

# Summary of service provider complaint report

## Barwon Health

2022-23



# Introduction

## Purpose

The purpose of this summary presentation is to showcase key data for complaints to the MHCC and complaints and compliments directly to your service, largely focusing on the 2022-23 reporting year.

This summary outlines a range of complaints and compliments statistics, including who complainants are, what issues are raised, and how the complaints are 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:



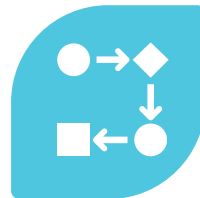
**identify key themes**  
and emerging issues  
across the sector



**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? 2022-23

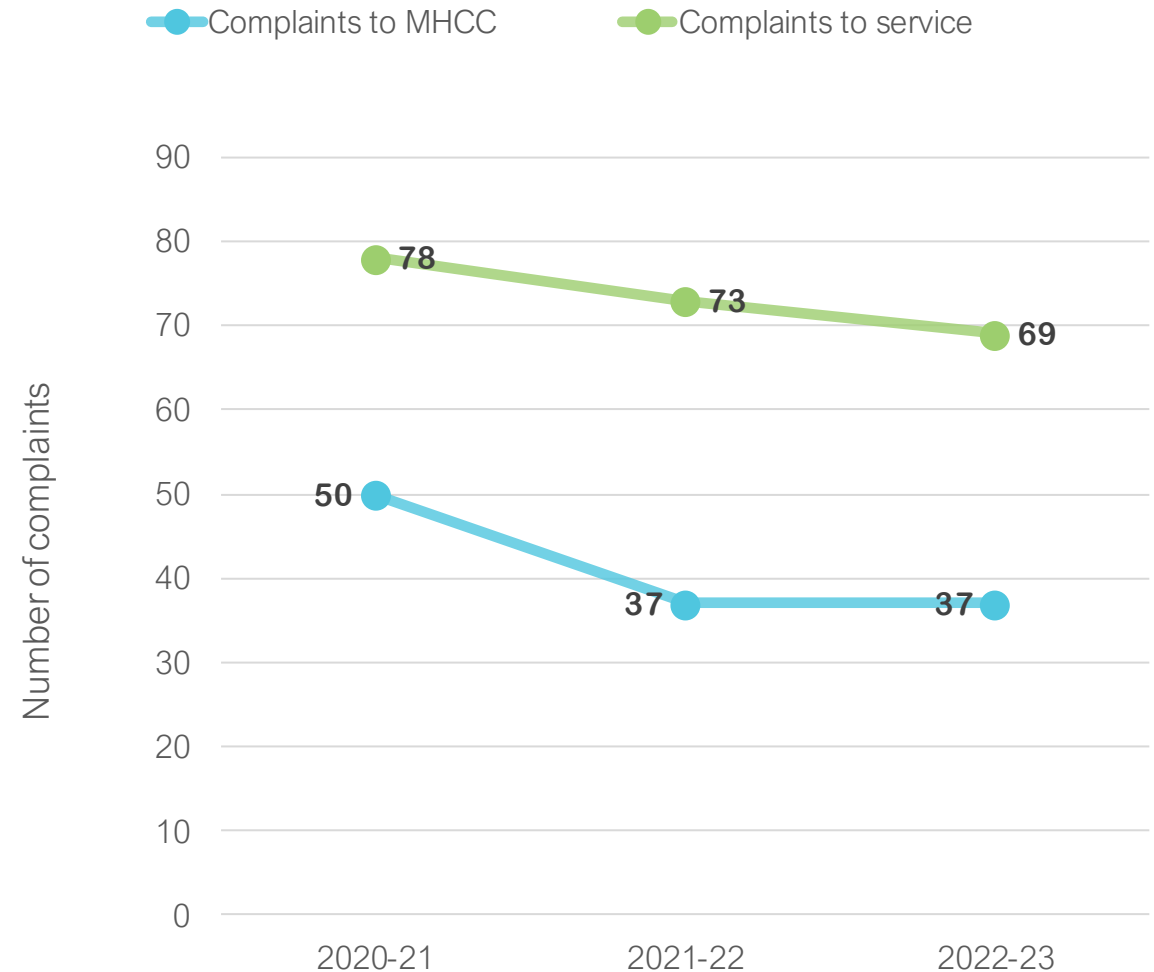
37

Complaints to MHCC  
about Barwon Health

69

Complaints to  
Barwon Health

- In 2022-23, the number of complaints to the MHCC about Barwon Health remained the same as the previous year, while the number of complaints made directly to the service itself decreased slightly.
- The number of complaints made to the service remains notably higher than those submitted to the MHCC.

