

# Summary of service provider complaint report

## Melbourne 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.

## Disclaimer

Please consider that Northern Health has previously operated as part of Melbourne Health prior to the disaggregation that came into effect on 1 July 2022. This meant that complaints about Northern Health that were received prior to that date have been recorded under Melbourne Health and when closed after that date, outcomes were recorded under Northern Health.

## 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:



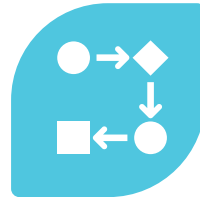
**identify key themes**  
and emerging issues  
across the sector



**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

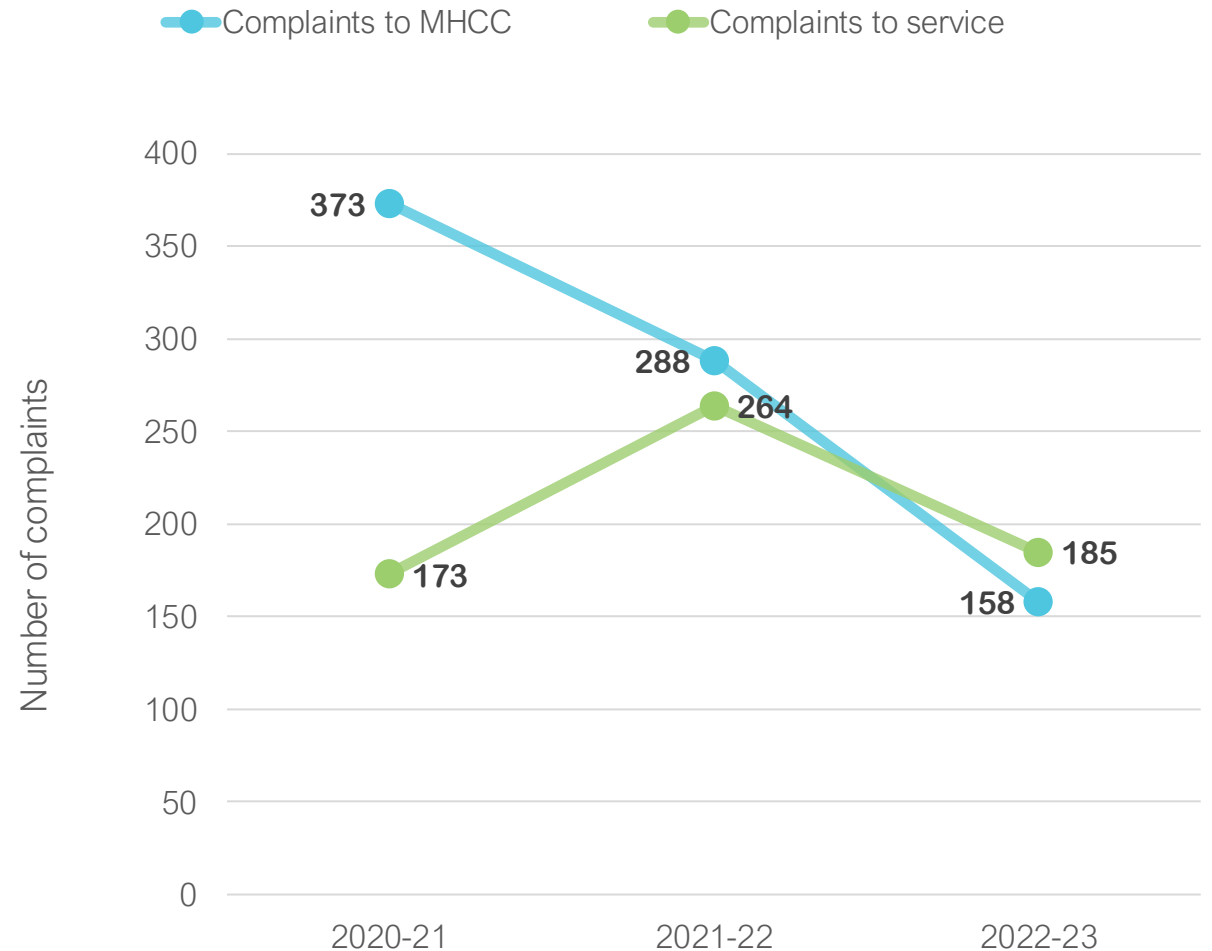
158

Complaints to the MHCC about Melbourne Health

185

Complaints to Melbourne Health

