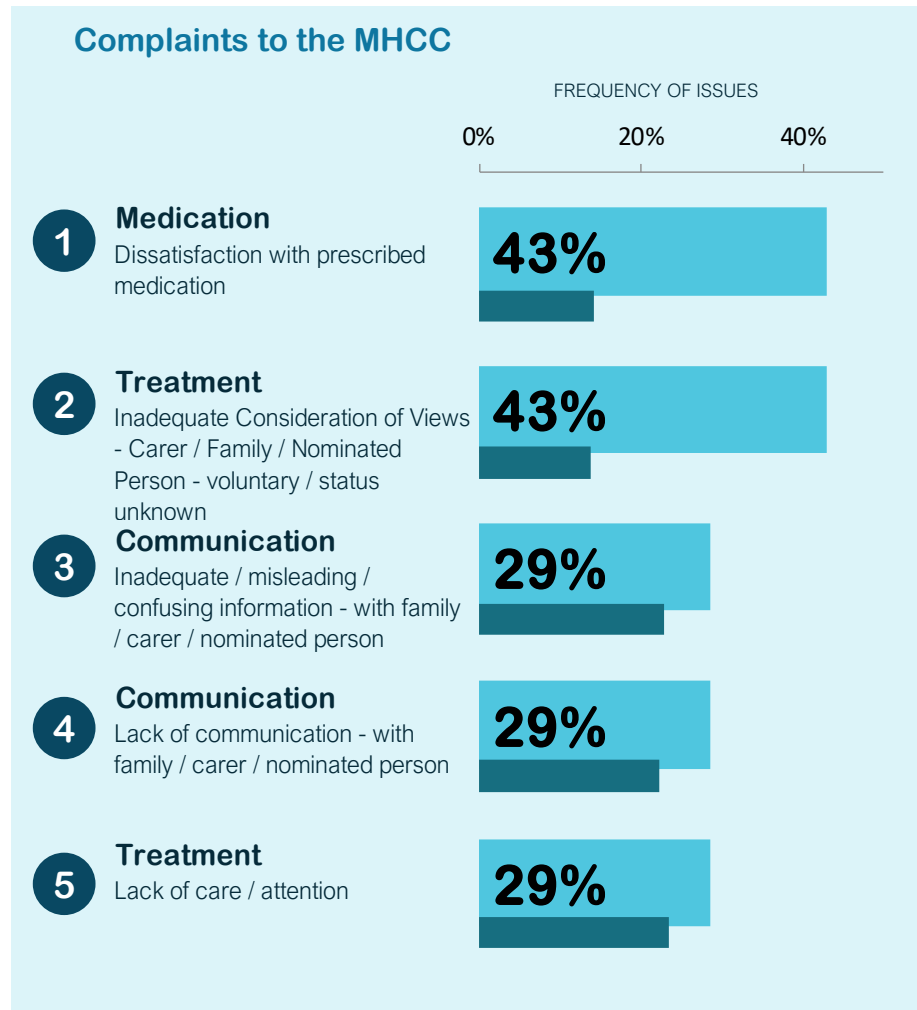
Complaints about South West Healthcare

- to the MHCC (n=7)
- to the service (n=10)

Sector-wide complaints

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

- Complaints made to the MHCC about South West Healthcare by carers / family members were frequently related to dissatisfaction with prescribed medication, and inadequate consideration of their views, both raised in a higher proportion when compared to complaints across the sector.
- Complaints raised by family and/or carers to South West Healthcare directly were commonly related to the lack of communication them, as well as about providing families or carers with inadequate, misleading, or confusing information.