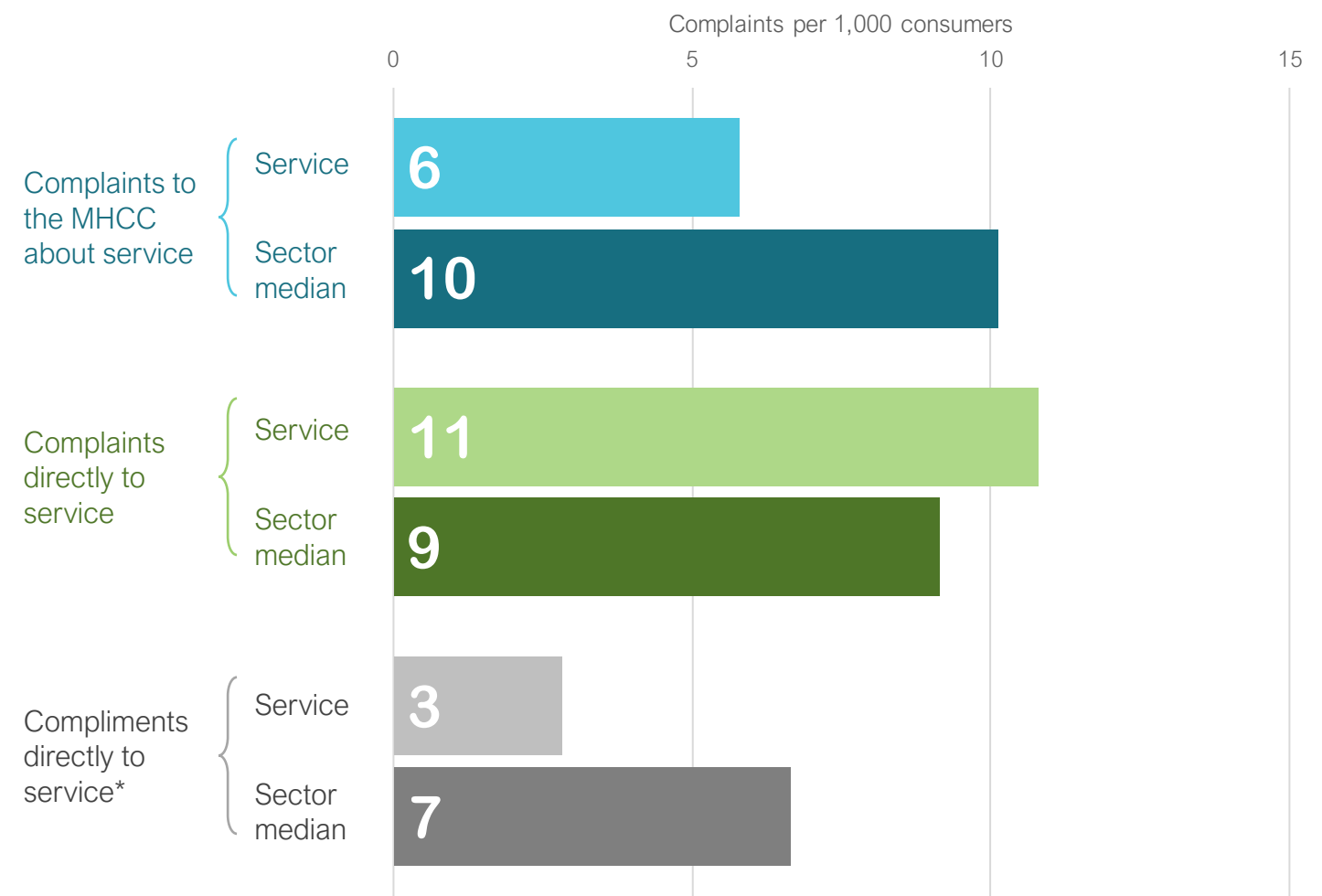


# Complaint and compliment rates

2022-23

- Sector medians instead of averages are shown, as most services have relatively lower rates of complaints and compliments, with fewer services having higher rates of complaints and compliments. Half of all services have complaint and compliment rates below the sector median.
- Compared with the sector, the rate of complaints to the MHCC about Barwon Health was lower, and the rate of complaints made directly to the service itself was slightly higher.
- Both the rate of rate of complaints made to the MHCC about Barwon Health and the rate of complaints made directly to the service itself decreased between 2021-22 and 2022-23.
- Barwon Health received a lower rate of compliments than the sector median.

<b>Complaints about Barwon Health</b>	<b>Sector-wide complaint</b>
● to the MHCC (n=37)	● to the MHCC (n=1442)
● to the service (n=69)	● to the service (n=1671)
● Compliments to Barwon Health (n=18)	● Compliments to services sector-wide (n=1041)

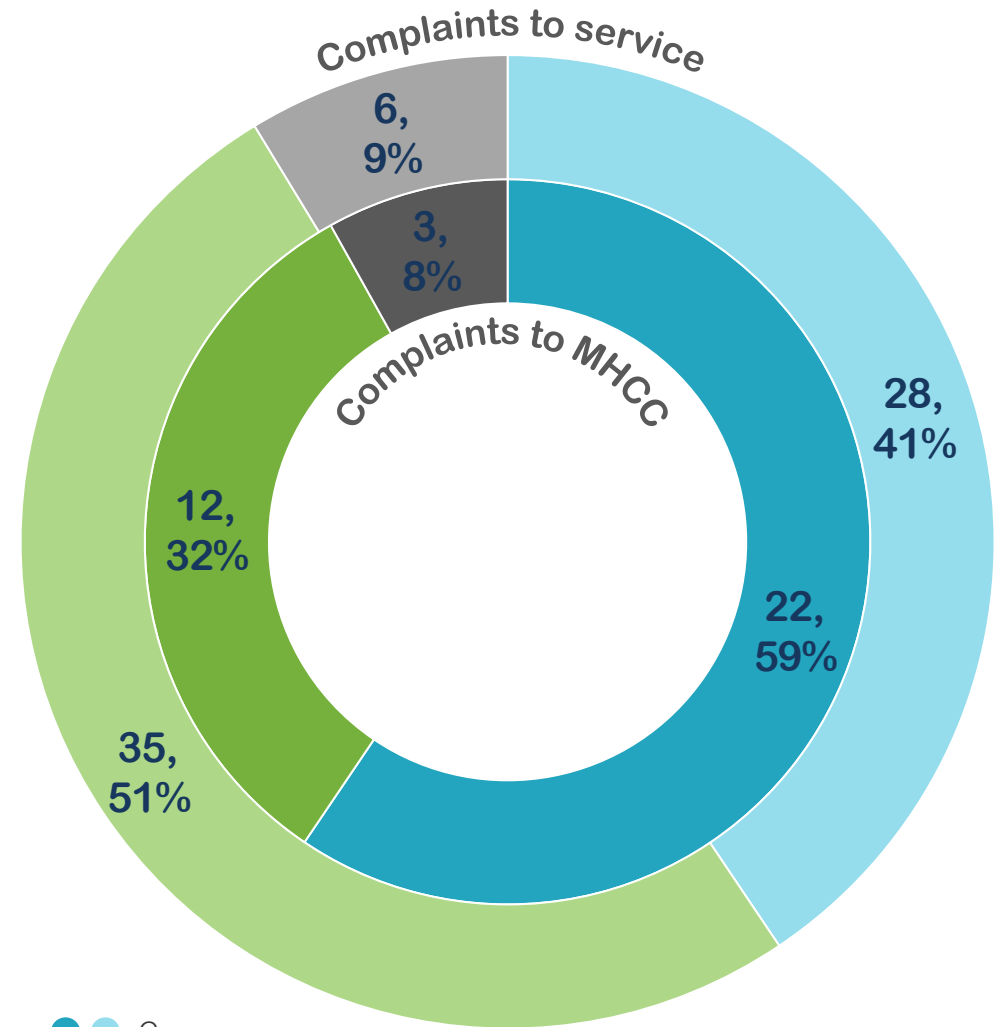


\*Note: not all services reported compliments, and services likely used different approaches to capture compliments data

# Who is making complaints? 2022-23

Complaints raised about Barwon Health

- Consumers made the majority of complaints to the MHCC about Barwon Health, but less than half of the complaints to Barwon Health directly (41%).
- Family members/carers made 32% of complaints to the MHCC and around half of the complaints directly to the service (51%).



