

Summary of service provider complaint report

Inner West 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:



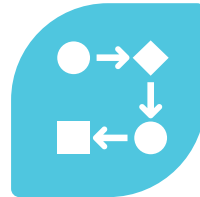
identify key themes
and emerging issues
across the sector



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

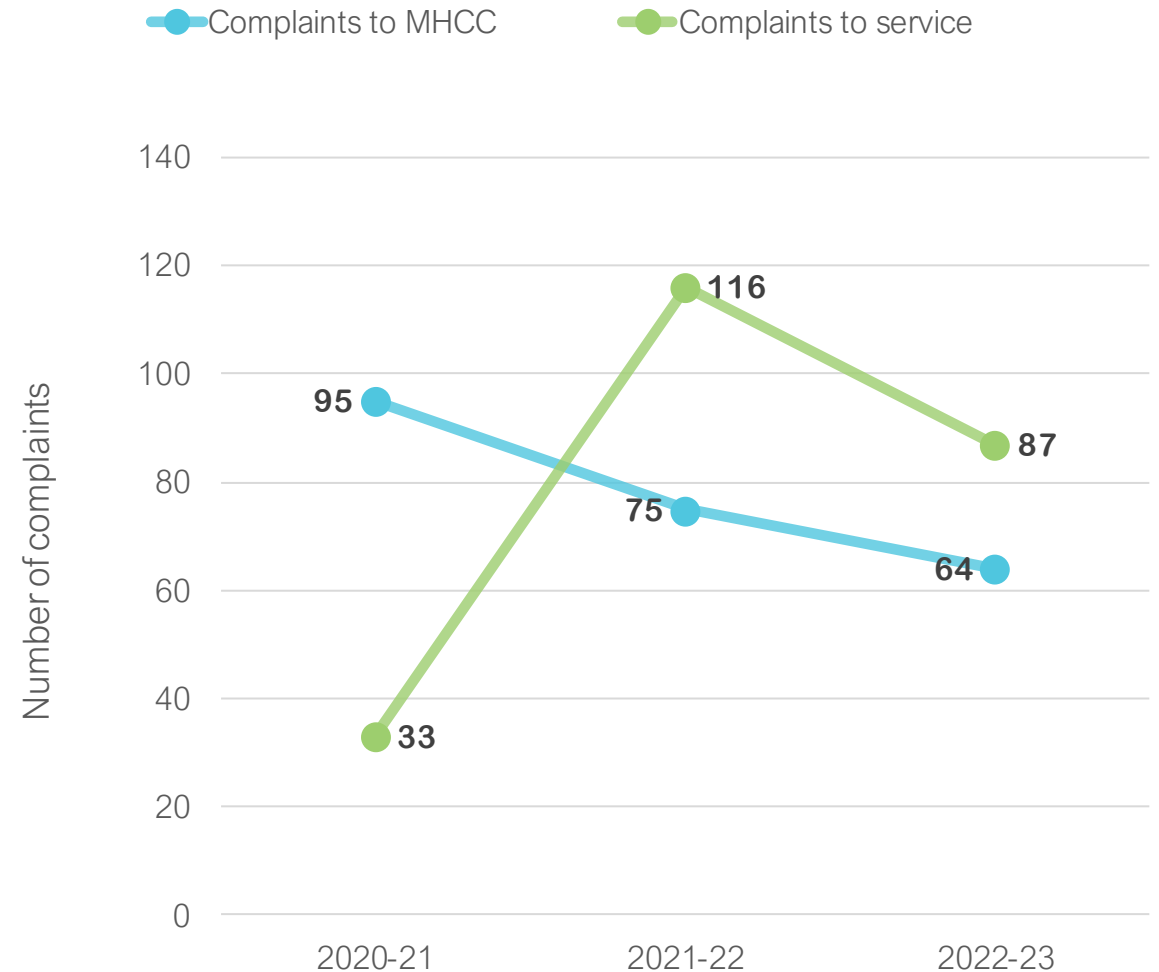
64

Complaints to the MHCC
about Inner West
AMHS

87

Complaints to Inner
West AMHS

- Between 2021-22 and 2022-23, both the number of complaints made to the MHCC about Inner West AMHS and the number of complaints made directly to the service decreased – the drop was more prominent in the latter.
- The number of complaints made directly Inner West AMHS remained higher than complaints to the MHCC about the service.