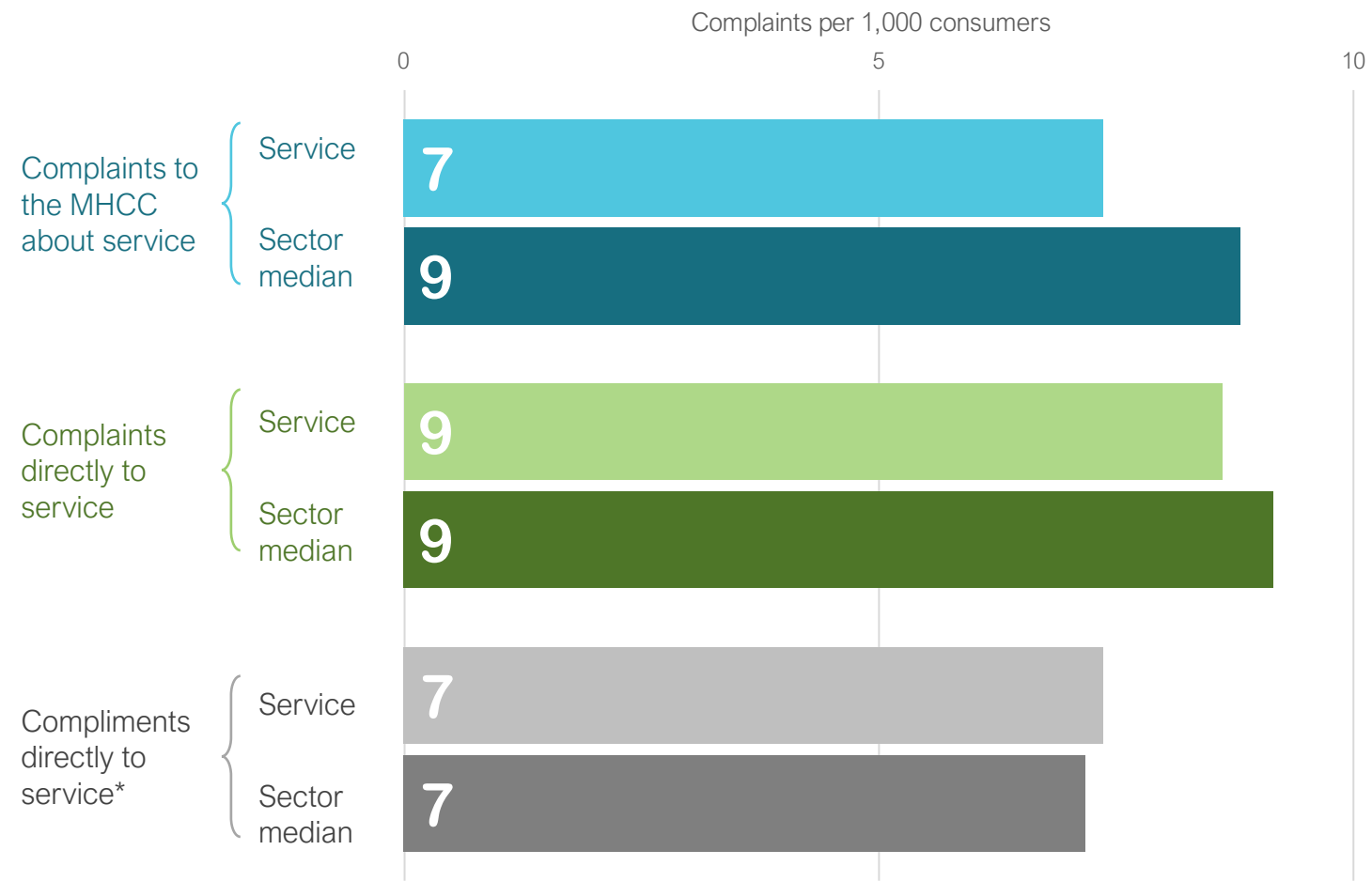
- The number of complaints made to the MHCC about Melbourne Health and the number of complaints made directly to the service decreased from 2021-22 to 2022-23.
- In contrast with the previous year, there were more complaints about Melbourne Health made directly to the service than to the MHCC.



# 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 Melbourne Health and complaints made directly to the service were each lower than the sector median.
- The rate of compliments made directly to the service was similar to the sector median.

<b>Complaints about Melbourne Health</b>	<b>Sector-wide complaints</b>
● to the MHCC (n=158)	● to the MHCC (n=1442)
● to the service (n=185)	● to the service (n=1671)
● Compliments to Melbourne Health (n=158)	● Compliments to services sector-wide (n=1041)