- Consumer
- Family member/carer
- Other

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

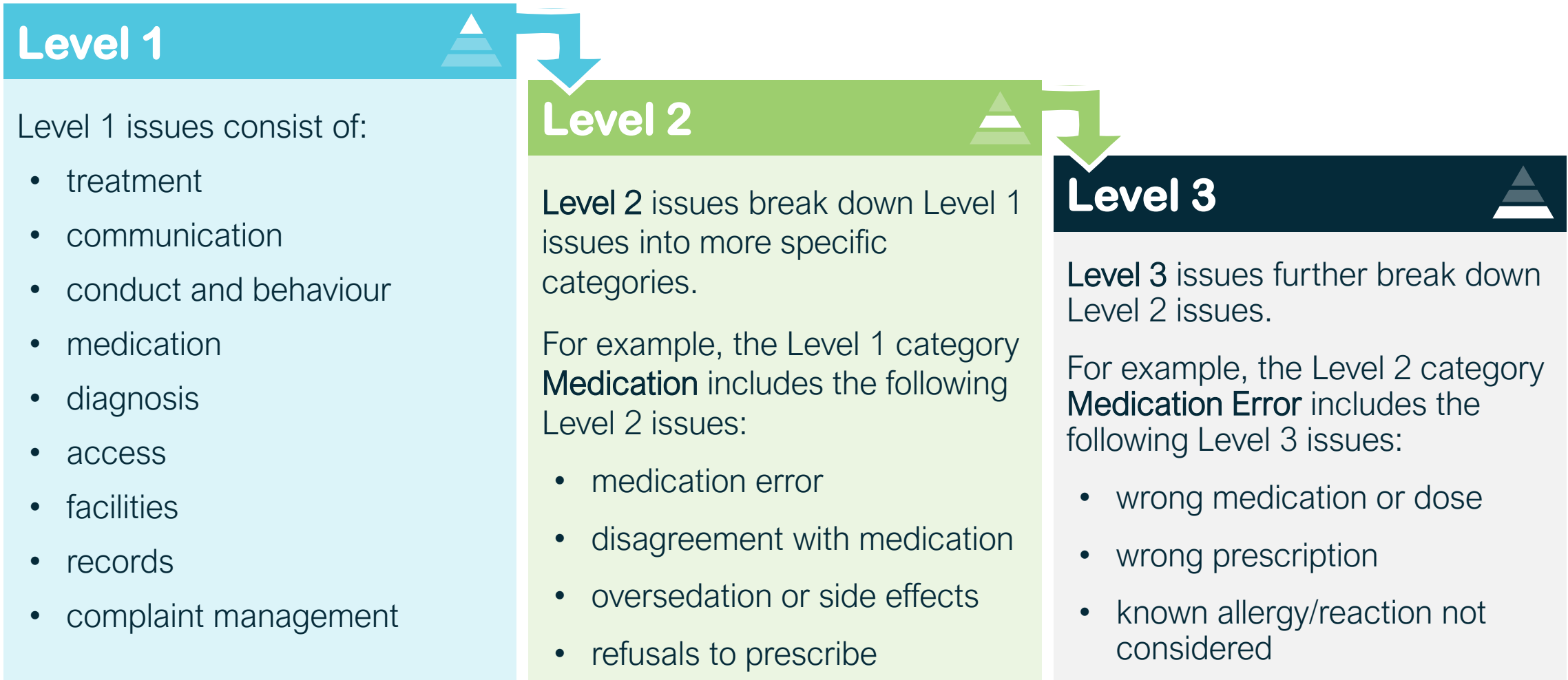


# Issues raised in complaint



# How does the MHCC categorise issues?

The MHCC uses three levels of issue categories to classify complaints.



# What were complaints about? 2022-23

Level 1 issues raised about Barwon Health

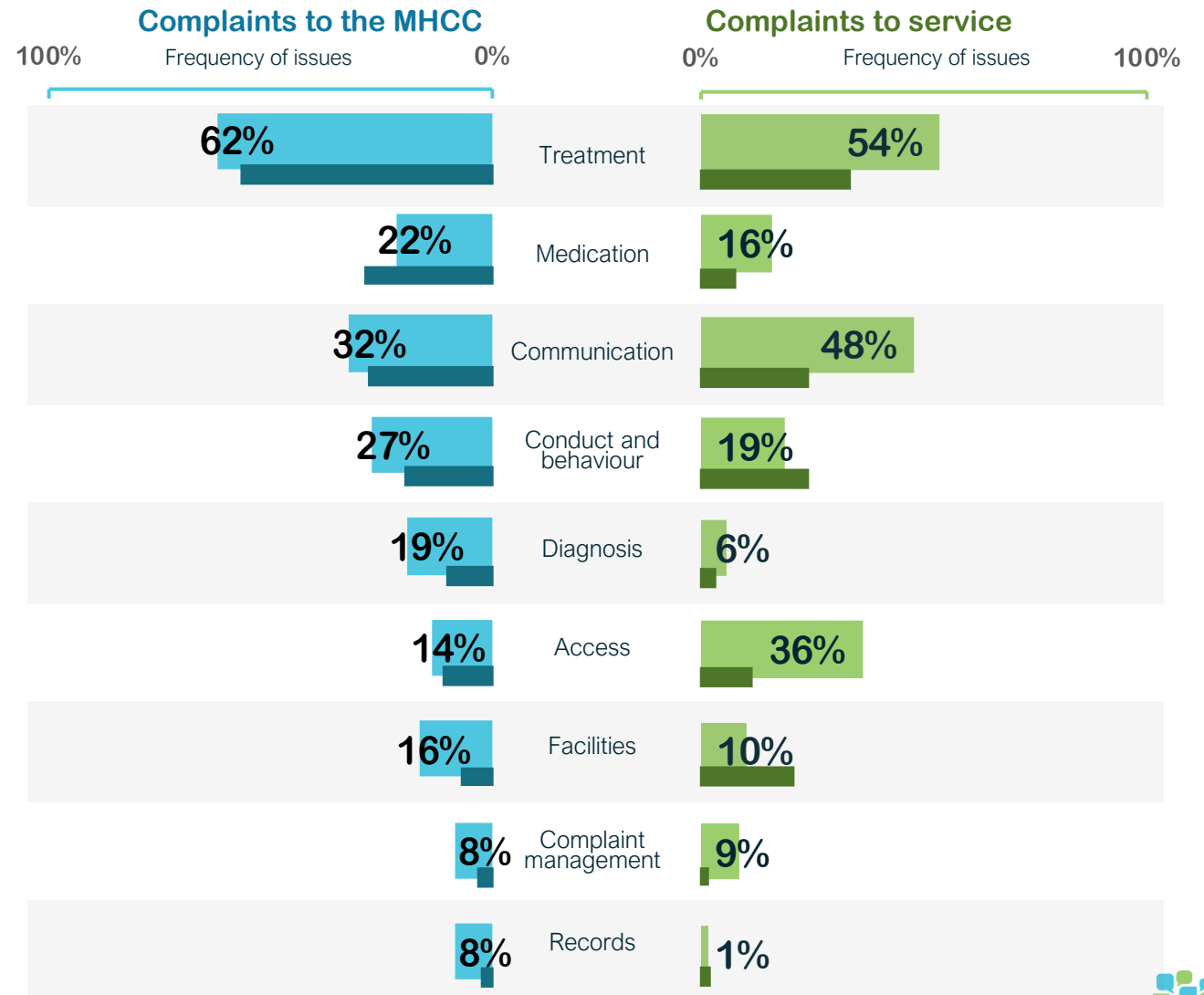
- The complaints shown on this page consist of all those made by consumers, family members / carers and any other persons.
- Issues raised in complaints to the MHCC about Barwon Health were broadly consistent with those raised in complaints to the MHCC for the sector, with Treatment, Communication, and Conduct & behaviour being the most common issues.
- Issues raised in complaints made directly to Barwon Health were also broadly consistent with those raised in complaints to services for the sector, with Treatment, Communication, and Access being the most commonly raised.