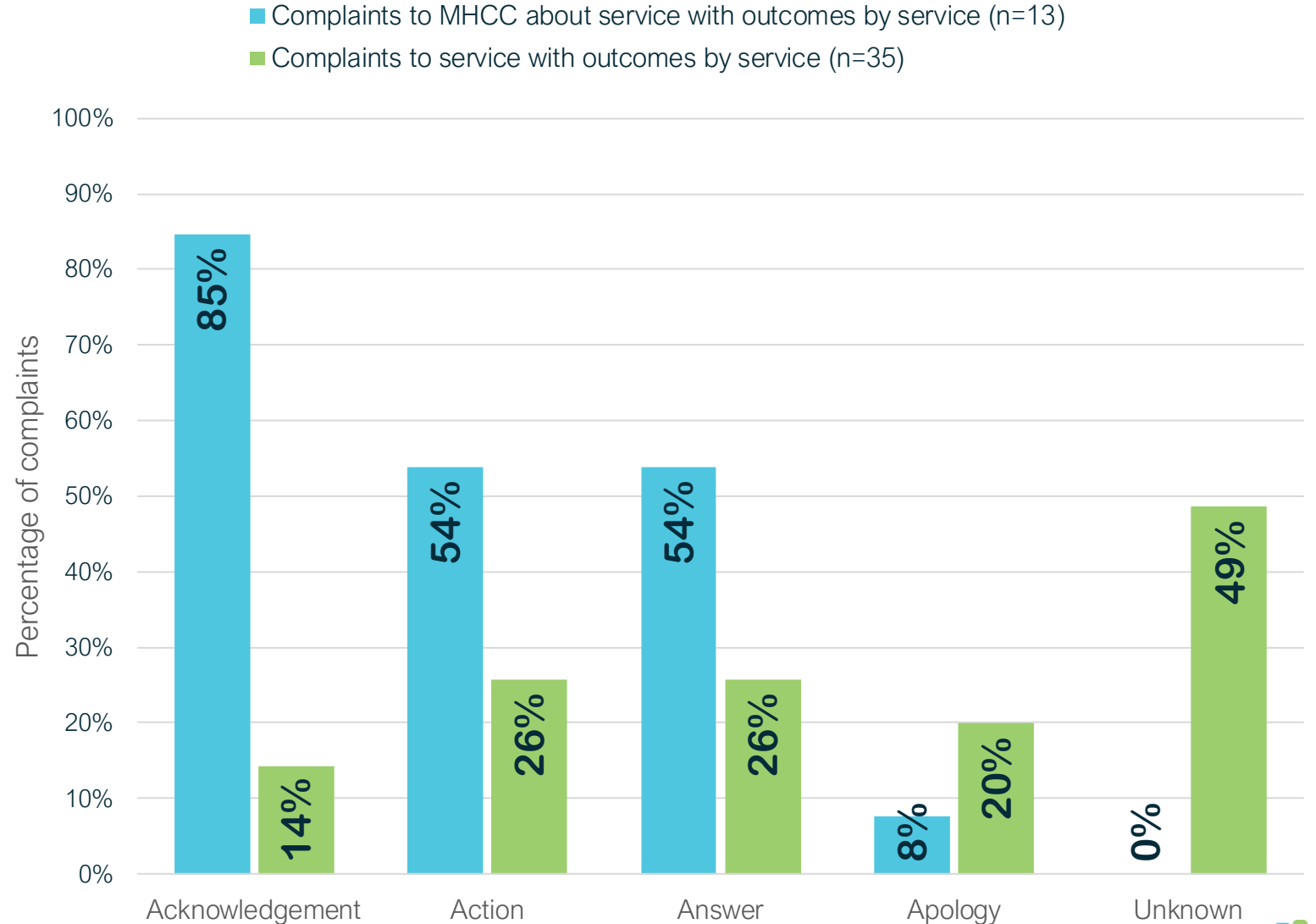


Outcomes of complaints

What were the outcomes of complaints? 2021-22

Closed complaints about South West Healthcare

- 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 South West Healthcare that were assessed as being in scope for resolution and/or having a known service outcome. The most common outcomes by South West Healthcare 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 reported outcomes of complaints made directly to South West Healthcare were taking actions in response to complaints and providing an answer to the concerns raised.