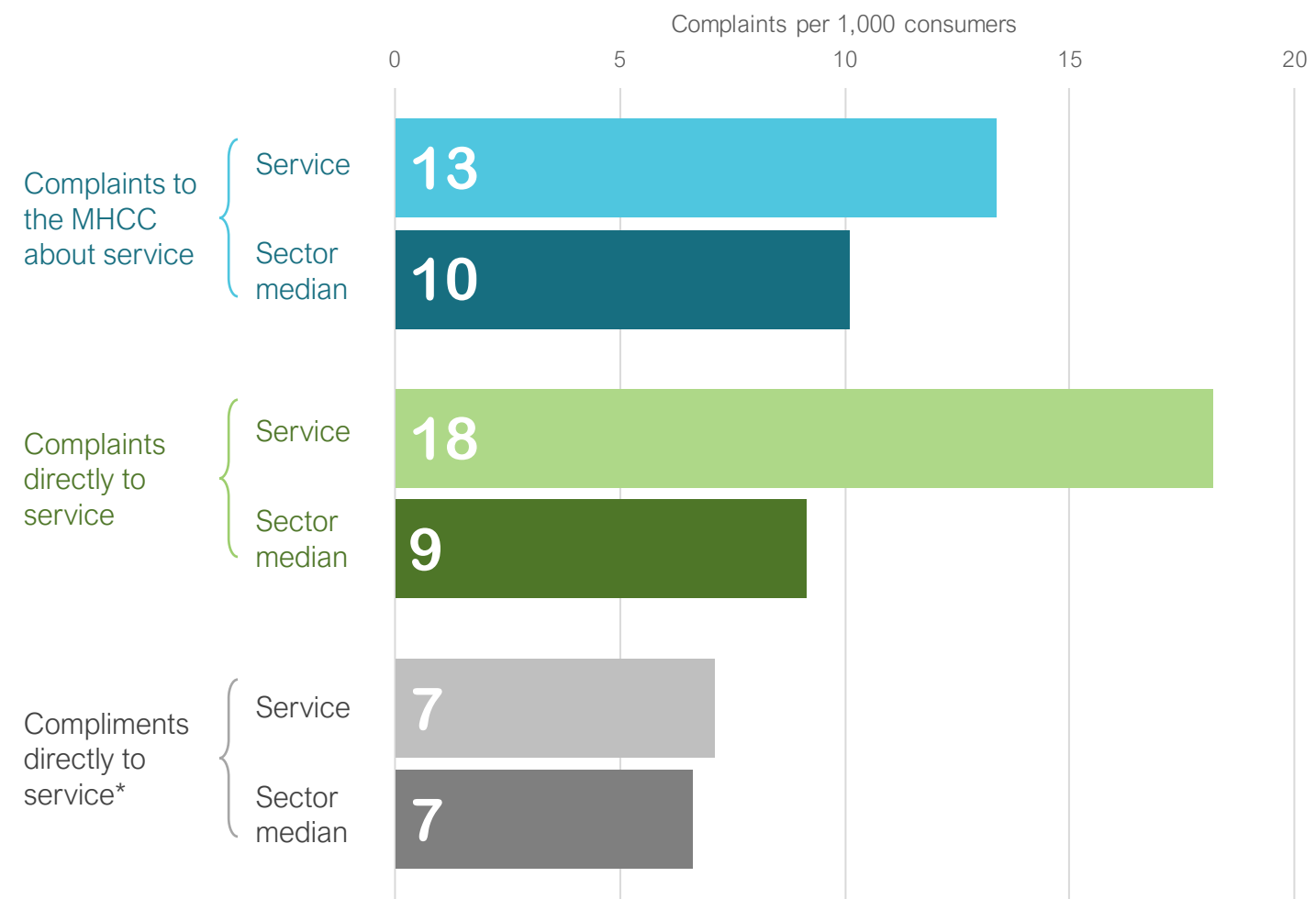


Complaint and compliment rates

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 received by the MHCC about Inner West AMHS was higher than the sector median in 2022-23.
- The rate of complaints directly to the service declined since last year, though it was still higher than the sector median.
- The rate of compliments made directly to the service was in line with the sector median.

Complaints about Inner West AMHS	Sector-wide complaint
● to the MHCC (n=64)	● to the MHCC (n=1442)
● to the service (n=87)	● to the service (n=1671)
● Compliments to Inner West AMHS (n=34)	● Compliments to services sector-wide (n=1041)

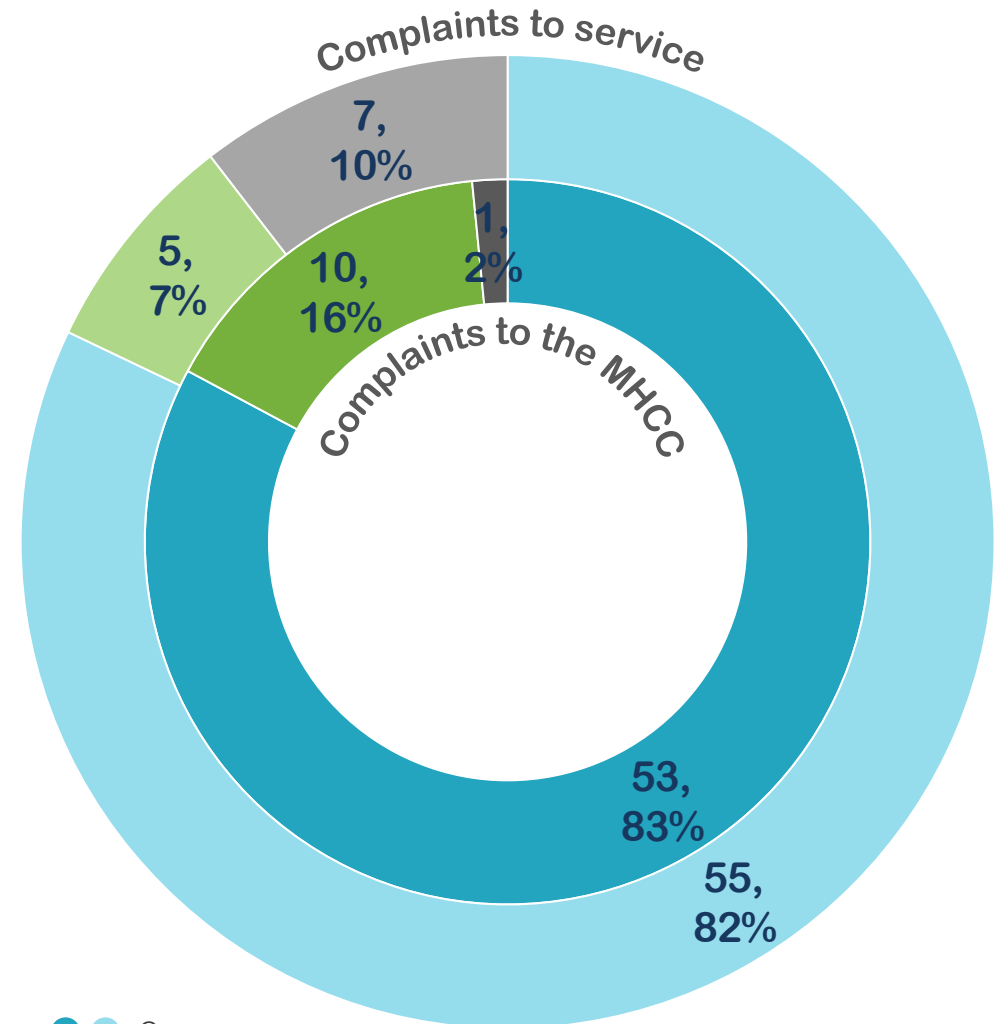


*Note: not all services reported compliments, and services likely used different approaches to capture compliments data

Who is making complaints? 2022-23

Complaints raised about Inner West AMHS

- Consumers made the vast majority of complaints to the MHCC about Inner West AMHS and complaints directly to the service itself.
- Carers accounted for a small number of the complaints to the MHCC about Inner West AMHS and just 16% of the complaints directly to the service.