Complaints about Barwon Health

- to the MHCC (n=37)
- to the service (n=69)

Sector-wide complaints

- to the MHCC (n=1442)
- to the service (n=1671)

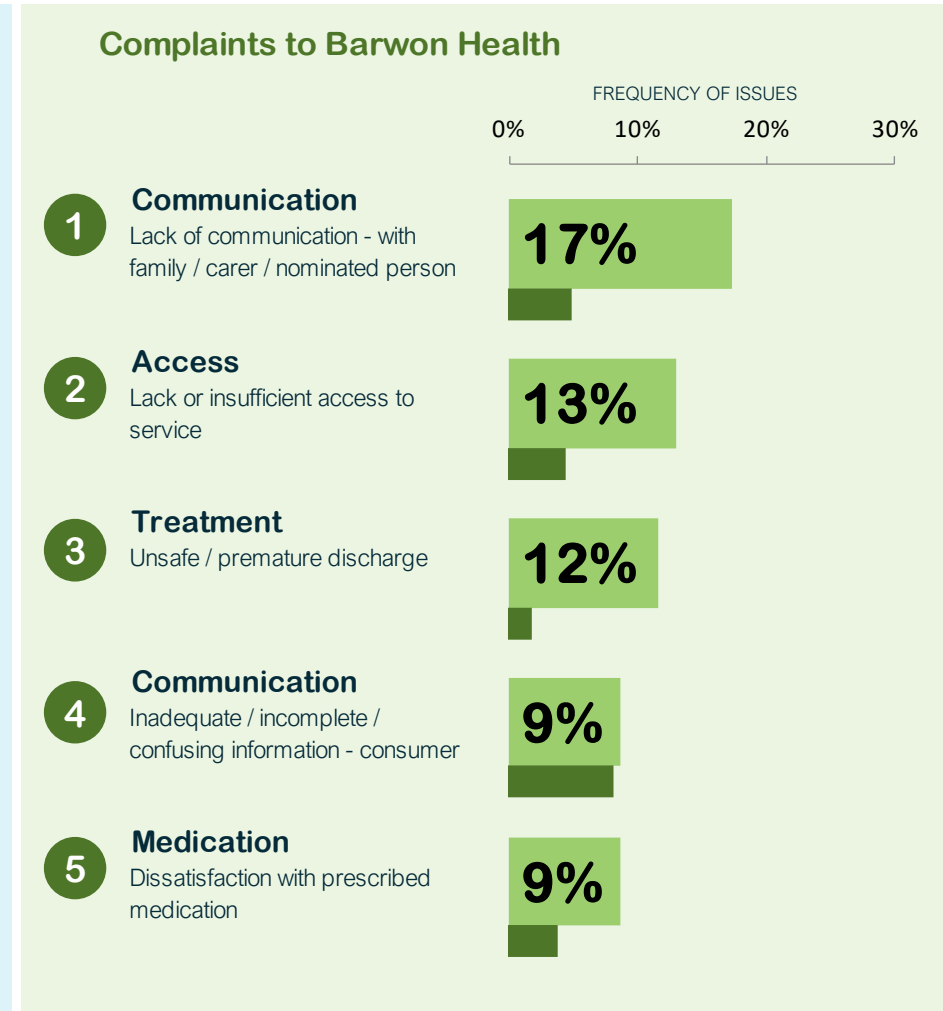
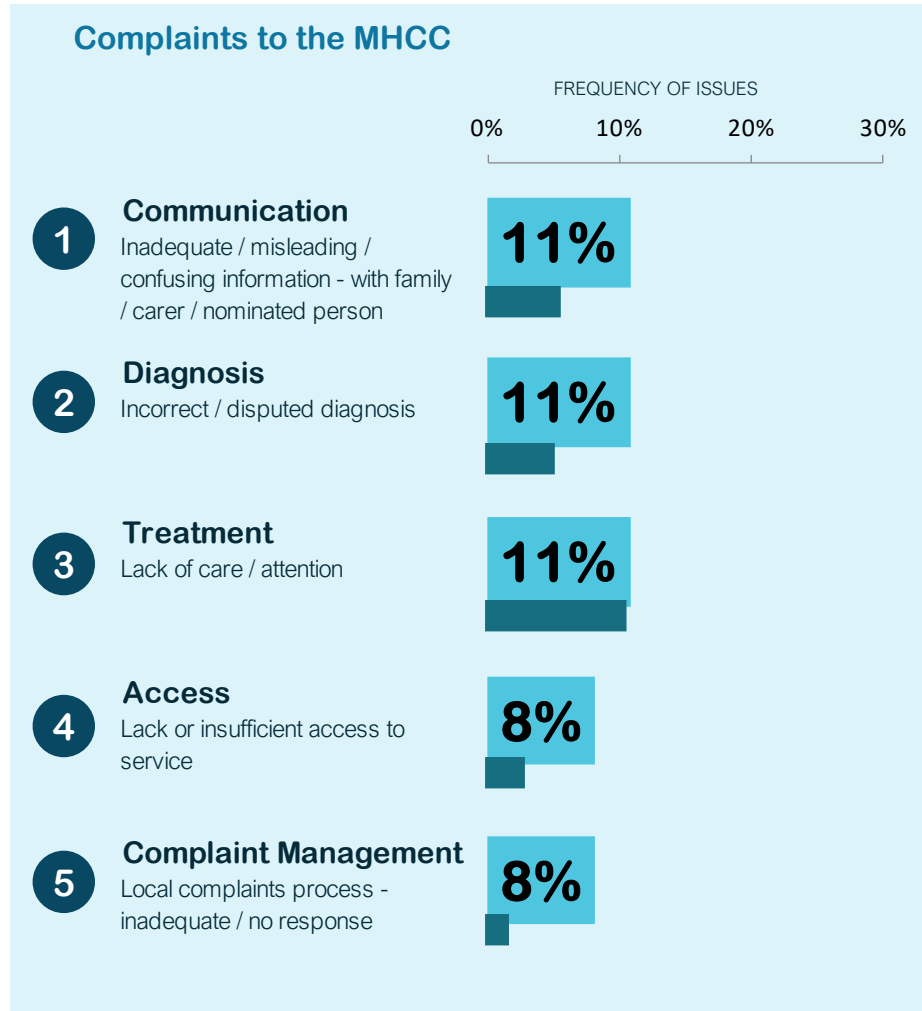


