

Summary of service provider complaint report

Central East AMHS

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:



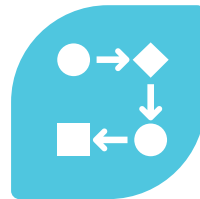
identify key themes
and emerging issues
across the sector



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

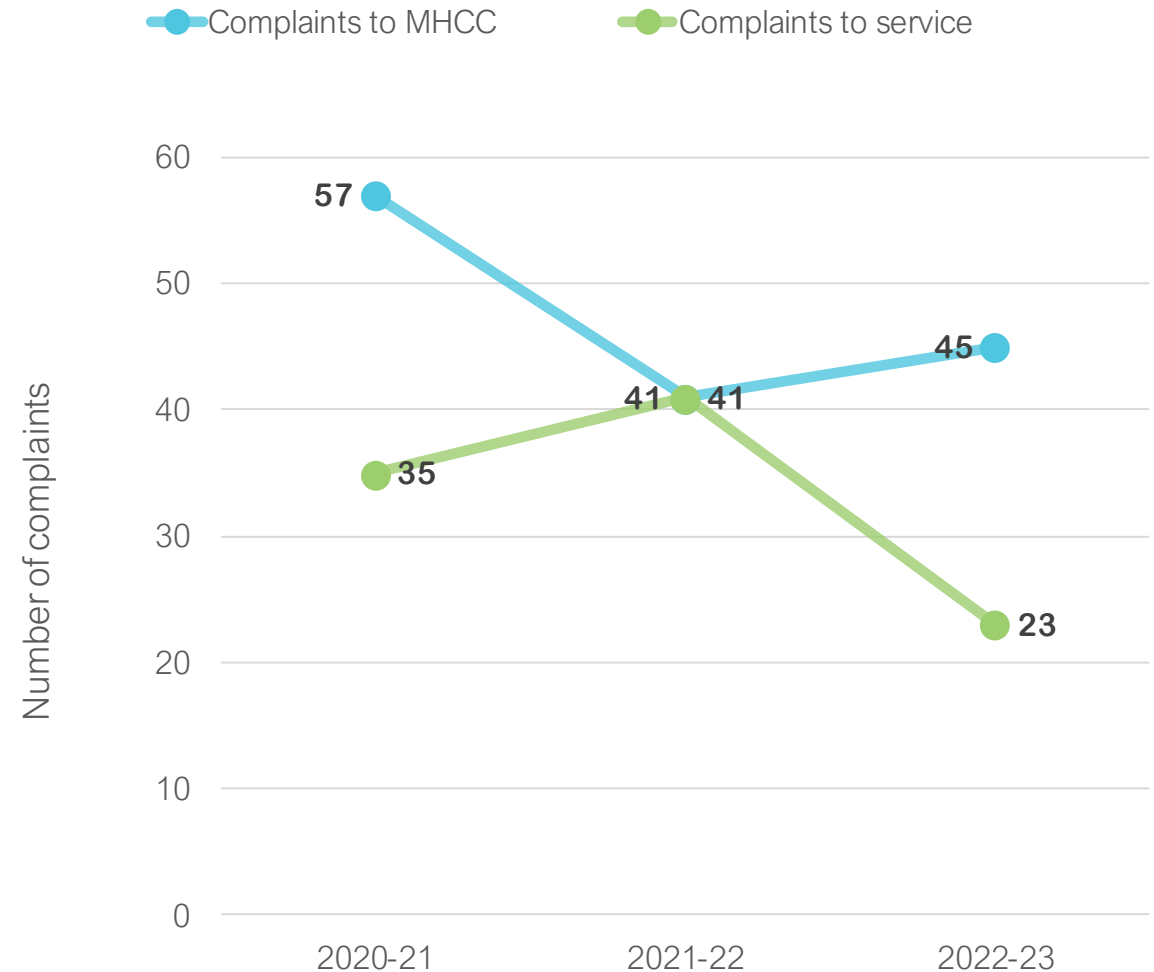
45

Complaints to MHCC
about Central East AMHS

23

Complaints to
Central East AMHS

- In 2022-23, the number of complaints to the MHCC about Central East AMHS increased, while the number of direct complaints made to the service decreased notably.
- Similar to 2020-21, a higher number of complaints in 2022-23 were made to the MHCC about Central East AMHS compared to the number made directly to the service.