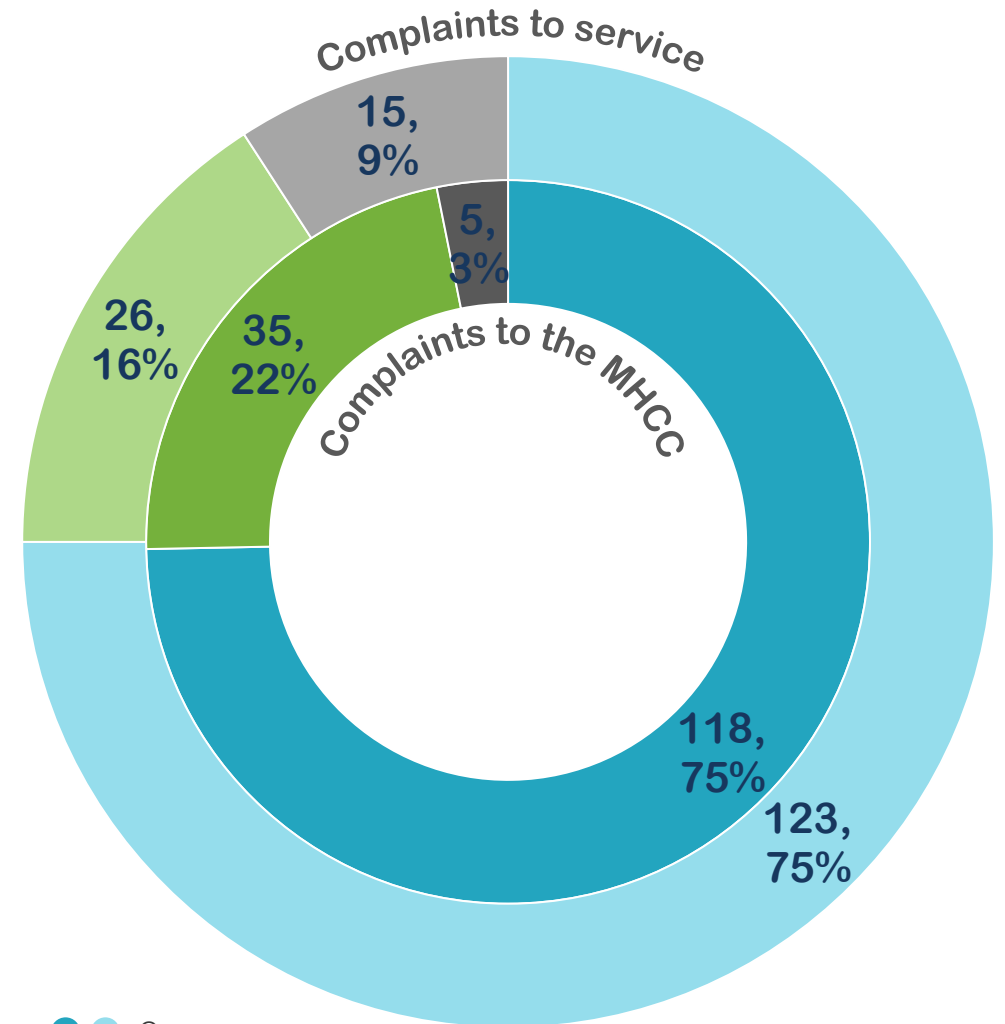


\*Note: not all services reported compliments, and services likely used different approaches to capture compliments data

# Who is making complaints? 2022-23

Complaints raised about Melbourne Health

- Consumers made three quarters of complaints both to the MHCC about Melbourne Health and to the service itself.
- In contrast, family members / carers made just over one fifth of complaints to the MHCC about Melbourne Health (22%) and under a fifth of complaints directly to the service (16%).