# What were complaints about? 2022-23

Most frequent Level 3 issues raised about Barwon Health

<b>Complaints about Barwon Health</b> <span style="color: #00AEEF;">●</span> to the MHCC (n=37) <span style="color: #92D050;">●</span> to the service (n=69)	<b>Sector-wide complaints</b> <span style="color: #0070C0;">●</span> to the MHCC (n=1442) <span style="color: #709A47;">●</span> to the service (n=1671)
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- Inadequate / misleading / confusing information provided to families, carers & nominated persons, incorrect / disputed diagnoses and Lack of care / attention were the frequently raised issues in complaints made to the MHCC about Barwon Health.
- Lack of communication with families, carers & nominated persons, and lack or insufficient access to the service were the most frequently raised issues in complaints made directly to Barwon Health.

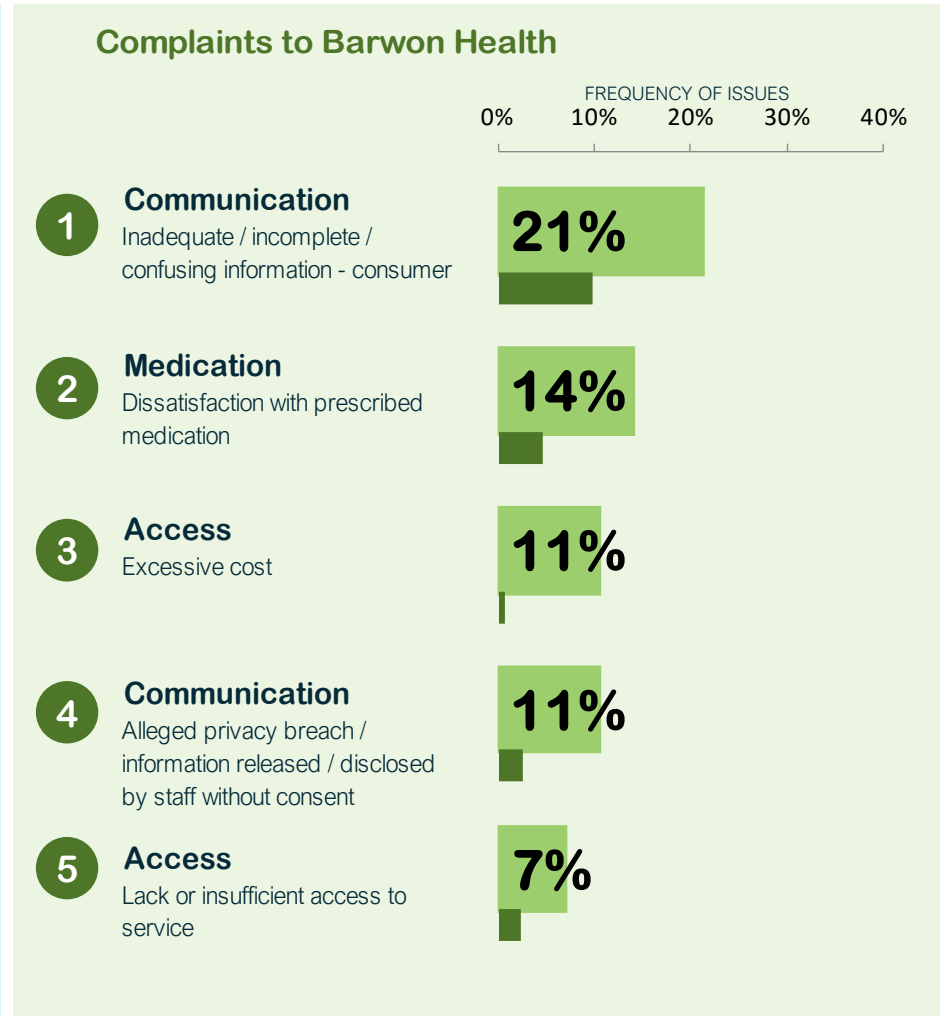


# Issues raised by consumers 2022-23

Most frequent Level 3 issues raised about Barwon Health

- Incorrect / disputed diagnoses, rudeness / lack of respect / discourtesy, and side effects from medication were the most frequently raised issues among complaints made by consumers to MHCC about Barwon Health.
- Inadequate / incomplete / confusing information, and dissatisfaction with prescribed medication were the most frequently raised issues among complaints made by consumers directly to Barwon Health.