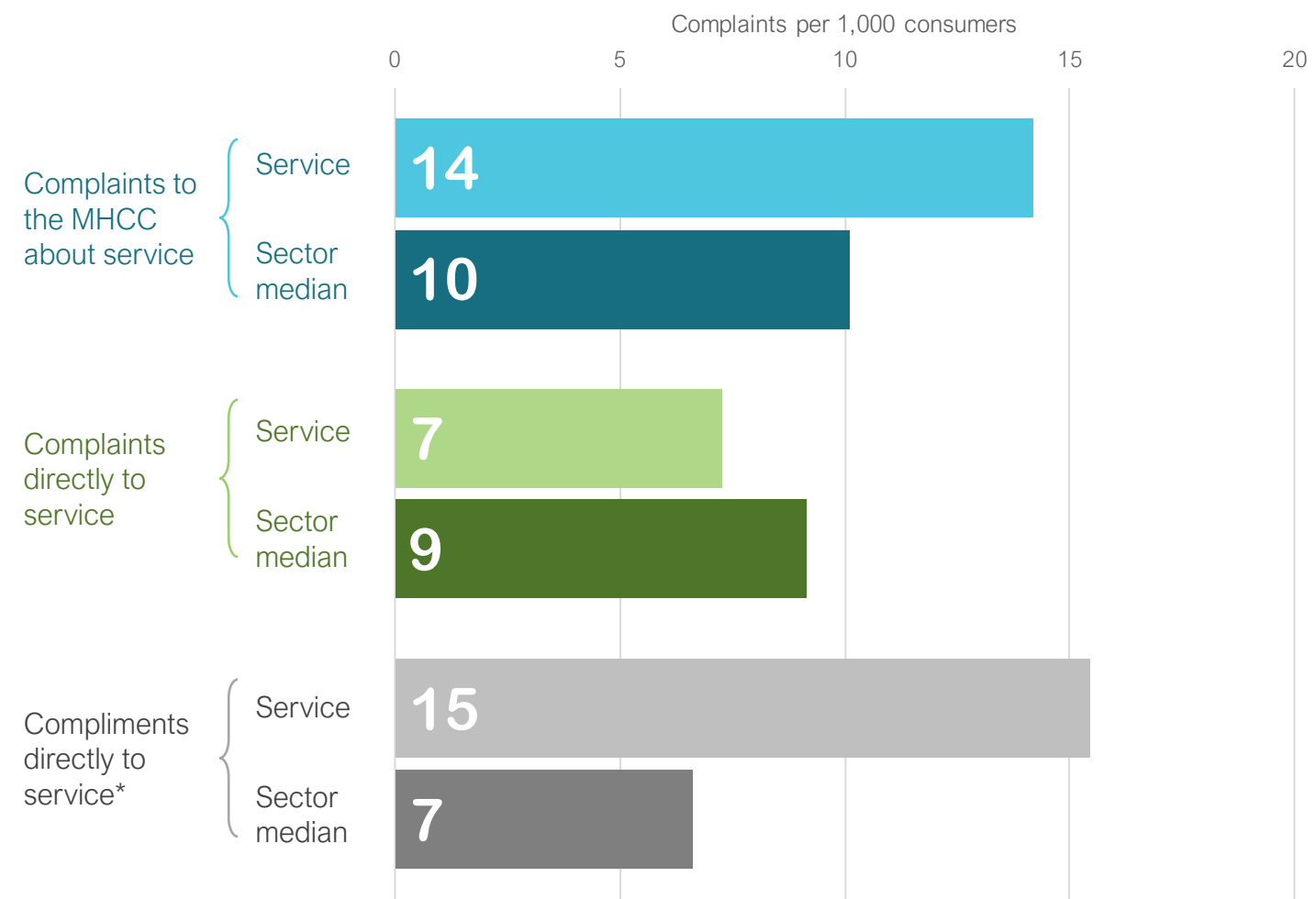


Complaint and compliment rates

2022-23

- 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 complaint and compliment rates below the sector median.
- The rate of complaints about Central East AMHS to the MHCC was higher than the sector median, while the complaints made directly to the service was slightly lower than the sector median. The rate of compliments made to Central East MHCC was over double the rate of compliments made in the sector.

Complaints about Central East AMHS	Sector-wide complaint
● to the MHCC (n=45)	● to the MHCC (n=1442)
● to the service (n=23)	● to the service (n=1671)
● Compliments to Central East AMHS (n=49)	● Compliments to services sector-wide (n=1041)

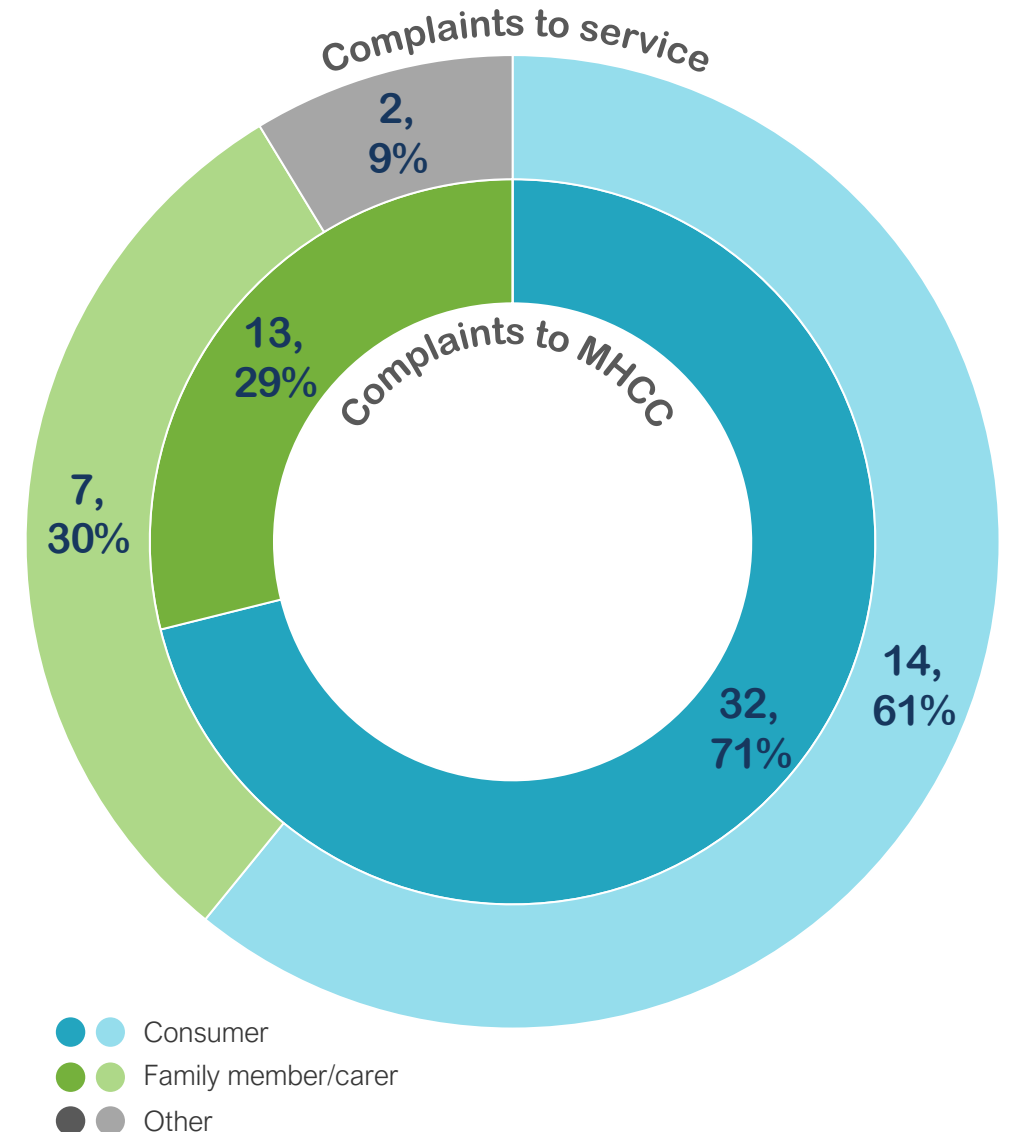


*Note: not all services reported compliments, and services likely used different approaches to capture compliments data

Who is making complaints? 2022-23

Complaints raised about Central East AMHS

- Consumers made the majority of complaints to both the MHCC about Central East AMHS and to Central East AMHS directly. This is similar with the pattern across the sector as a whole.
- Family members / carers made over a quarter of all complaints to the MHCC about Central East AMHS and directly to the service.