- Consumer
- Family member/carer
- Other

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

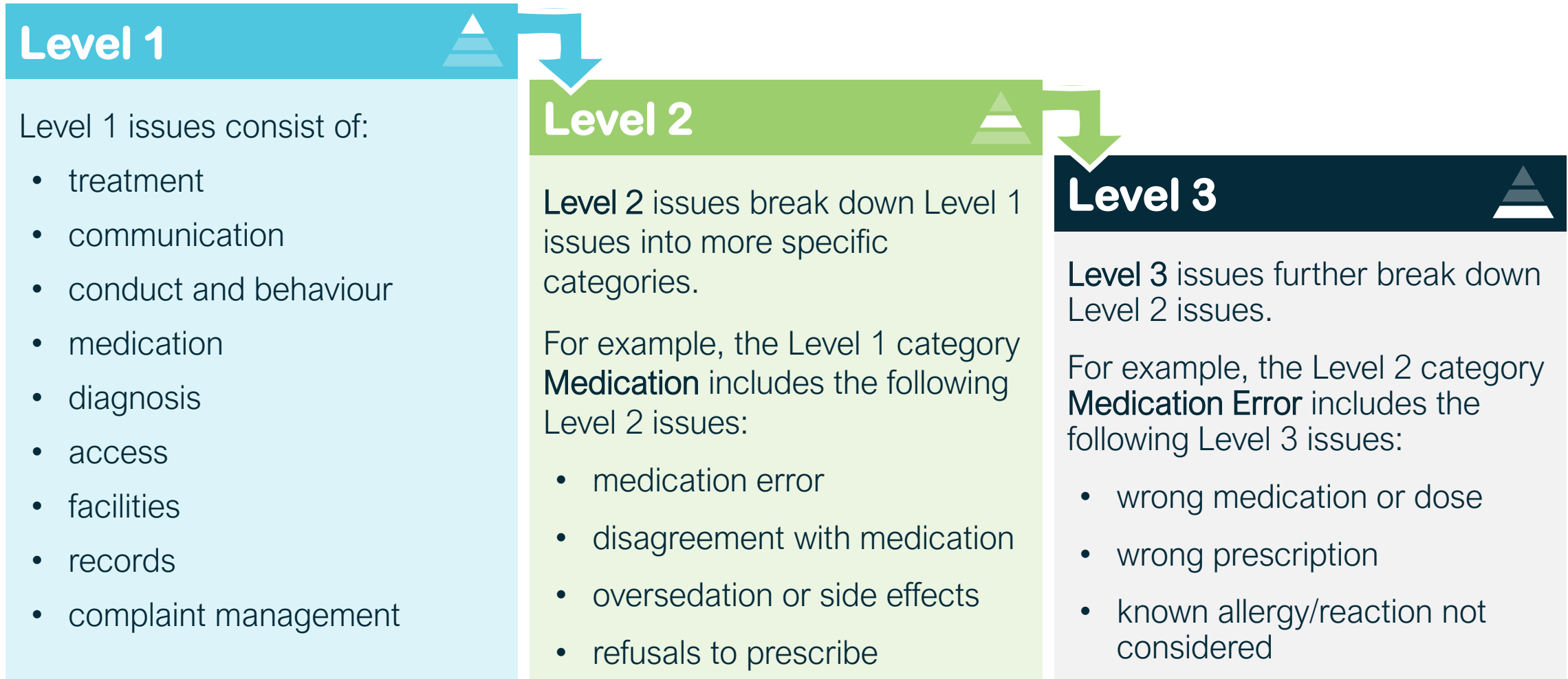


# Issues raised in complaint



# 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 Melbourne 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 Melbourne Health were consistent with those raised in complaints to the MHCC for the sector, with Treatment, Communication and Medication being the most common issues.
- Issues raised in complaints made directly to the service were also consistent with those raised in complaints to services for the sector, with Treatment, Facilities, and Conduct and behaviour being commonly mentioned issues.

Complaints about Melbourne Health

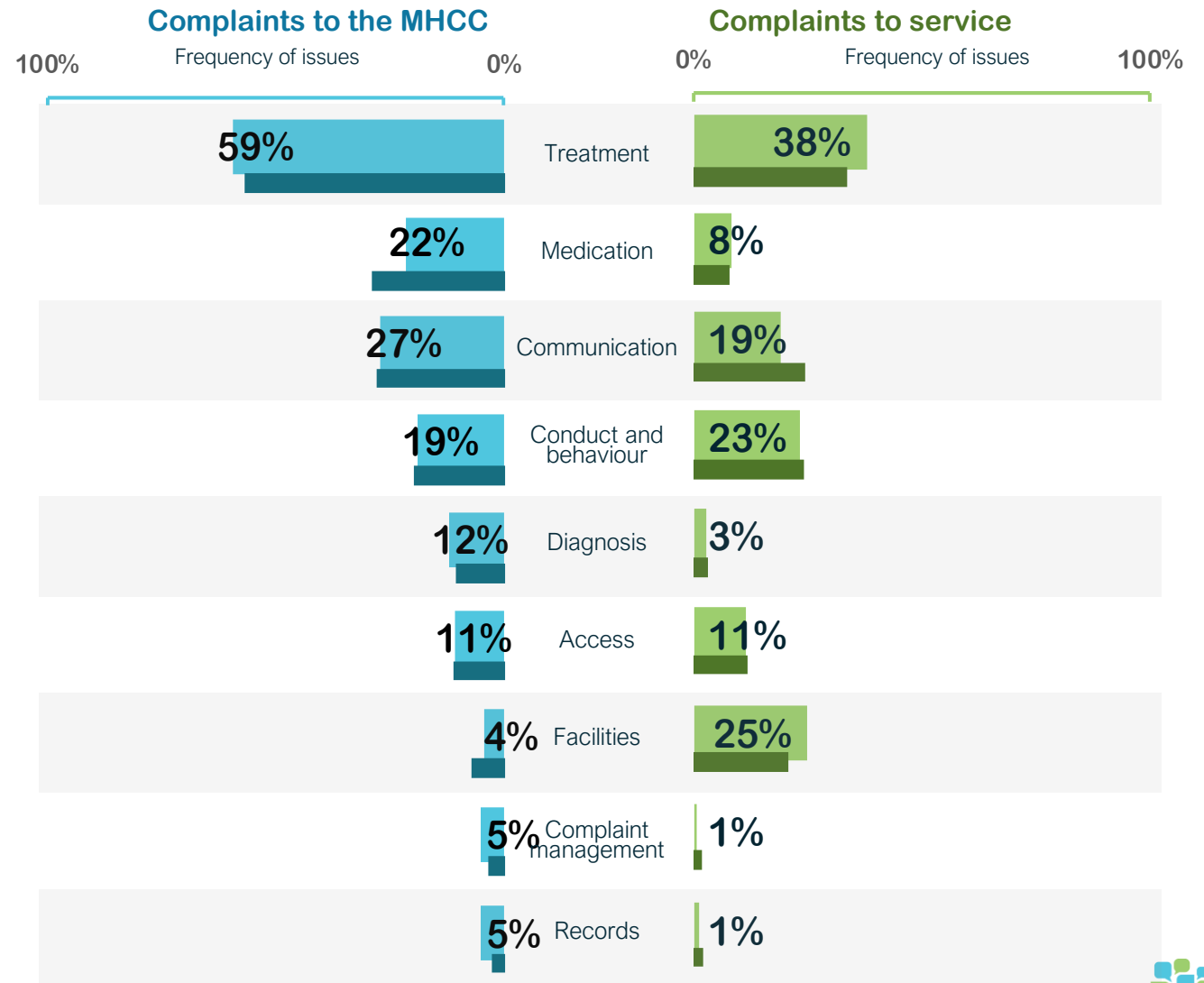
● to the MHCC (n=158)

● to the service (n=185)

Sector-wide complaints

● to the MHCC (n=1442)

● to the service (n=1671)