<b>Complaints about Barwon Health</b>	<b>Sector-wide complaints</b>
● to the MHCC (n=22)	● to the MHCC (n=1074)
● to the service (n=28)	● to the service (n=1039)



# Issues raised by carers 2022-23

Most frequent Level 3 issues raised about Barwon Health

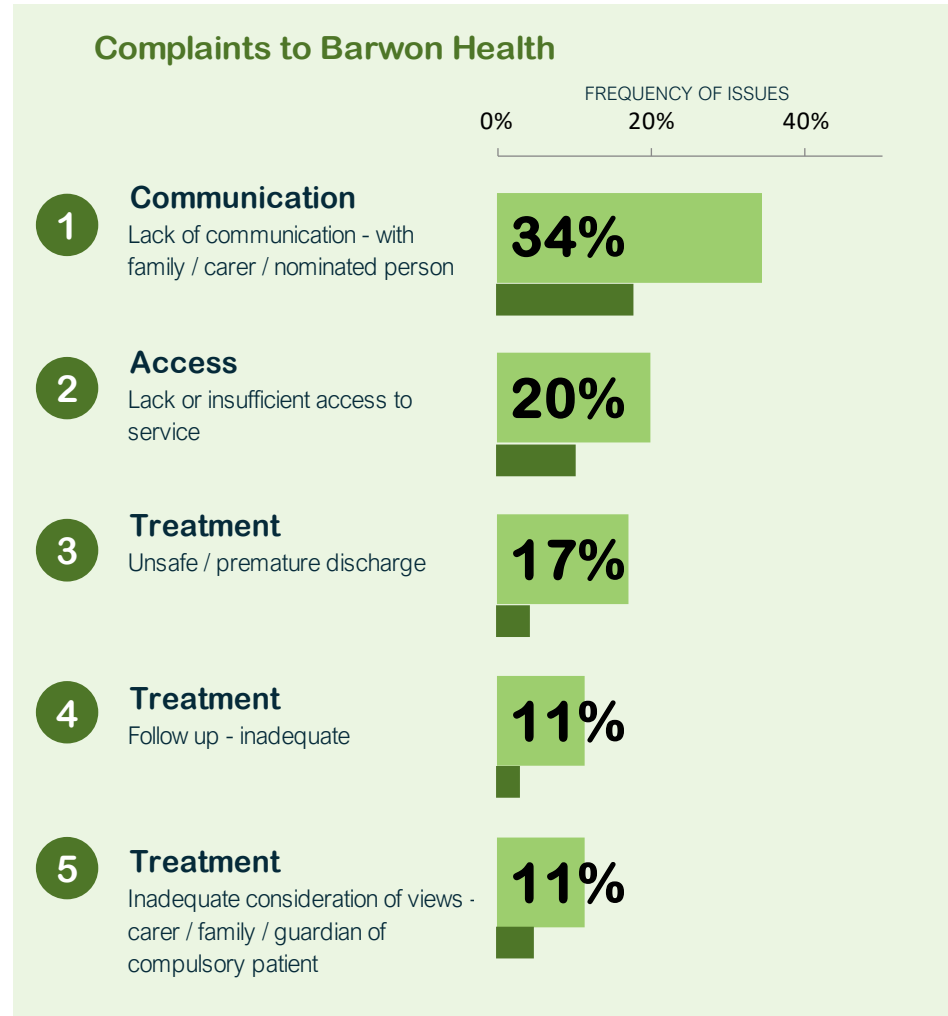
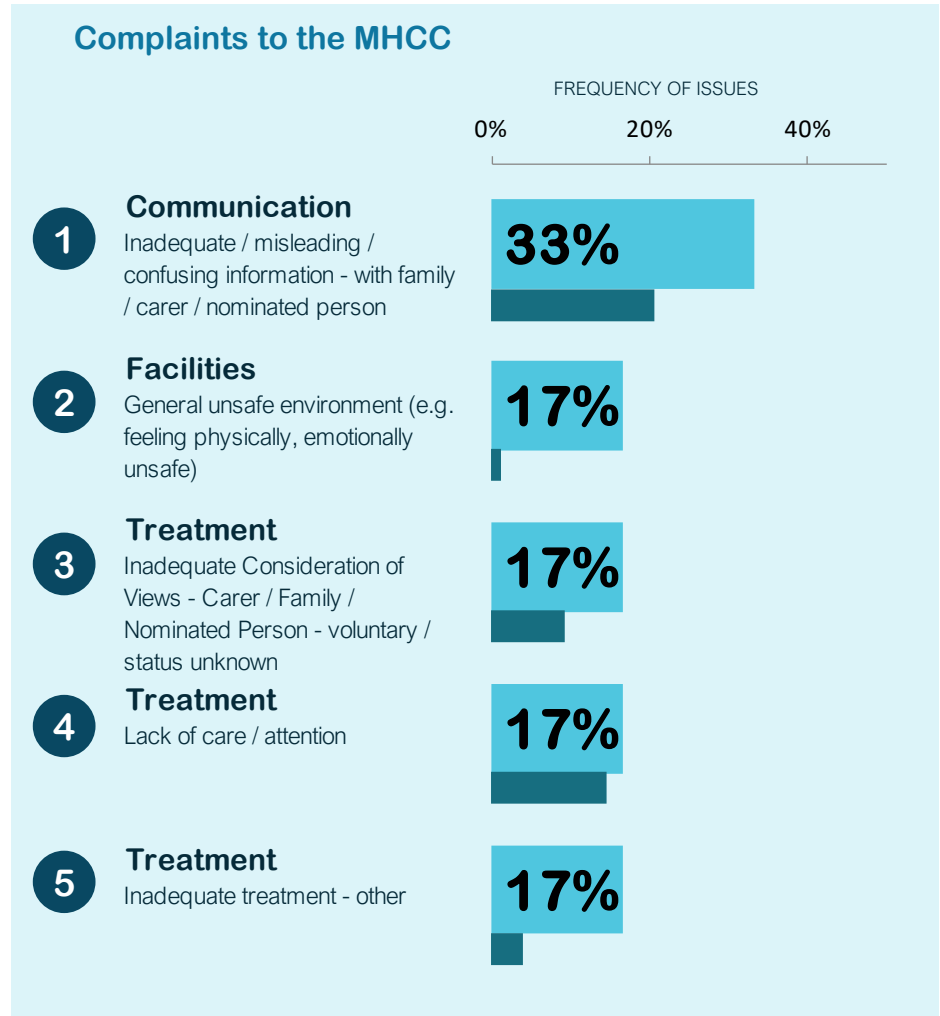
- Inadequate / misleading / confusing information was the top issue raised among complaints made by carers to MHCC about Barwon Health.
- Lack of communication and lack or insufficient access to service were the most frequently raised issues in complaints made by carers directly to Barwon Health.