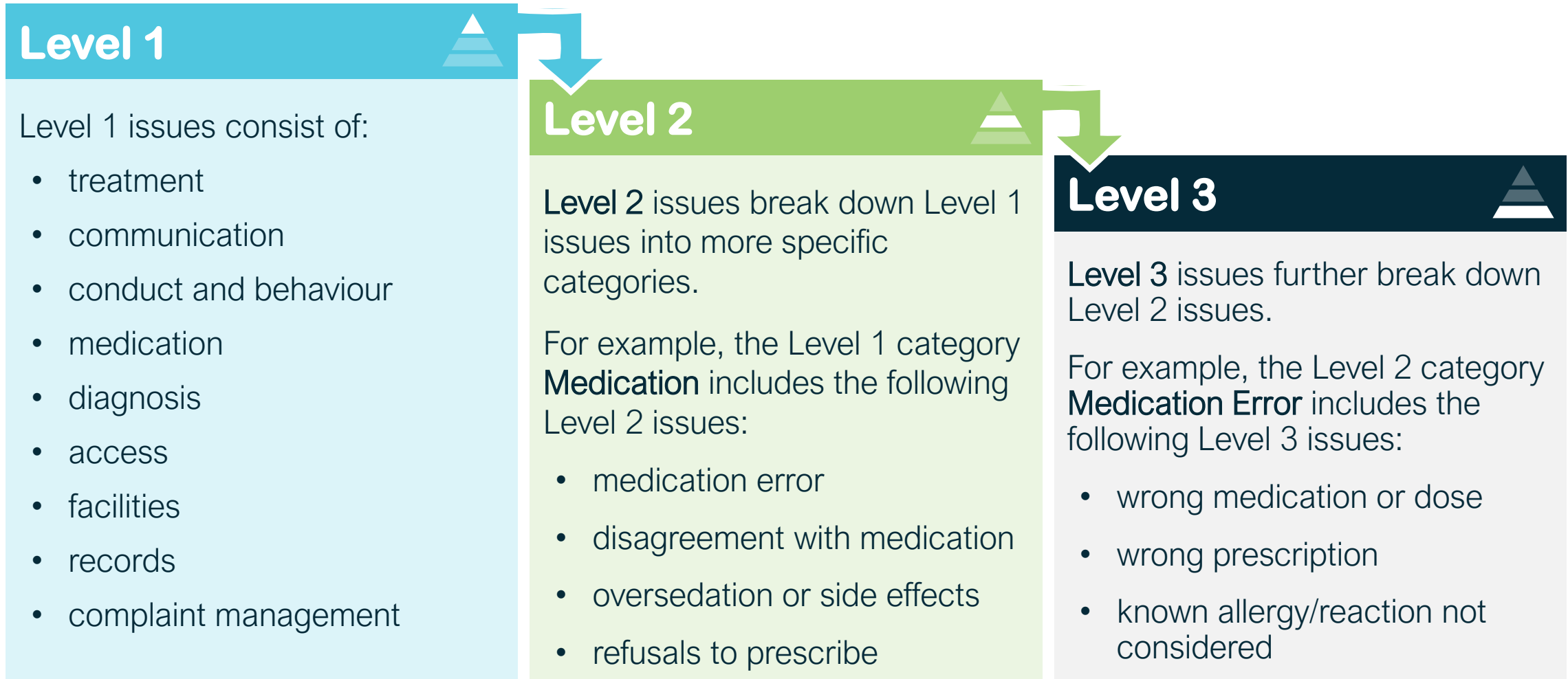
Note: this graphic does not include complaints where the complainant status was unknown.



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 Central East AMHS

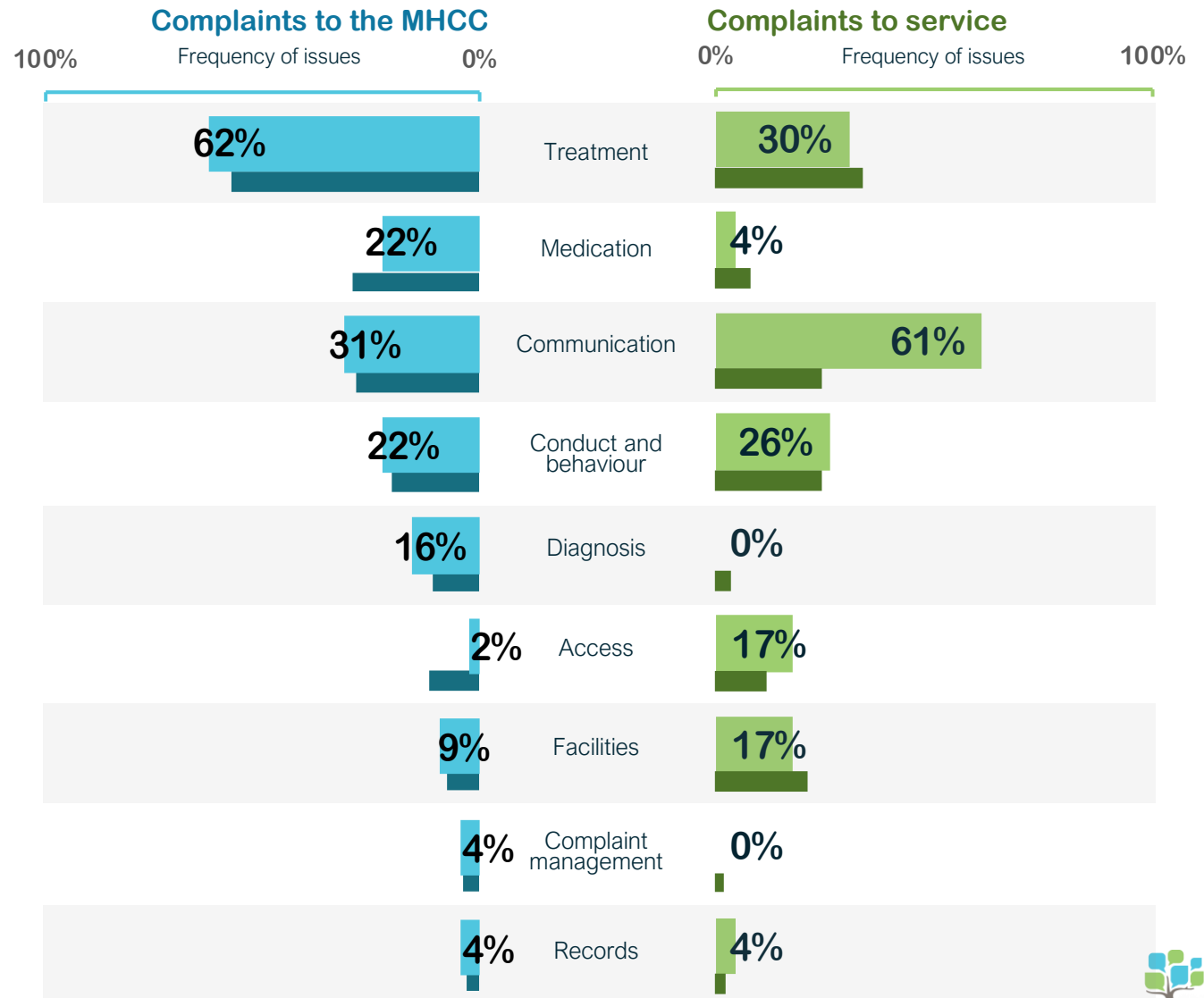
- The complaints shown on this page consist of all those made by consumers, family members / carers and any other persons.
- Complaints made to the MHCC about Central East AMHS were most commonly about treatment issues, followed by communication issues at a lower frequency.
- Communication, on the other hand, was the most common issue raised in complaints made directly to Central East AMHS.