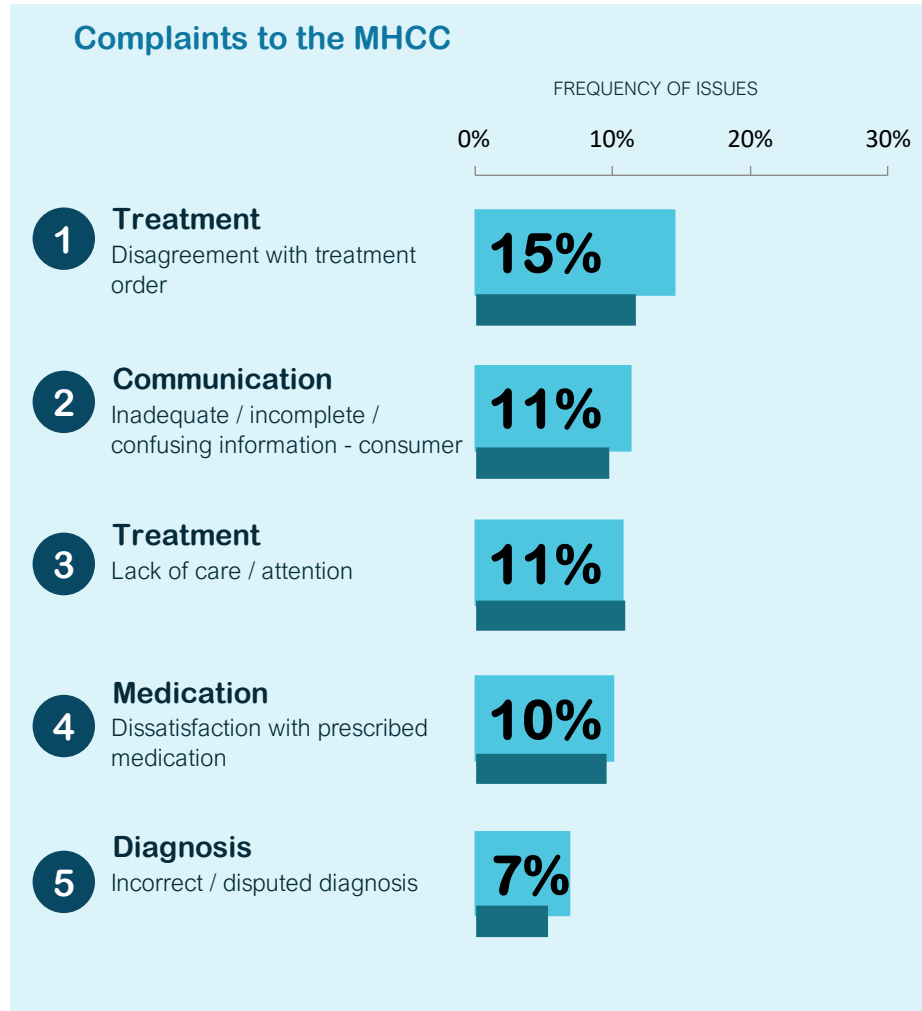


# What were complaints about? 2022-23

Most frequent Level 3 issues raised about Melbourne Health

Complaints about Melbourne Health		Sector-wide complaints	
●	to the MHCC (n=158)	●	to the MHCC (n=1442)
●	to the service (n=185)	●	to the service (n=1671)

- The issues most frequently raised in complaints made to the MHCC about Melbourne Health were disagreements with treatment orders, inadequate / incomplete / confusing information, and lack of care / attention.
- Rudeness / lack of respect / discourtesy and inadequate / incomplete / confusing information provided to the consumer were the most frequently raised issues in complaints made directly to the service.