- Consumer
- Family member/carer
- Other

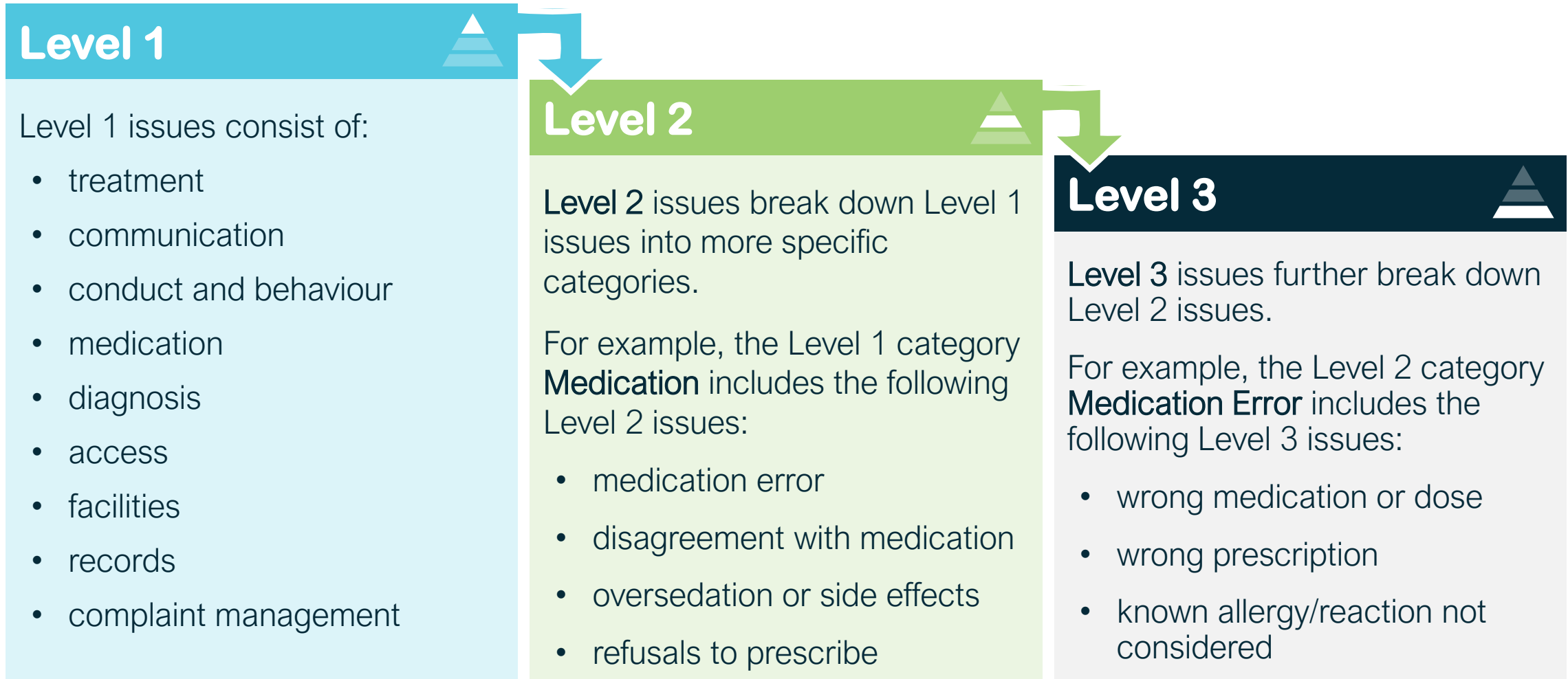
Note: this graphic does not include complaints where the complainant status was unknown.



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 Inner West AMHS

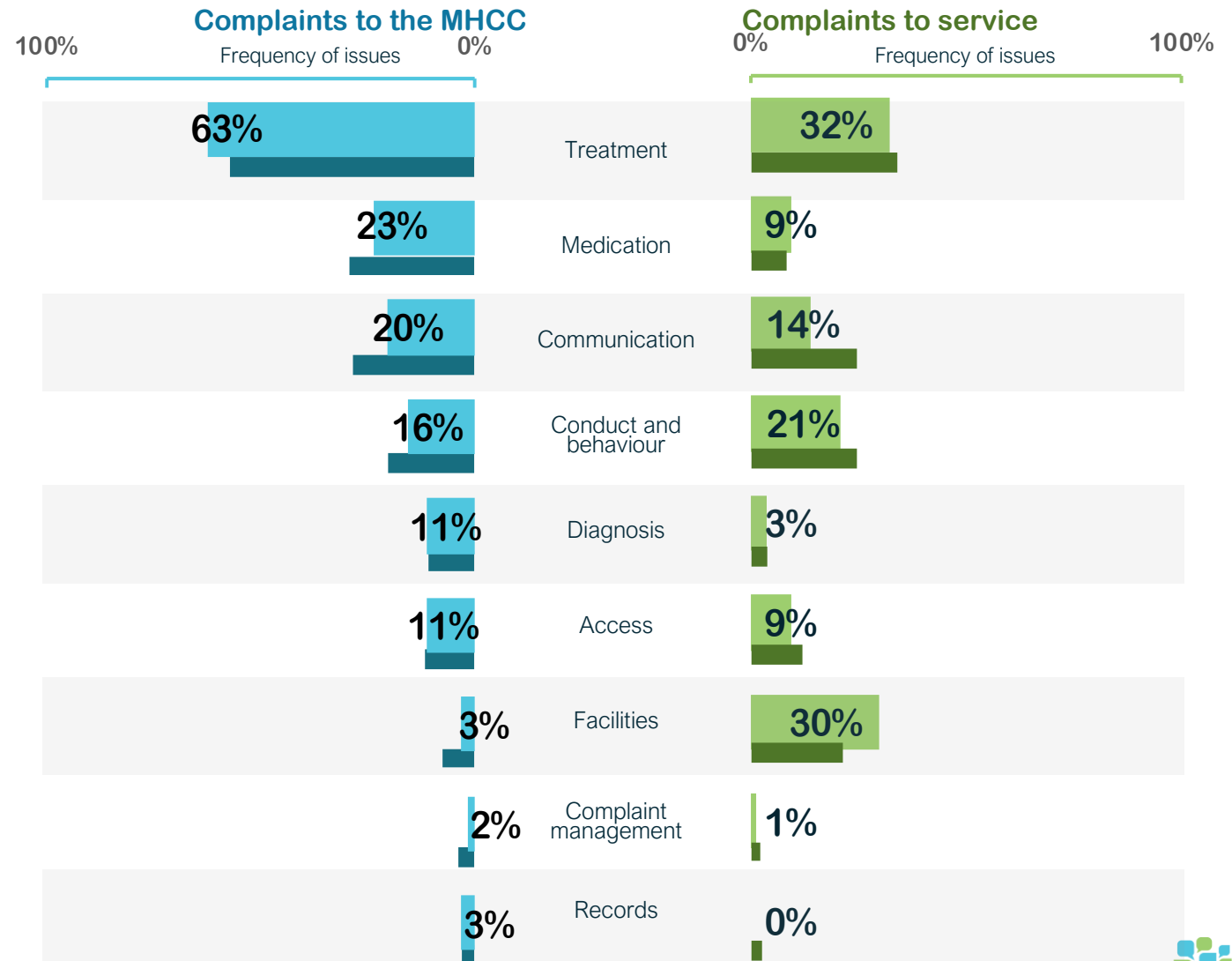
- The complaints shown on this page consist of all those made by consumers, family members / carers and any other persons.
- Issues raised in complaints to the MHCC about Inner West AMHS were broadly consistent with those raised in complaints to the MHCC for the sector, with Treatment, Medication and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