Complaints about Central East AMHS

- to the MHCC (n=45)
- to the service (n=23)

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 Central East AMHS

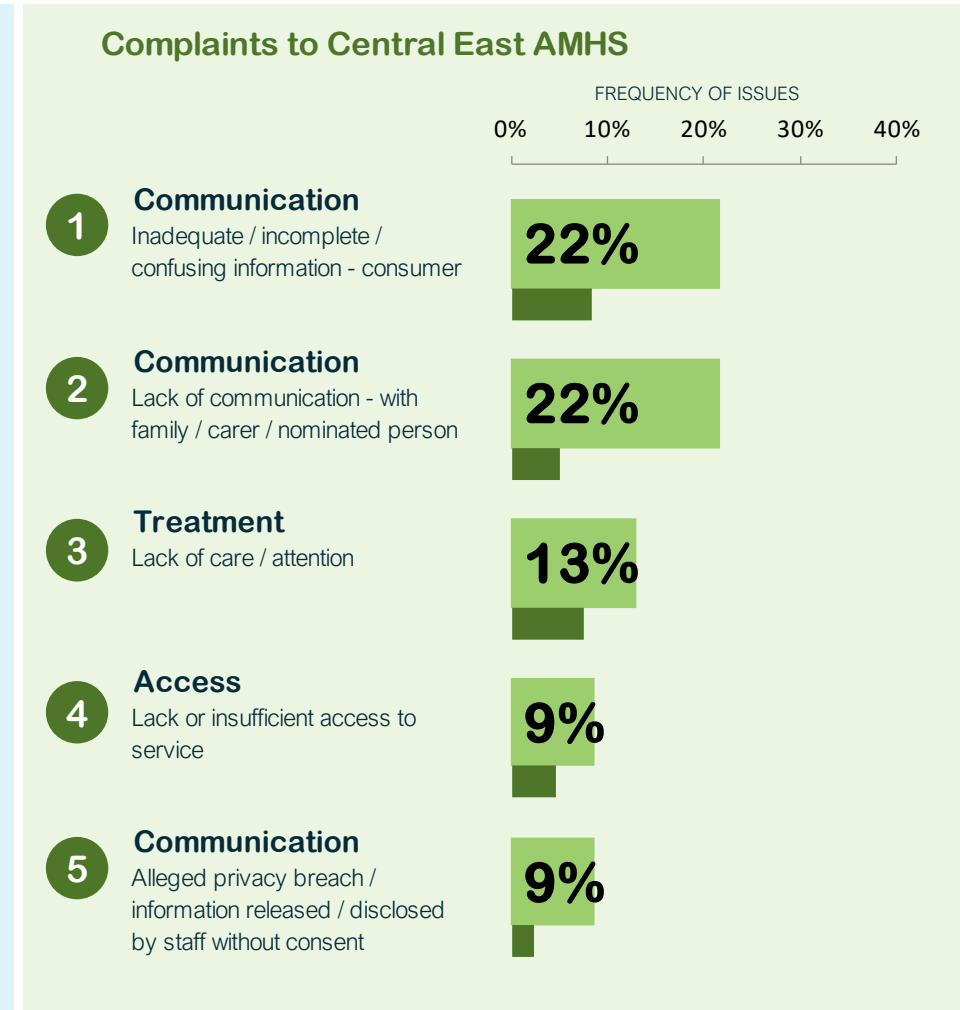
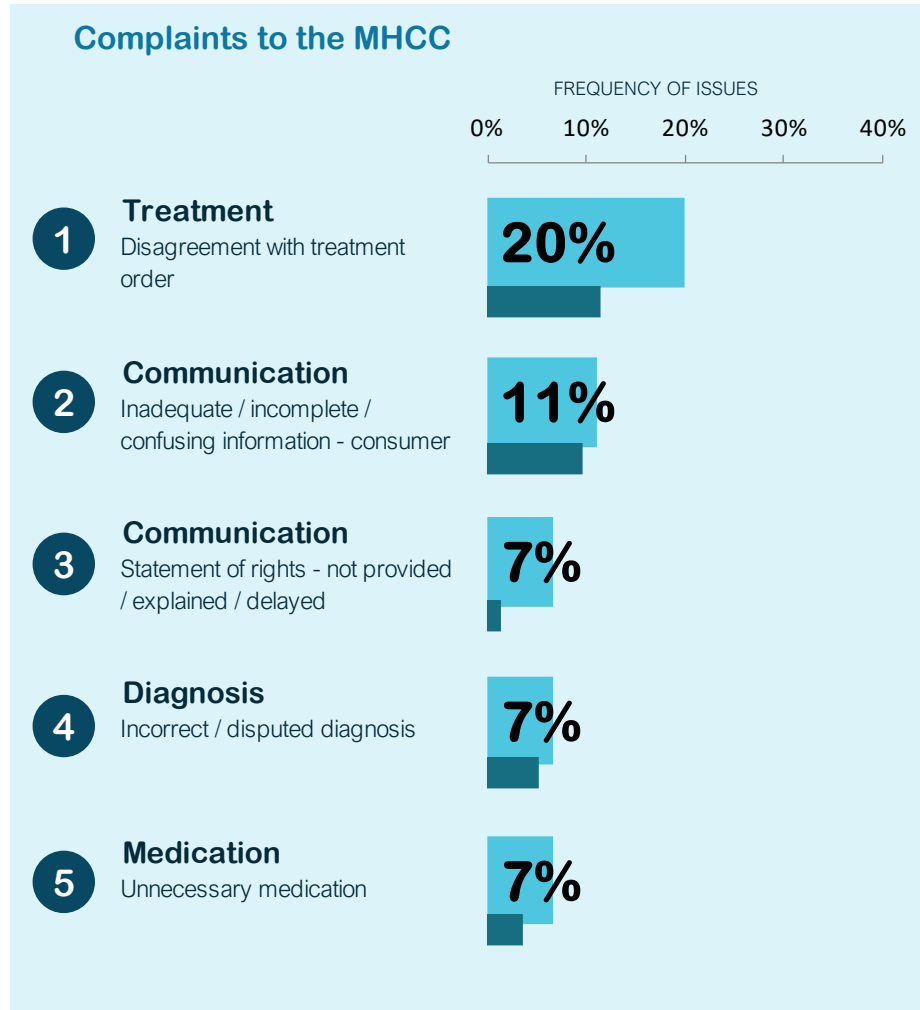
Complaints about Central East AMHS

- to the MHCC (n=45)
- to the service (n=23)

Sector-wide complaints

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

- Disagreement with treatment order was frequently raised among complaints to the MHCC about Central East AMHS – this was raised in higher proportion compared to complaints made sector-wide.
- Inadequate / incomplete / confusing information for consumer and lack of communication for family / carer / nominated person were commonly raised issue among complaints made directly to Central East AMHS.