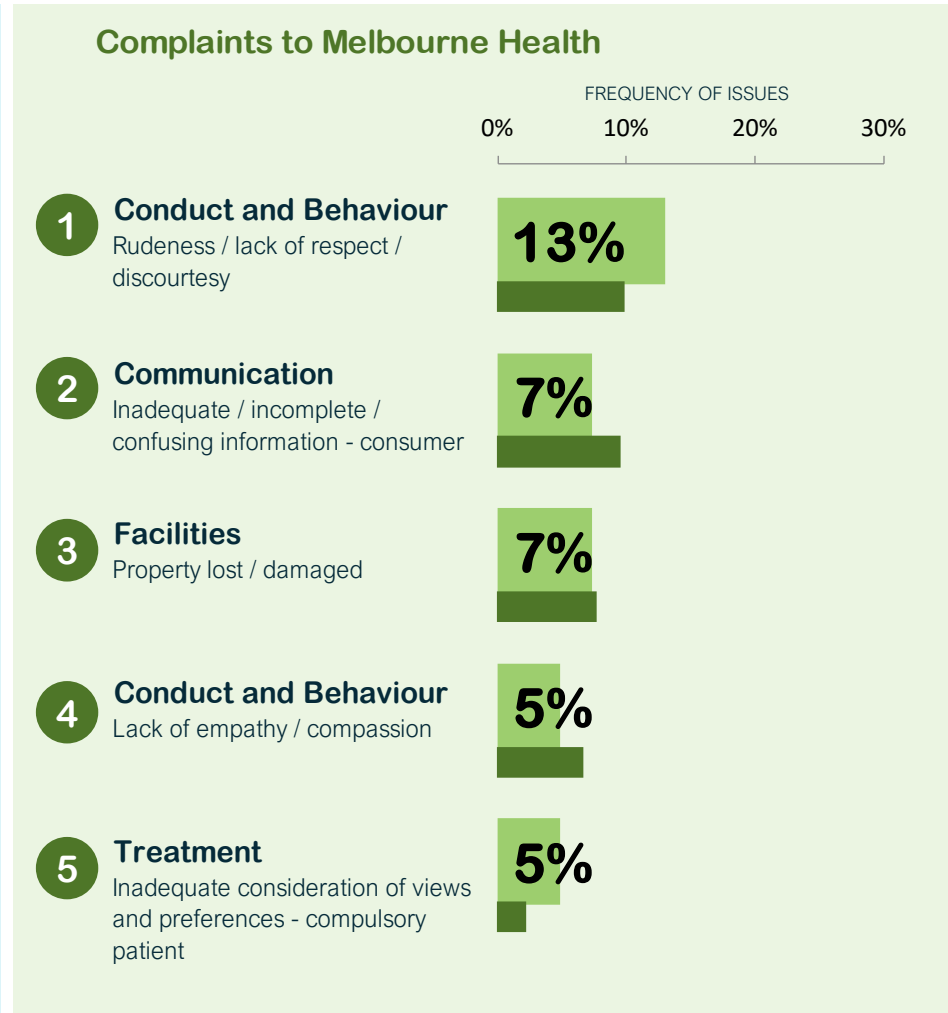
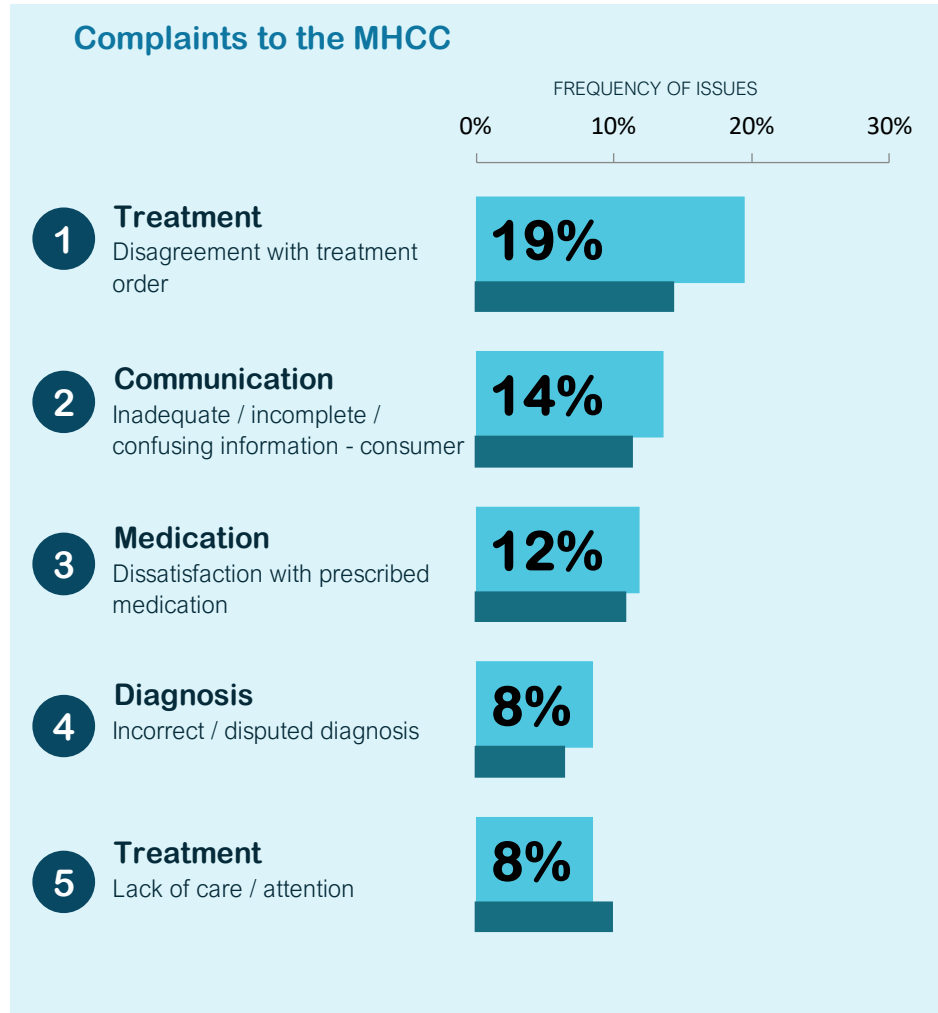


# Issues raised by consumers 2022-23

Most frequent Level 3 issues raised about Melbourne Health

Complaints about Melbourne Health		Sector-wide complaints	
●	to the MHCC (n=118)	●	to the MHCC (n=1074)
●	to the service (n=123)	●	to the service (n=1039)

- Disagreement with treatment orders, and inadequate / incomplete / confusing information were the most frequently raised issues in complaints made by consumers to the MHCC about Melbourne Health.
- The most frequently occurring issues in complaints made by consumers directly to the service were rudeness / lack of respect / discourtesy, inadequate / incomplete / confusing information, and damaged / lost property.