Complaints about Inner West AMHS

- to the MHCC (n=64)
- to the service (n=87)

Sector-wide complaints

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

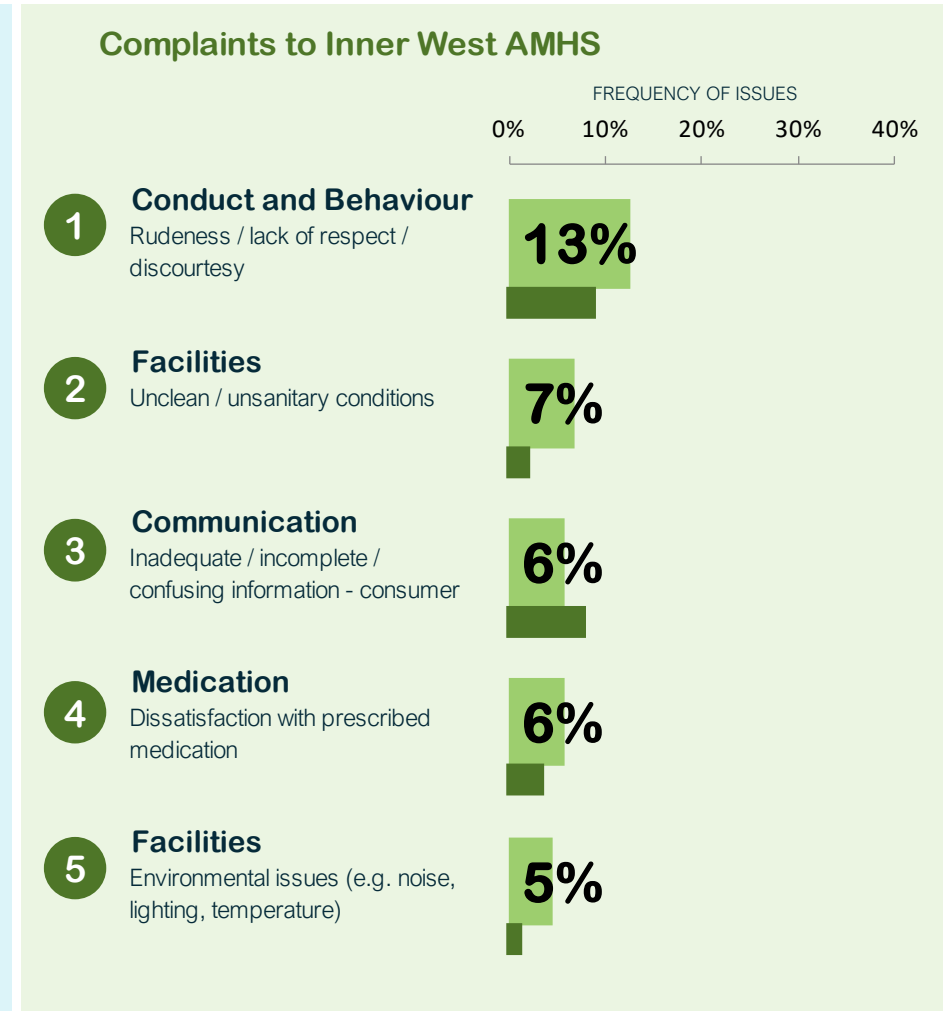
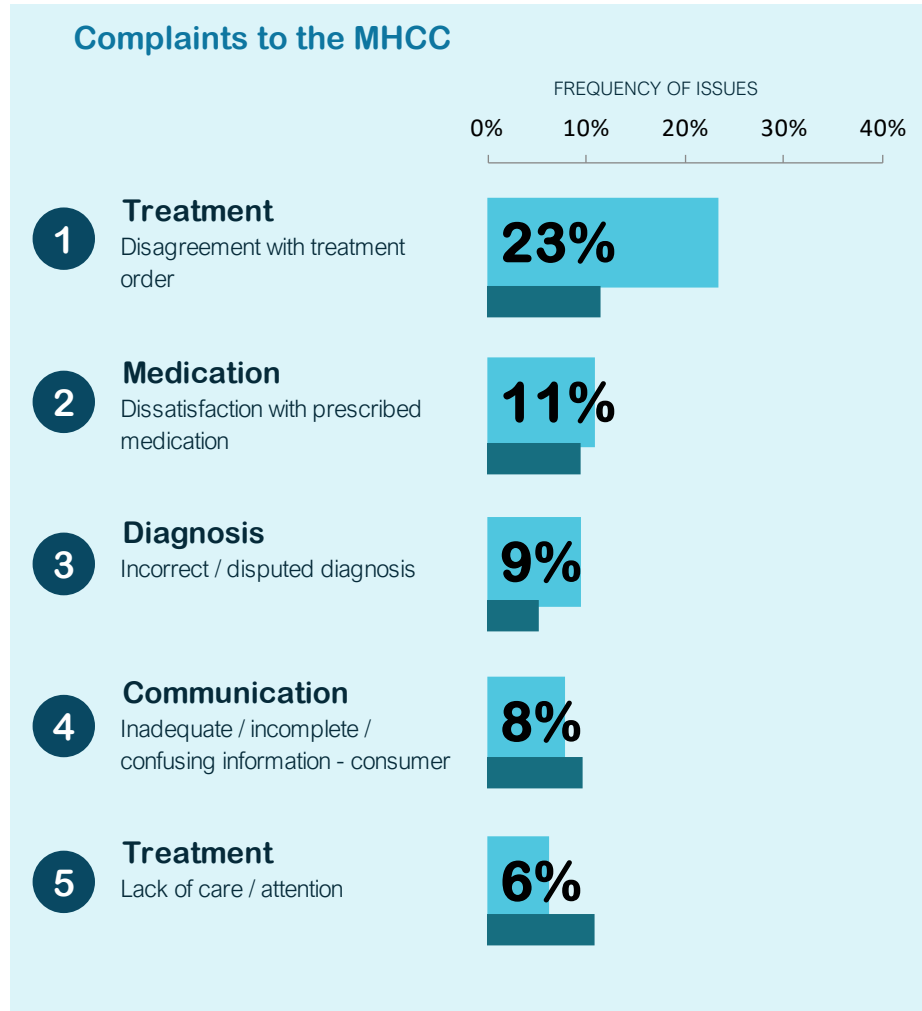


What were complaints about? 2022-23

Most frequent Level 3 issues raised about Inner West AMHS

Complaints about Inner West AMHS		Sector-wide complaints	
●	to the MHCC (n=64)	●	to the MHCC (n=1442)
●	to the service (n=87)	●	to the service (n=1671)

- The issue most frequently raised in complaints made to the MHCC about Inner West AMHS was disagreement with treatment orders, reported at a higher rate than that recorded across the sector.
- The issues most frequently raised in complaints made directly to the service were rudeness / lack of respect / discourtesy, and unclean / unsanitary conditions.