**Complaints about Barwon Health**

- to the MHCC (n=12)
- to the service (n=35)

**Sector-wide complaints**

- to the MHCC (n=320)
- to the service (n=380)



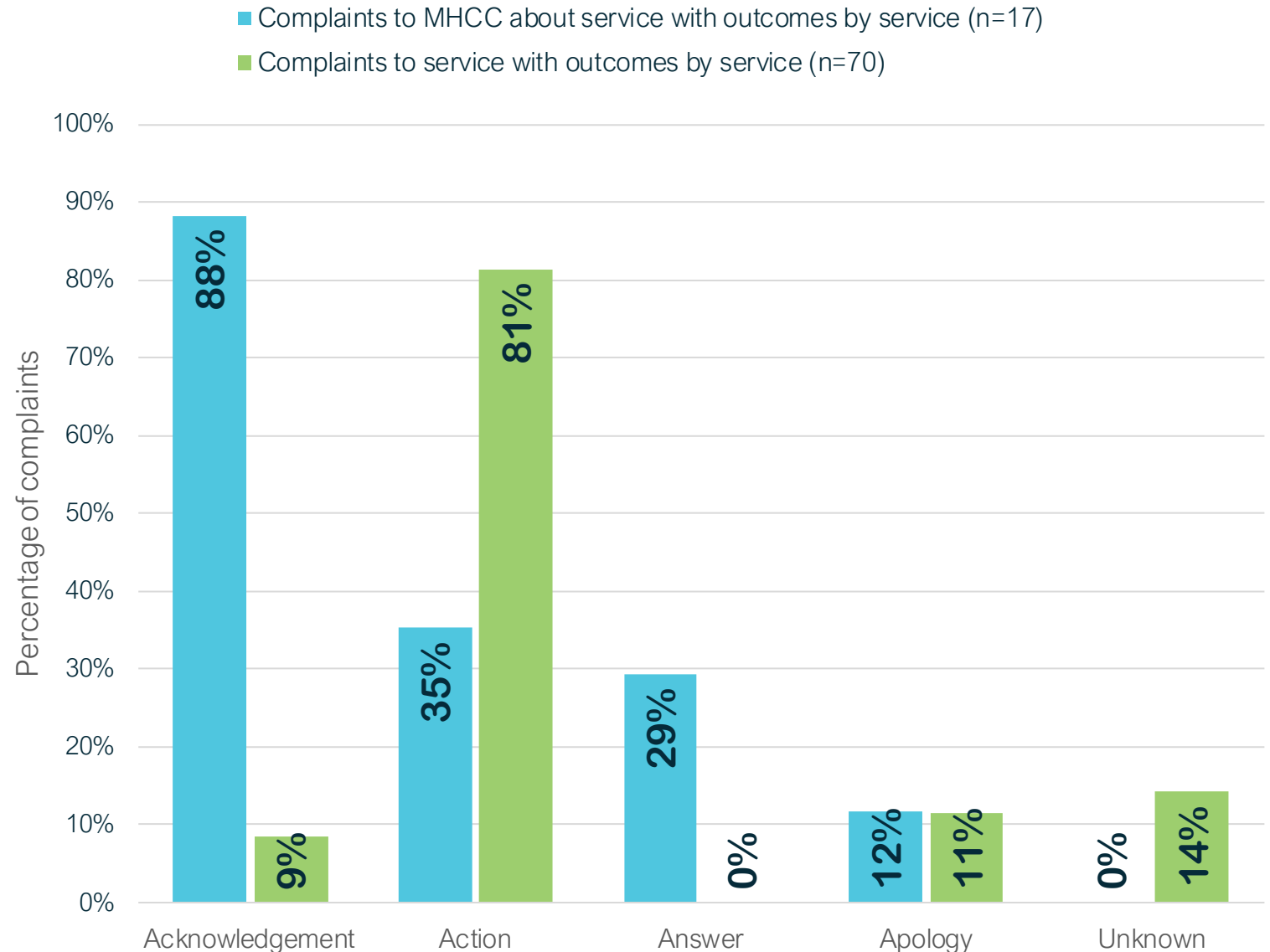


# Outcomes of complaints

# What were the outcomes of complaints? 2022-23

## Closed complaints about Barwon Health

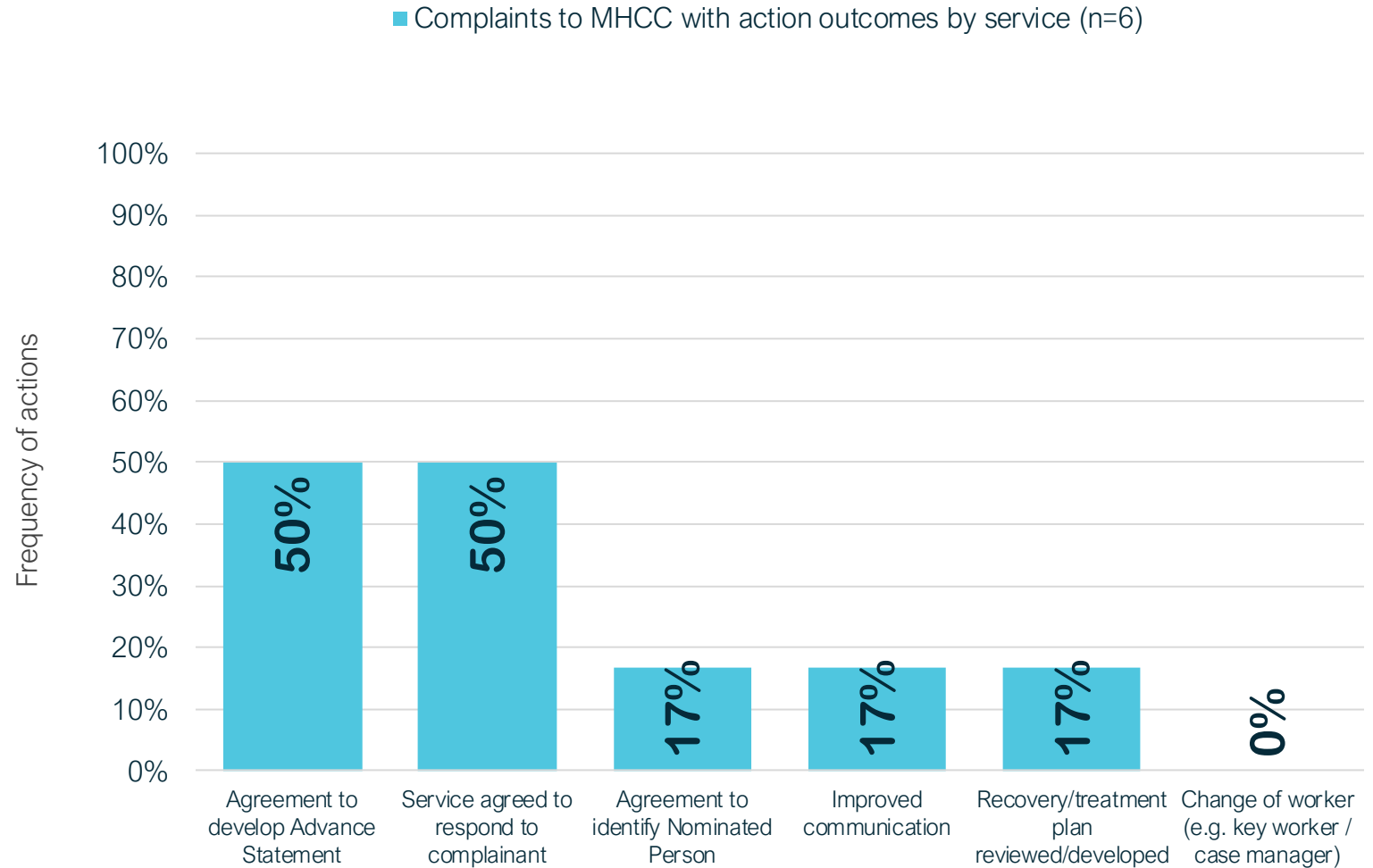
- Outcomes of complaints are framed in terms of the '4 A's' of complaint resolution - acknowledgement, action, answers and apology.
- This chart only includes complaints to the MHCC about Barwon Health that were assessed as being in scope for resolution and/or having a known service outcome. The most common outcome for these complaints was acknowledgement of the issue(s) raised by the complainant followed by a responsive action.
- The most common outcome of complaints made directly to Barwon Health was responsive action.



# What actions were taken by the service? 2022-23

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

- The actions most frequently undertaken by Barwon Health in response to complaints made to the MHCC were:
  - agreeing to develop an advanced statement
  - agreeing to respond to the complainant.







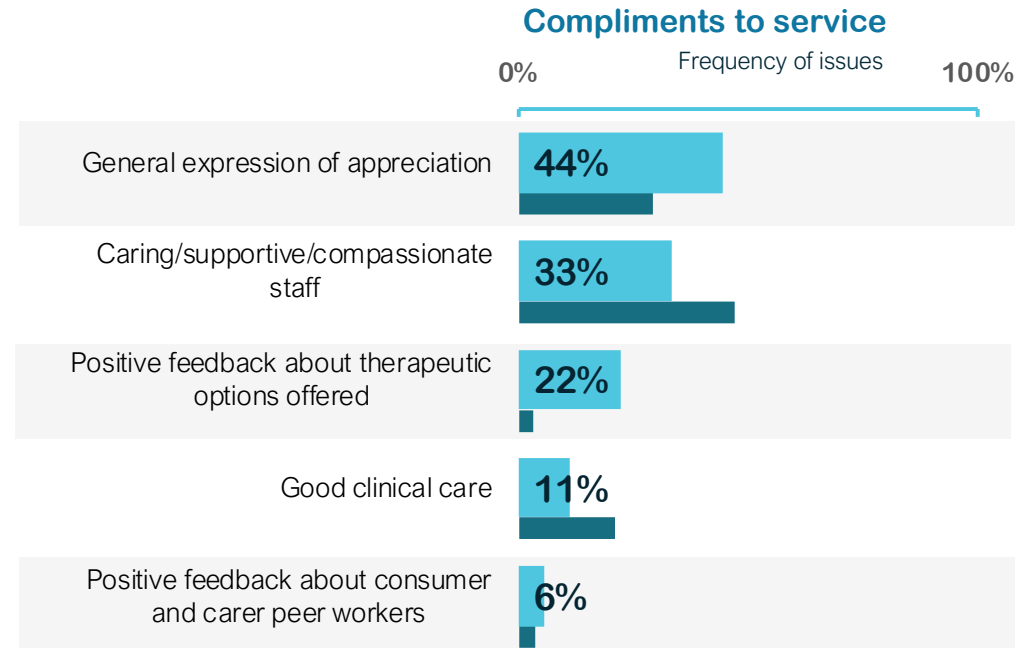
# Themes in compliments

# What were compliments about? 2022-23

● Compliments to Barwon Health (n=18)      ● Compliments to services sector-wide (n=1041)

Issues raised in compliments about Barwon Health

- The most frequently raised compliment issue was a general expression of appreciation for the service.
- Other notable compliment mentioned caring/supportive/compassionate staff and positive feedback about therapeutic options offered.
- A considerable level of detail was provided by Barwon Health about their compliments data that enabled the MHCC to identify more specific themes.



# Key points to consider



## Complaint numbers

- In 2022-23, the number of complaints to the MHCC about Barwon Health remained the same as the previous year, while the number of complaints made directly to the service itself decreased slightly.
- The number of complaints made to the service remains notably higher than those submitted to the MHCC.
- Consumers made the majority of complaints to the MHCC about Barwon Health, but less than half of the complaints to Barwon Health directly (41%).



## Issues raised

- Issues raised in complaints to the MHCC about Barwon Health were broadly consistent with those raised in complaints to the MHCC for the sector, with Treatment, Communication, and Conduct & behaviour being the most common issues.
- Issues raised in complaints made directly to Barwon Health were also broadly consistent with those raised in complaints to services for the sector, with Treatment, Communication, and Access being the most commonly raised.



## Outcomes

- The most common outcome for complaints to the MHCC was acknowledgement of the issue(s) raised by the complainant followed by a responsive action.
- The most common outcome of complaints made directly to Barwon Health was responsive action.
- The most common actions undertaken by Barwon Health in response to complaints to the MHCC were agreeing to develop an advanced statement and agreeing to respond to the complainant.