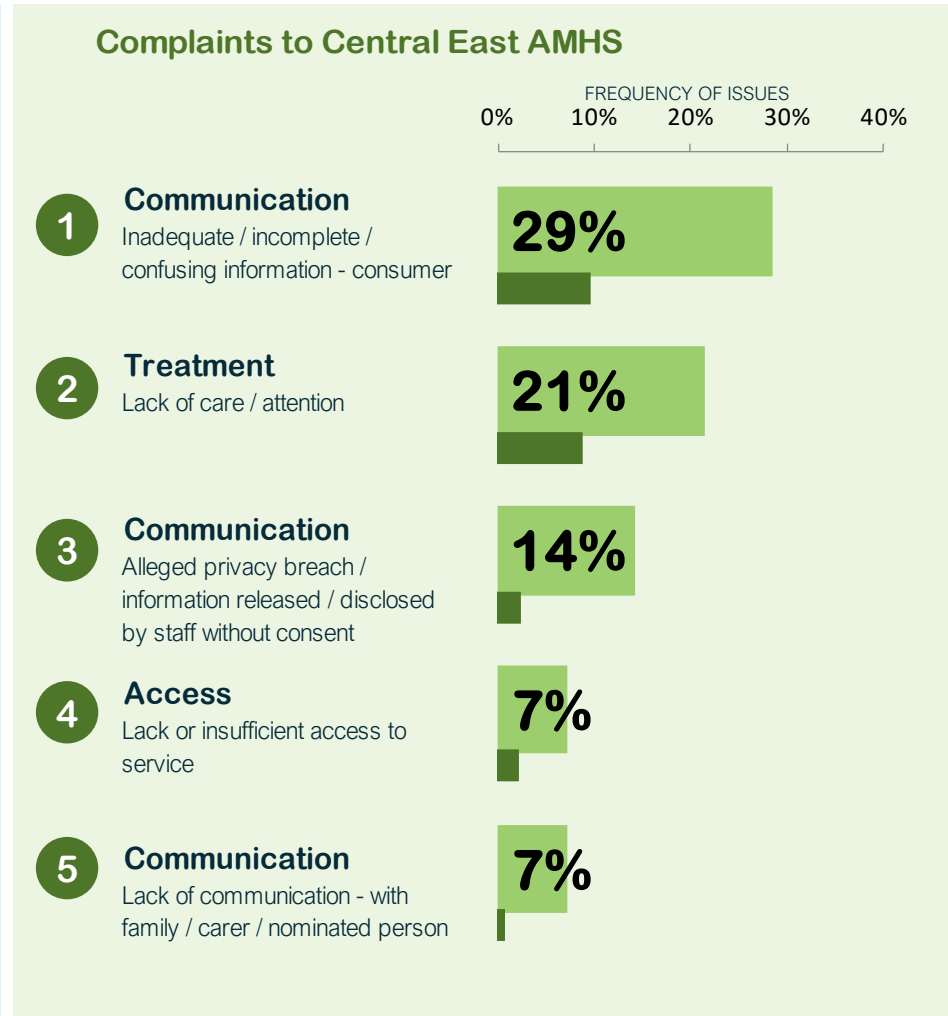
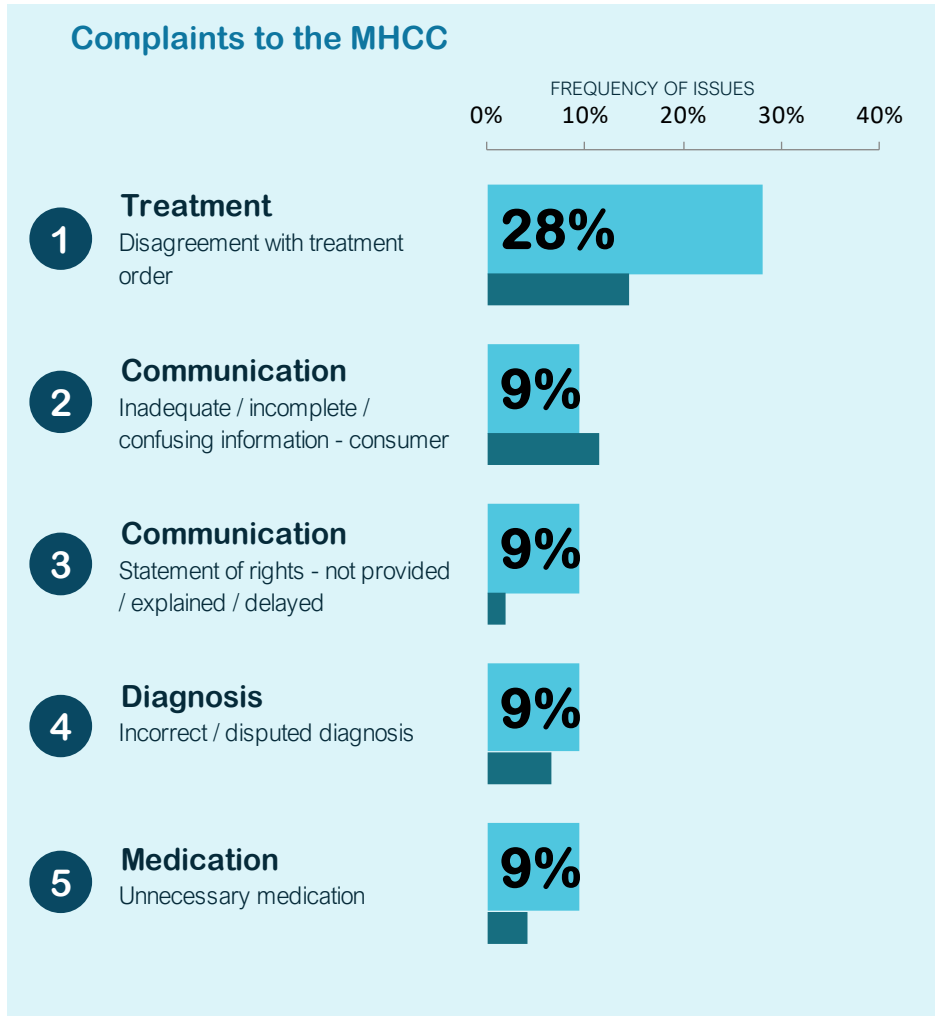