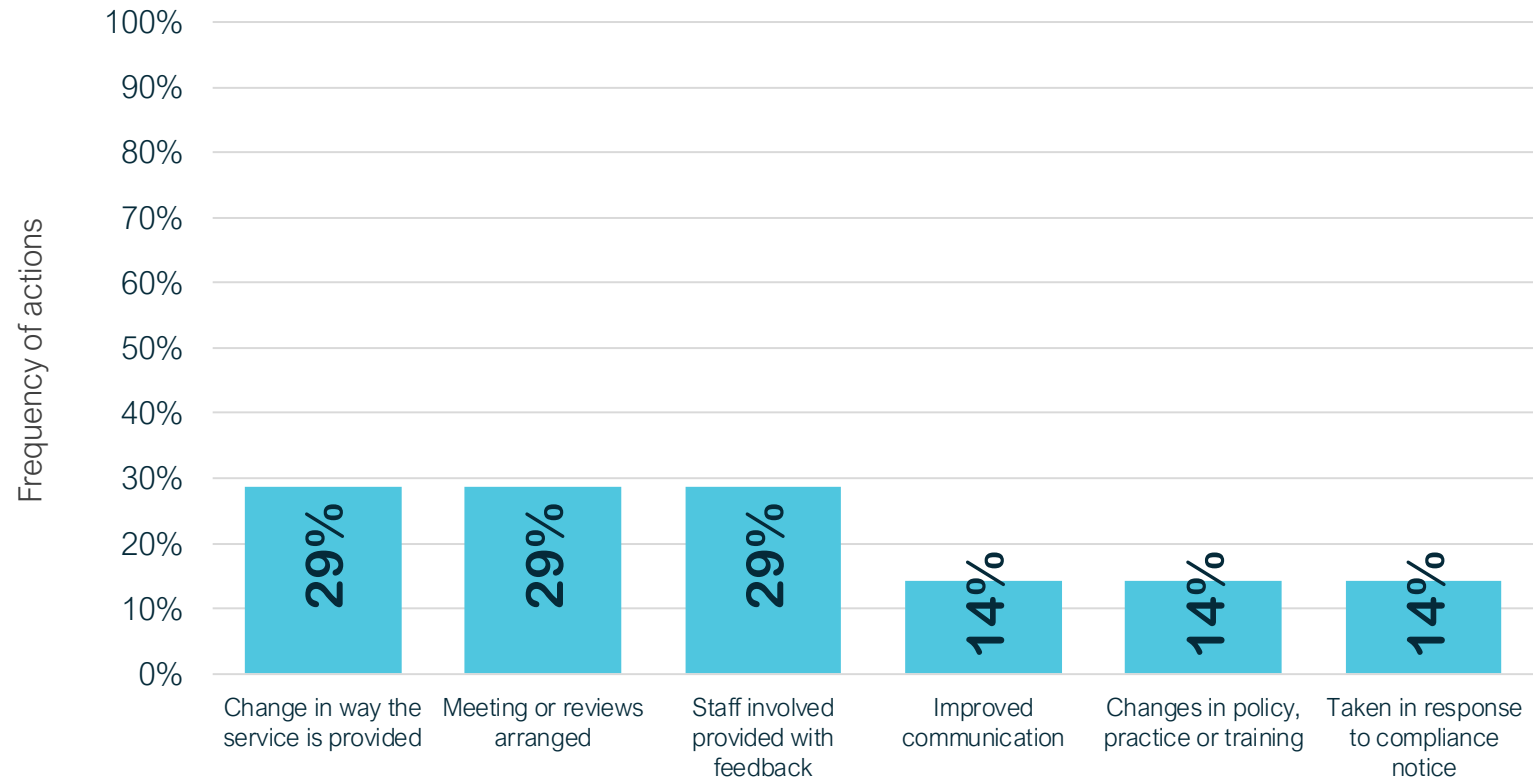


What actions were taken by the service? 2021-22

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

- Actions most frequently undertaken by South West Healthcare in response to complaints made to the MHCC included:
 - Changing the way which the service is provided
 - arranging meetings or reviews
 - providing feedback to staff involved

■ Complaints to MHCC with action outcomes by service (n=7)



Key points to consider



Complaint numbers

- Overall, the number of complaints made to the MHCC about South West Healthcare and directly to the service were almost the same.
- The number of complaints made directly to South West Healthcare decreased significantly in 2021-22.
- Consumers made the majority of complaints to the MHCC about South West Healthcare and contributed slightly less than a third of the complaints to South West Healthcare directly.



Issues raised

- Lack of care or attention regarding treatment, and dissatisfaction with prescribed medication were the most commonly raised issues in complaints made to the MHCC about South West Healthcare.
- The most common issues raised in complaints made directly to South West Healthcare were lack of communication with family, carers, or nominated persons, as well as inadequate treatment planning.



Outcomes

- The most common outcomes by South West Healthcare for complaints made to the MHCC were acknowledgement of the concerns raised, followed equally by actions taken by the service and providing an answer to the concerns raised.
- The most common outcomes of complaints made directly to South West Healthcare were actions taken in response to complaints and providing an answer to the concerns raised.