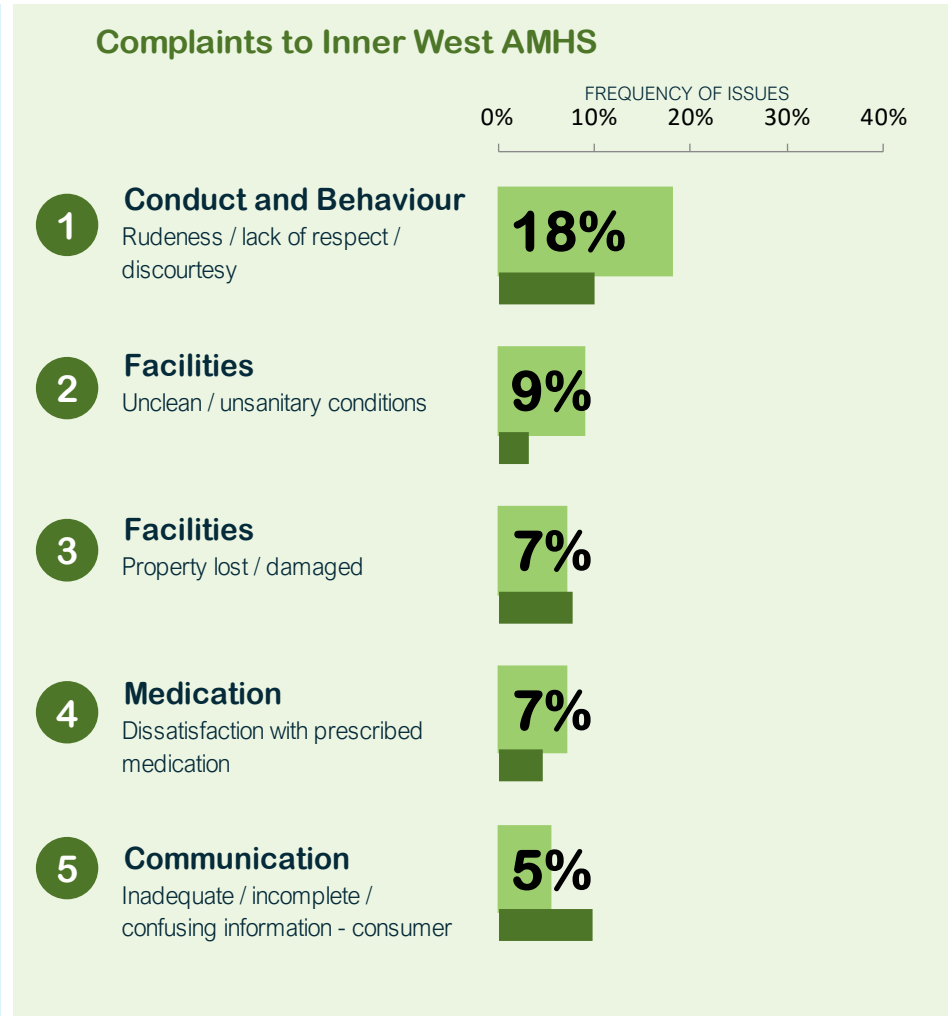
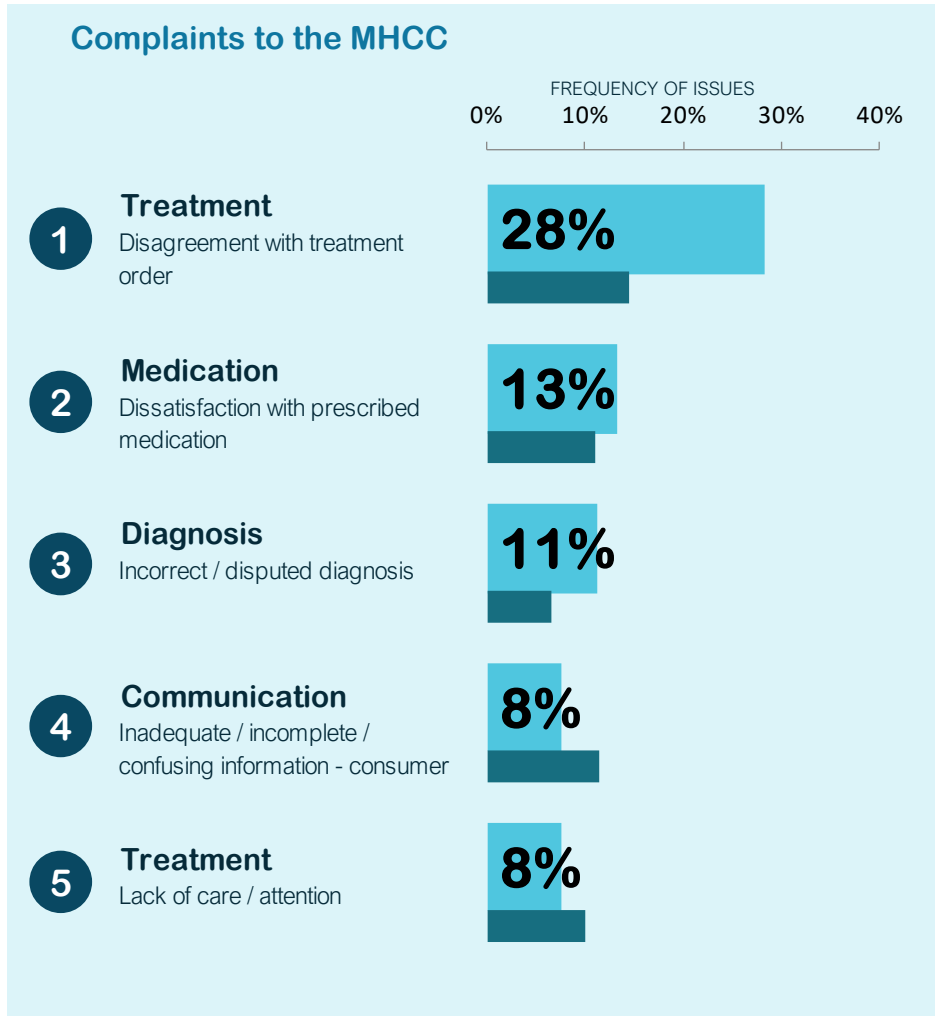


Issues raised by consumers 2022-23

Most frequent Level 3 issues raised about Inner West AMHS

Complaints about Inner West AMHS		Sector-wide complaints	
●	to the MHCC (n=53)	●	to the MHCC (n=1074)
●	to the service (n=55)	●	to the service (n=1039)

- The issue most frequently raised in complaints made by consumers to the MHCC about Inner West AMHS was disagreement with treatment orders, reported at a higher rate than the rate for the sector. Other commonly cited issues included dissatisfaction with prescribed medications, and incorrect / disputed diagnoses.
- The issues most frequently raised in complaints made by consumers directly to the service were rudeness / lack of respect / discourtesy, and unclean / unsanitary conditions.