Issues raised by consumers 2022-23

Most frequent Level 3 issues raised about Central East AMHS

Complaints about Central East AMHS	Sector-wide complaints
● to the MHCC (n=32)	● to the MHCC (n=1074)
● to the service (n=14)	● to the service (n=1039)

- The most commonly raised issue by consumers among complaints to the MHCC about Central East AMHS was disagreement with treatment order.
- Inadequate / incomplete / confusing information for the consumer, and lack of care / attention were frequently raised by consumers in complaints made directly to Central East AMHS.



Issues raised by carers 2022-23

Most frequent Level 3 issues raised about Central East AMHS

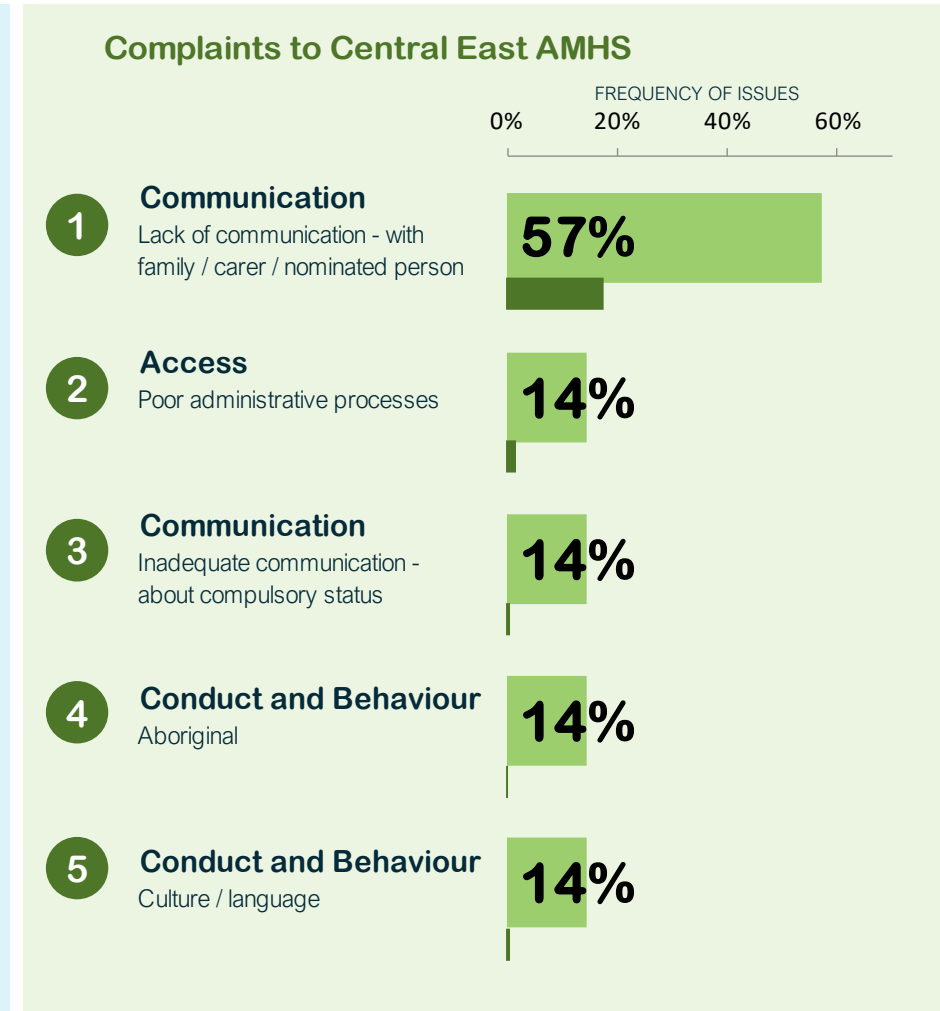
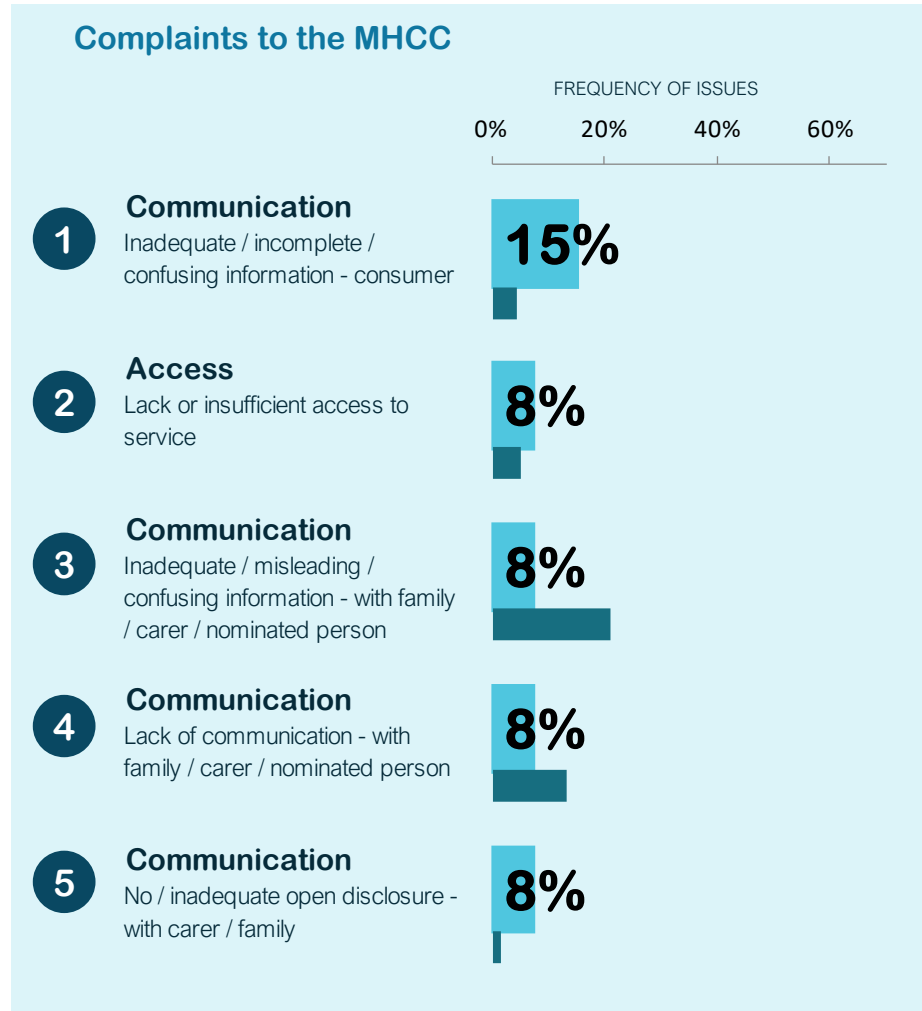
Complaints about Central East AMHS