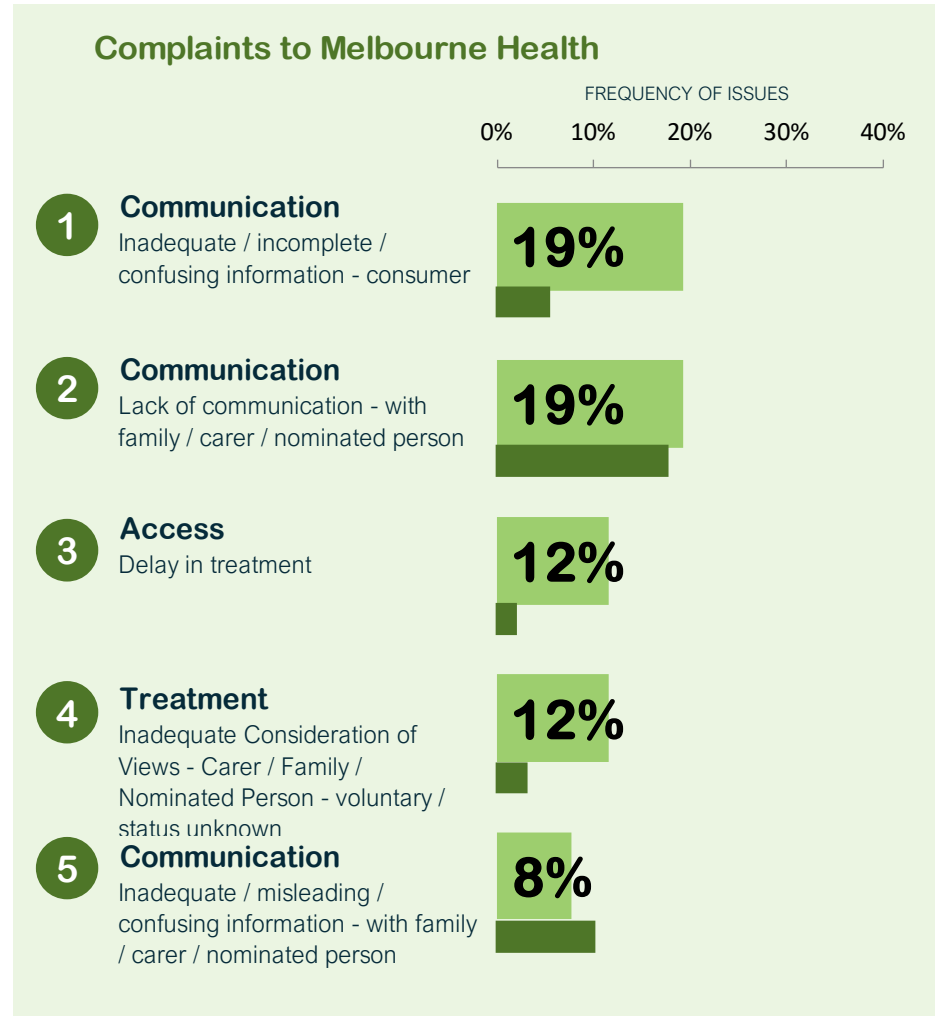
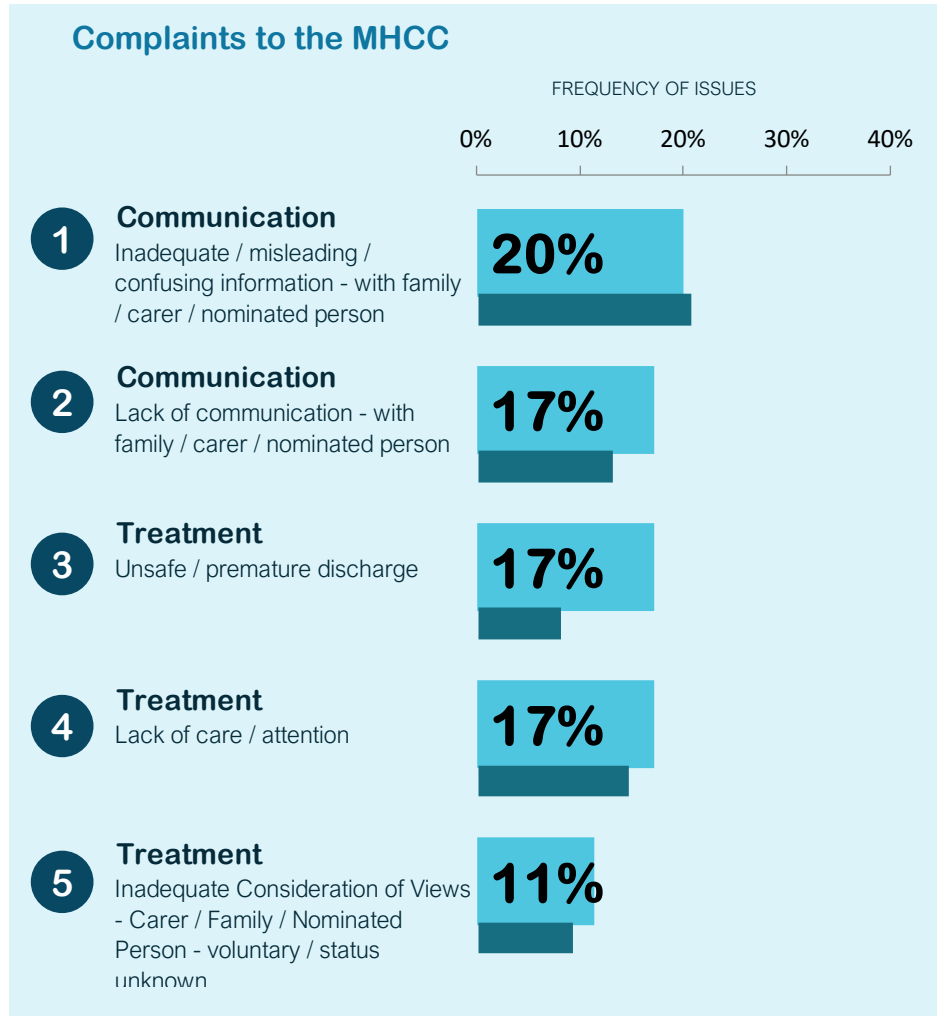