Issues raised by carers 2022-23

Most frequent Level 3 issues raised about Inner West AMHS

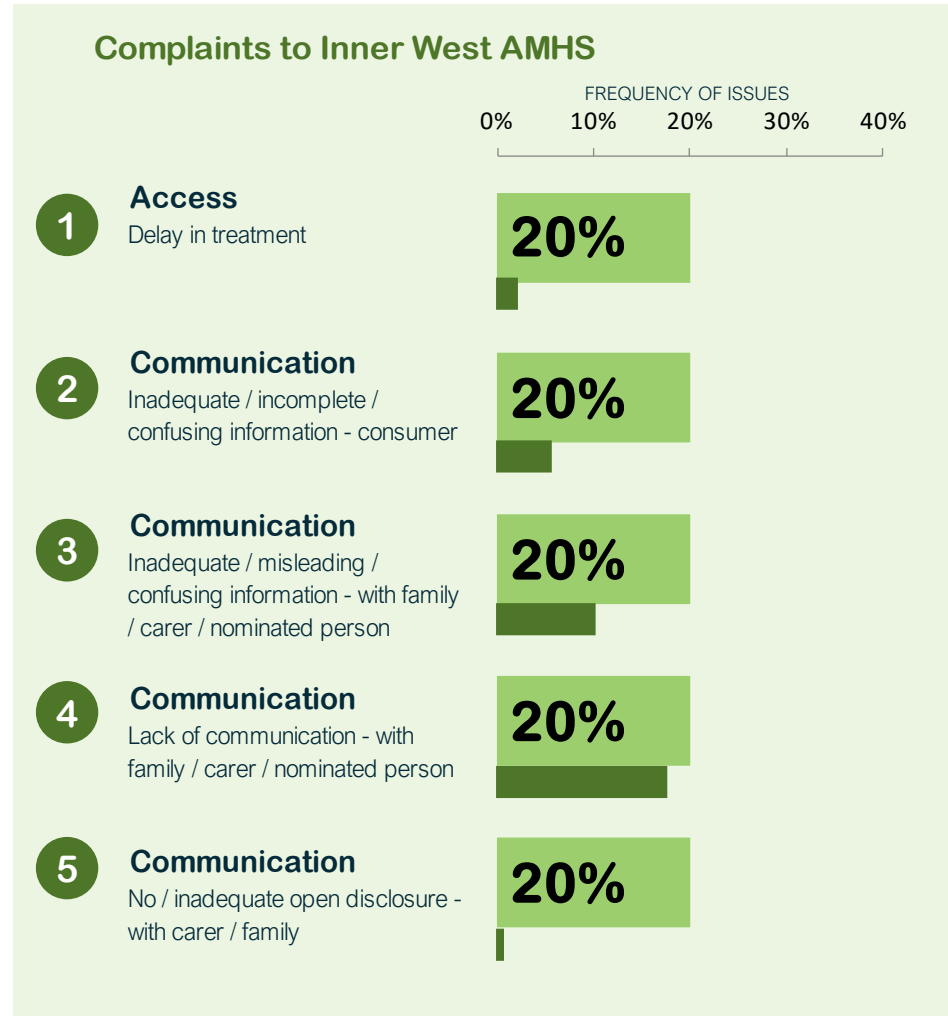
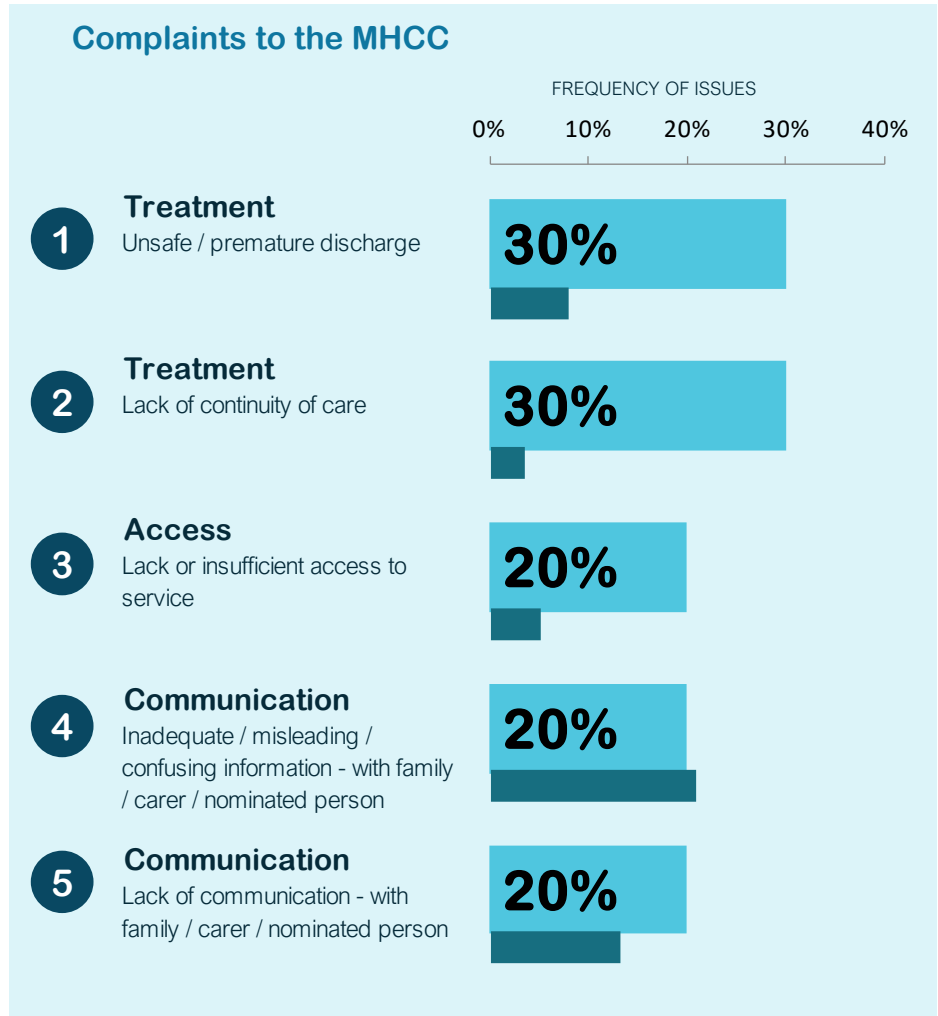
- The issues most frequently raised in complaints made by carers to the MHCC about Inner West AMHS were usually Treatment-related, including unsafe / premature discharge, and lack of continuity of care.
- There were no standout issues raised in the 5 complaints made by carers directly to the service.