- to the MHCC (n=13)
- to the service (n=7)

Sector-wide complaints

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

- Complaints made to the MHCC about Central East AMHS by carers / family members were most likely to related to inadequate / misleading / confusing information for consumer.
- The most frequently raised issue by carers in complaints made directly to the service was lack of communication with family / carer.



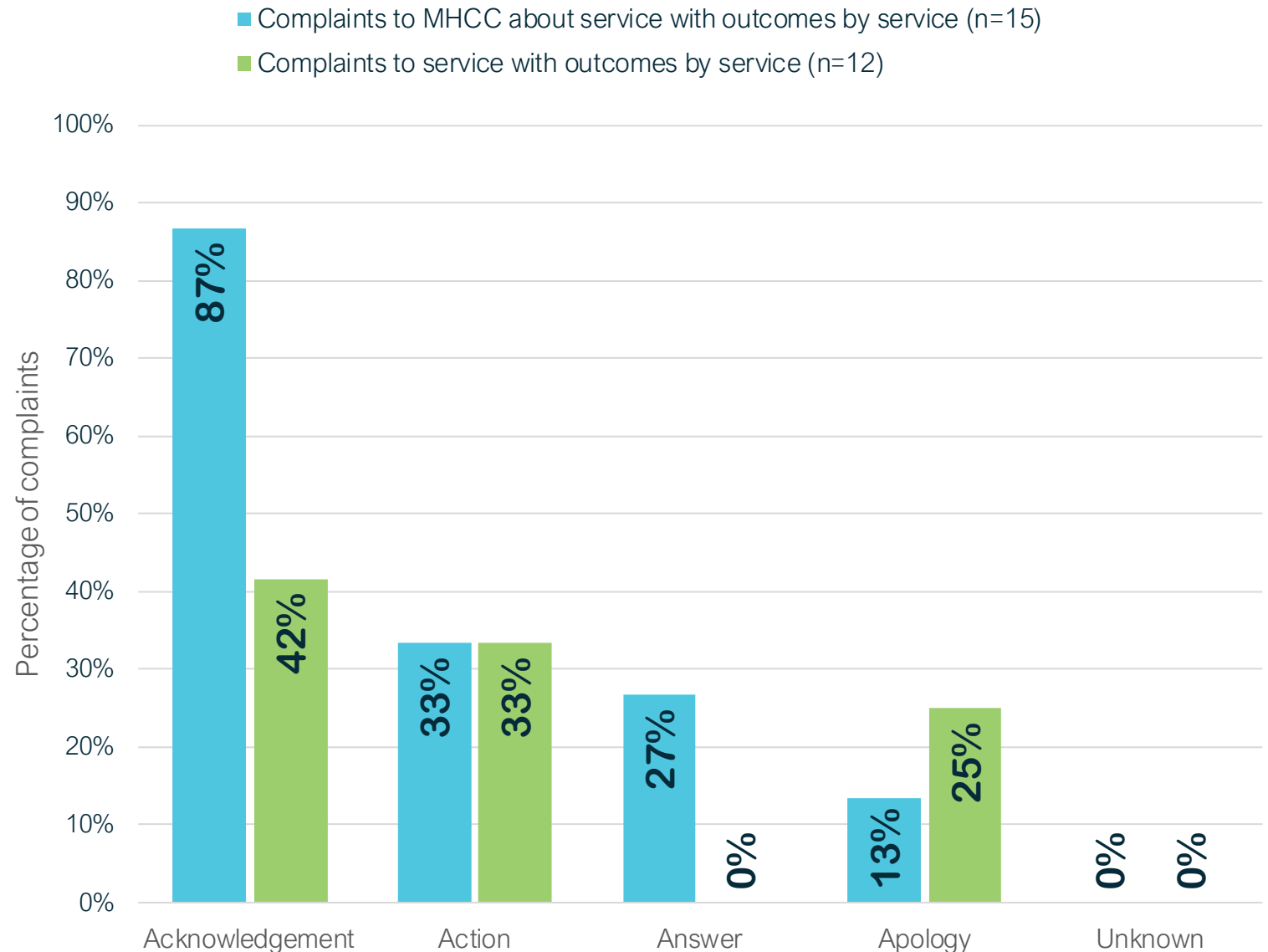


Outcomes of complaints

What were the outcomes of complaints? 2022-23

Closed complaints about Central East AMHS

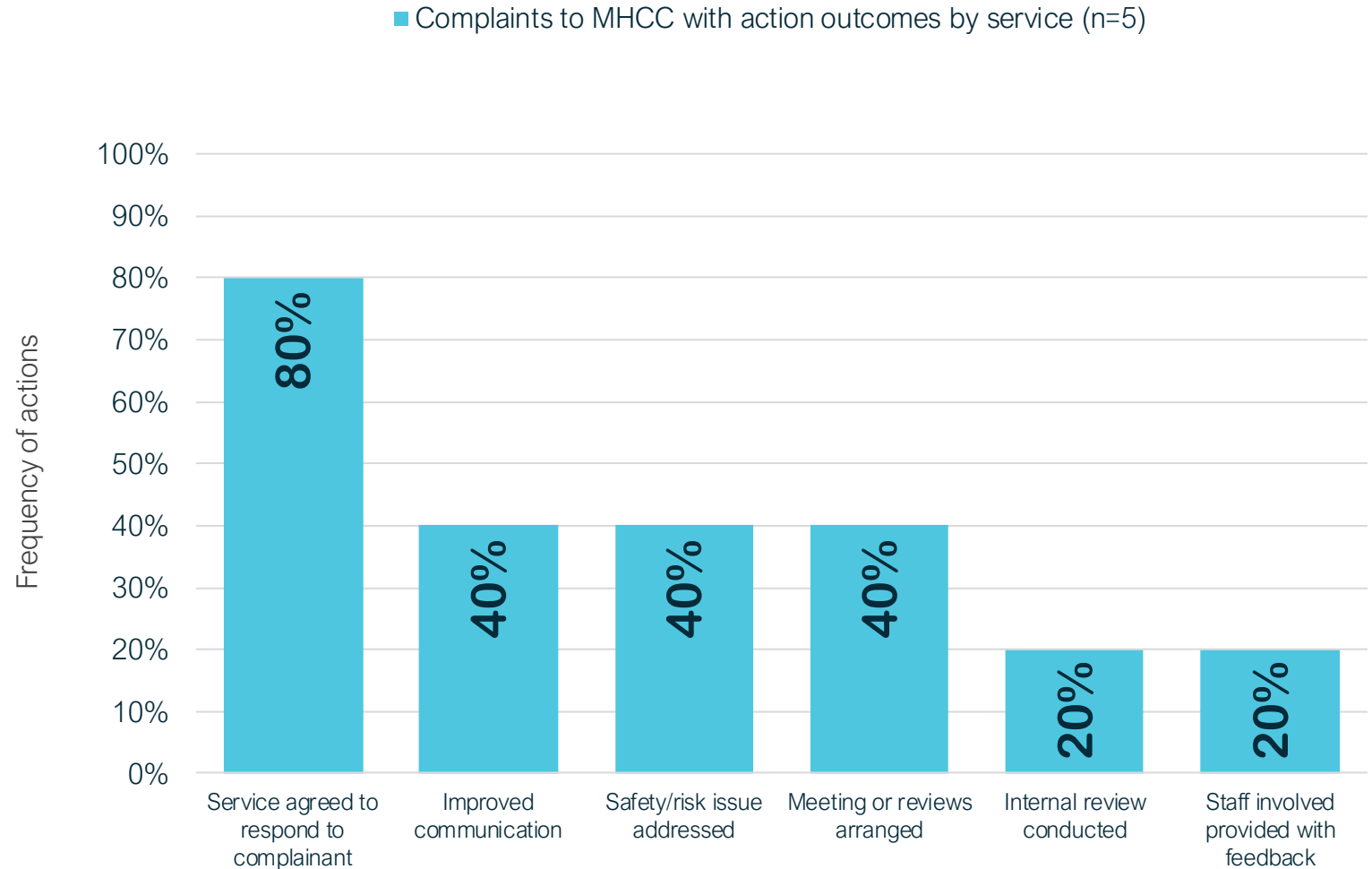
- Outcomes of complaints are framed in terms of the '4 A's' of complaint resolution - acknowledgement, action, answers and apology.
- This chart only includes complaints to the MHCC about Central East AMHS that were assessed as being in scope for resolution and / or having a known service outcome. The most common outcome by Central East AMHS for these complaints was an acknowledgement of the concerns raised.
- Similarly, the most common outcome of complaints made directly to Central East AMHS was an acknowledgement of the concerns raised.



What actions were taken by the service? 2022-23

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

- Actions most frequently undertaken by Central East AMHS in response to complaints to the MHCC included:
 - service responding to the complainant
 - improving communication
 - addressing safety / risk issues
 - meeting / arranging reviews





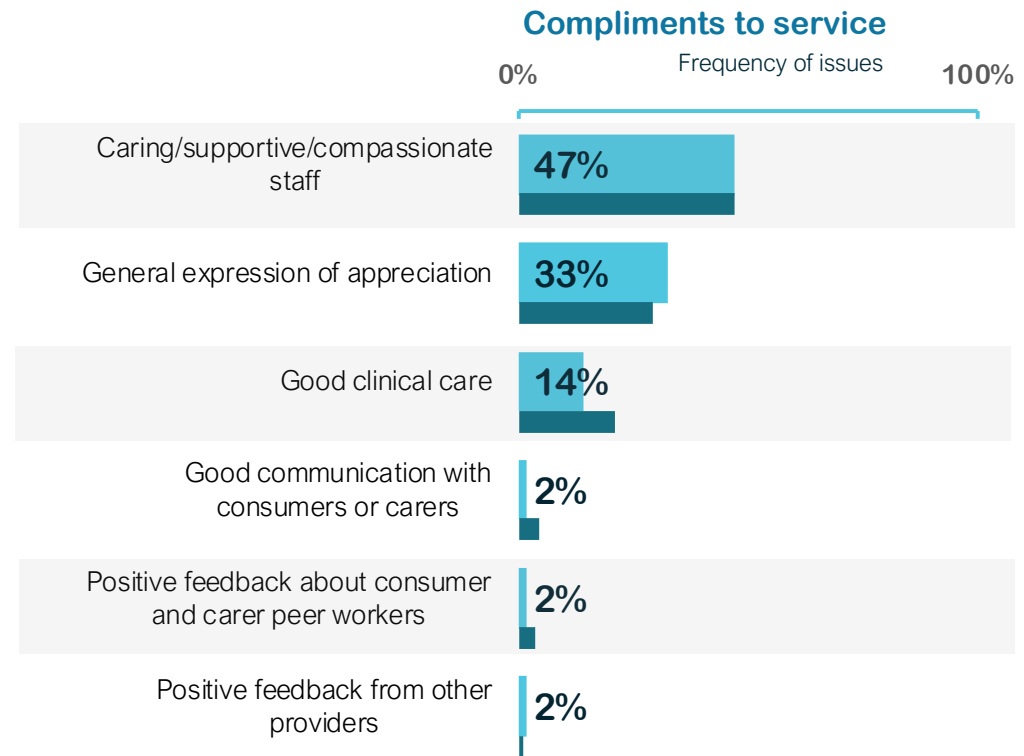
Themes in compliments

What were compliments about? 2022-23

● Compliments to Central East AMHS (n=49) ● Compliments to services sector-wide (n=1041)

Issues raised in compliments about Central East AMHS

- Nearly half of the compliments made to Central East AMHS were positive feedback about caring / supportive / compassionate staff, followed by one in three compliments about general expression of appreciation.
- A considerable level of detail was provided by Central East AMHS 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 Central East AMHS increased, while the number of direct complaints made to the service decreased notably.
- Consumers made the majority of complaints to both the MHCC about Central East AMHS and to Central East AMHS directly. This is similar with the pattern across the sector as a whole.



Issues raised

- Complaints made to the MHCC about Central East AMHS were most commonly about treatment issues, followed by communication issues at a lower frequency.
- Communication, on the other hand, was the most common issue raised in complaints made directly to Central East AMHS.



Outcomes

- The most common outcome by Central East AMHS for complaints to the MHCC was an acknowledgement of the concerns raised.
- Similarly, the most common outcome of complaints made directly to Central East AMHS was an acknowledgement of the concerns raised.
- The most common action undertaken by Central East AMHS in response to complaints to the MHCC was agreeing to responding to the complainant.