Complaints about Inner West AMHS

- to the MHCC (n=10)
- to the service (n=5)

Sector-wide complaints

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



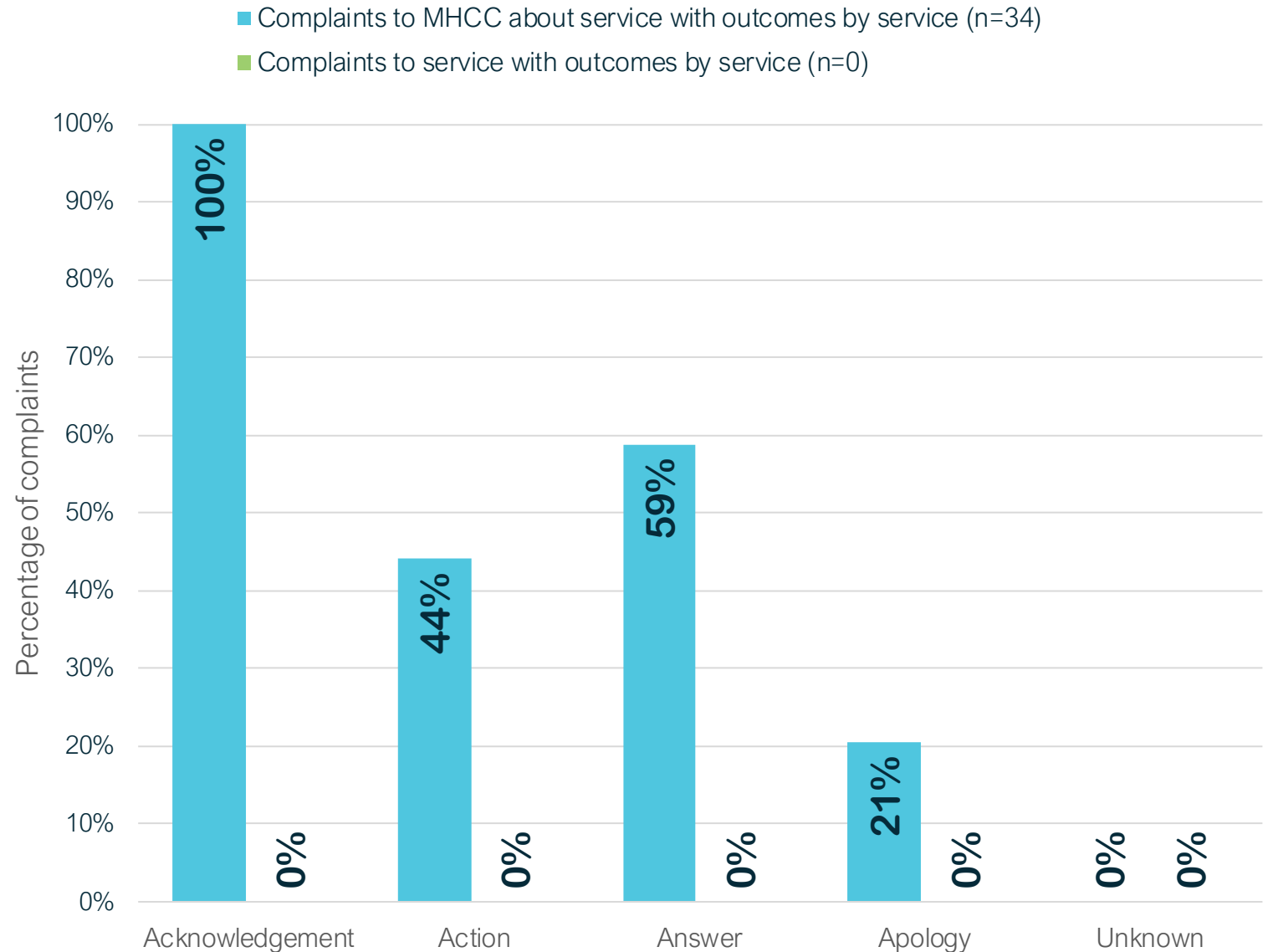


Outcomes of complaints

What were the outcomes of complaints? 2022-23

Closed complaints about Inner West AMHS

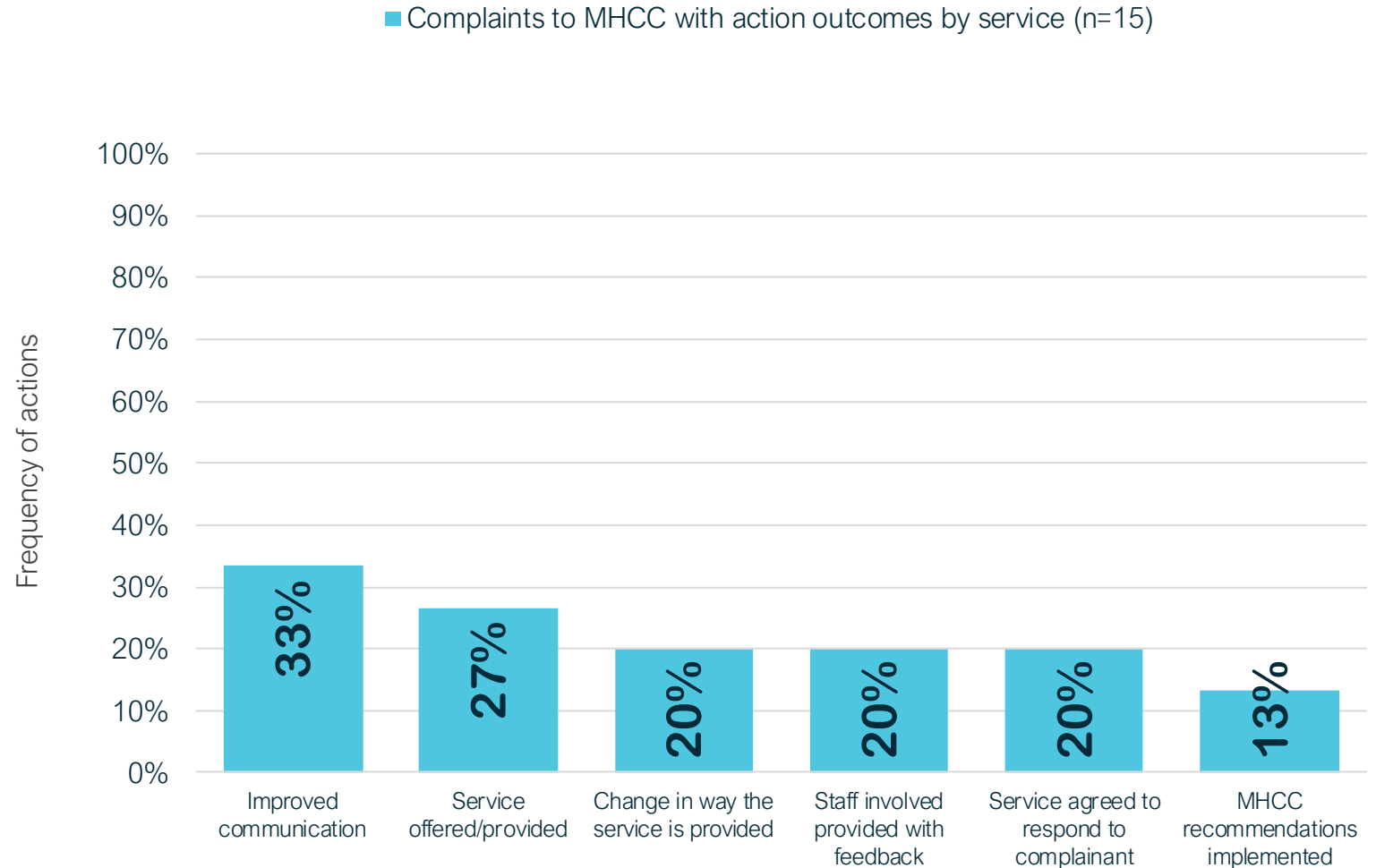
- Outcomes of complaints are framed in terms of the '4 A's' of complaint resolution - acknowledgement, action, answers and apology.
- This chart only includes complaints to the MHCC about Inner West AMHS that were assessed as being in scope for resolution or having a known service outcome. The most common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



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 Inner West AMHS in response to complaints to the MHCC included:
 - improving communication
 - offering / providing service
 - changing the way the service is provided





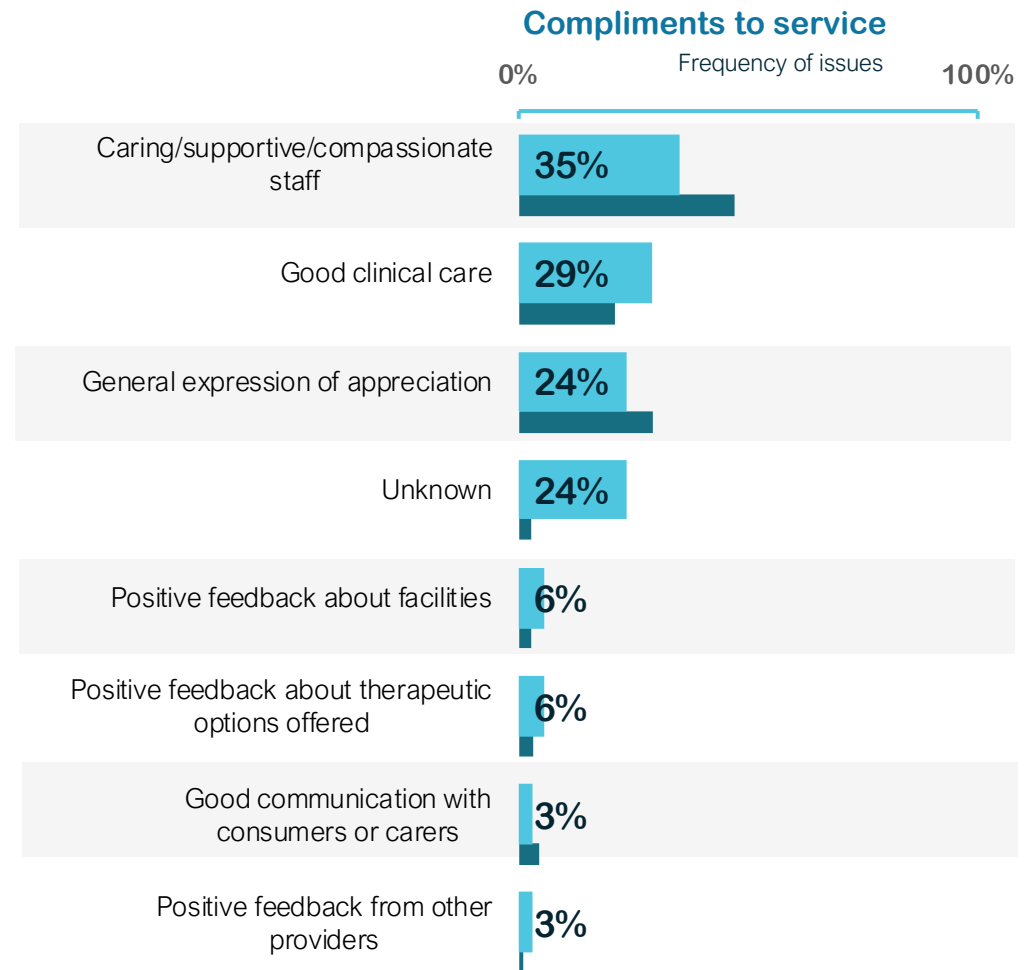
Themes in compliments

What were compliments about? 2022-23

● Compliments to Inner West AMHS (n=34) ● Compliments to services sector-wide (n=1041)

Issues raised in compliments about Inner West AMHS

- The majority of compliments made to Inner West AMHS related to caring / supportive / compassionate staff.
- Other notable compliment topics were good clinical care (29%) and a general expression of appreciation (24%).
- A considerable level of detail was provided by Inner West AMHS about their compliments data that enabled the MHCC to identify more specific themes.



Key points to consider



Complaint numbers

- Between 2021-22 and 2022-23, both the number of complaints made to the MHCC about Inner West AMHS and the number of complaints made directly to the service decreased – the drop was more prominent in the latter.
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- Consumers made the vast majority of complaints to the MHCC about Inner West AMHS and complaints directly to the service itself.



Issues raised

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- Issues raised in complaints made directly to the service were also broadly consistent with sector wide trends, with Treatment, Facilities and Conduct & behaviour being commonly raised issues.



Outcomes

- The most common outcome for complaints to the MHCC was acknowledgement of the issue(s) raised by the complainant followed by an answer in response to the complaint.
- The most common action undertaken by Inner West AMHS in response to complaints to the MHCC was improving communication.