# Issues raised by carers 2022-23

Most frequent Level 3 issues raised about Melbourne Health

- The most frequently occurring issues in complaints made by carers to the MHCC about Melbourne Health included inadequate / misleading / confusing information, and lack of communication.
- Inadequate / incomplete / confusing information and lack of communication were the most commonly occurring issues in complaints made by carers directly to Melbourne Health.

<b>Complaints about Melbourne Health</b>	<b>Sector-wide complaints</b>
● to the MHCC (n=35)	● to the MHCC (n=320)
● to the service (n=26)	● to the service (n=380)



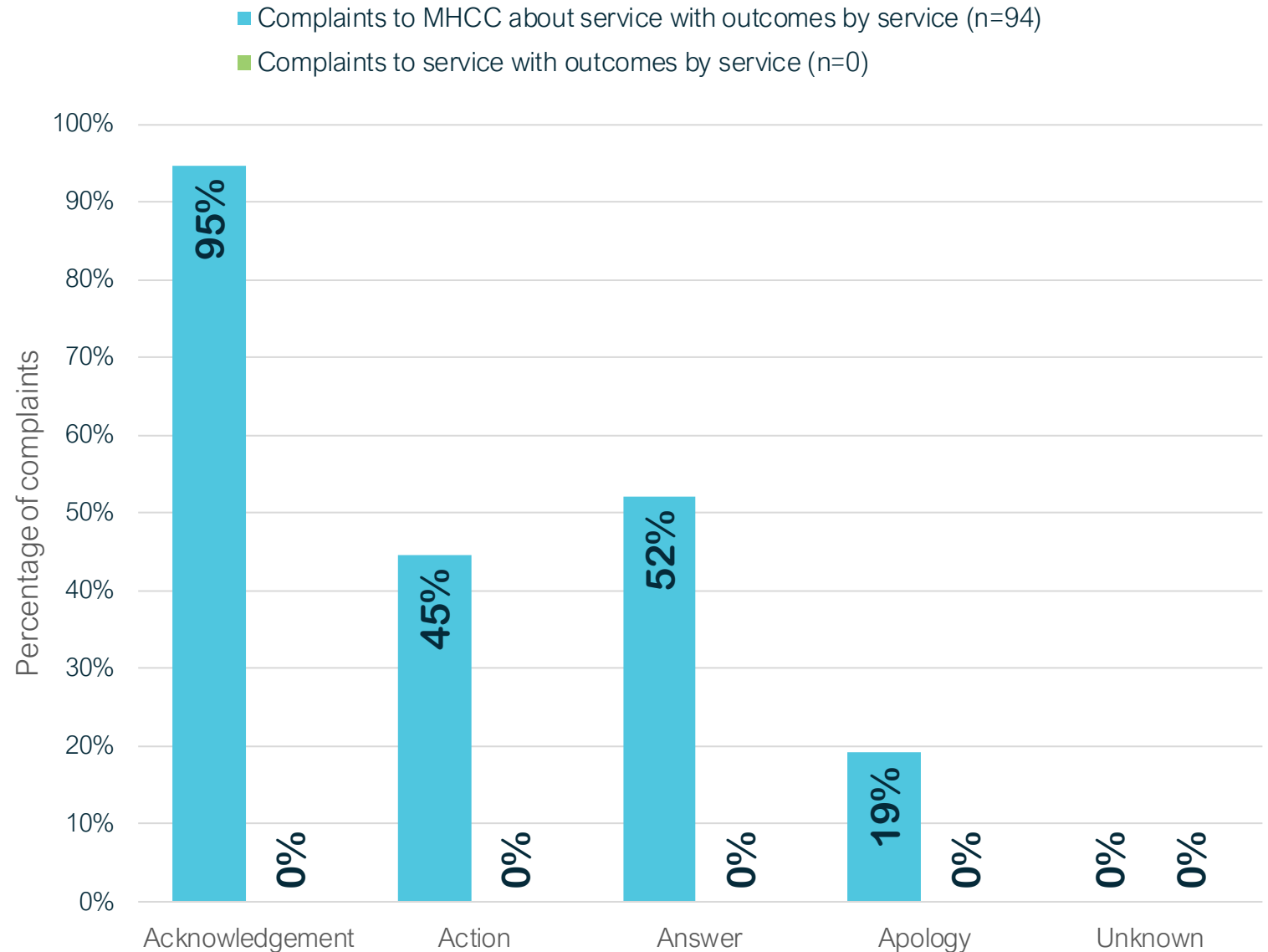


# Outcomes of complaints

# What were the outcomes of complaints? 2022-23

Closed complaints about Melbourne Health

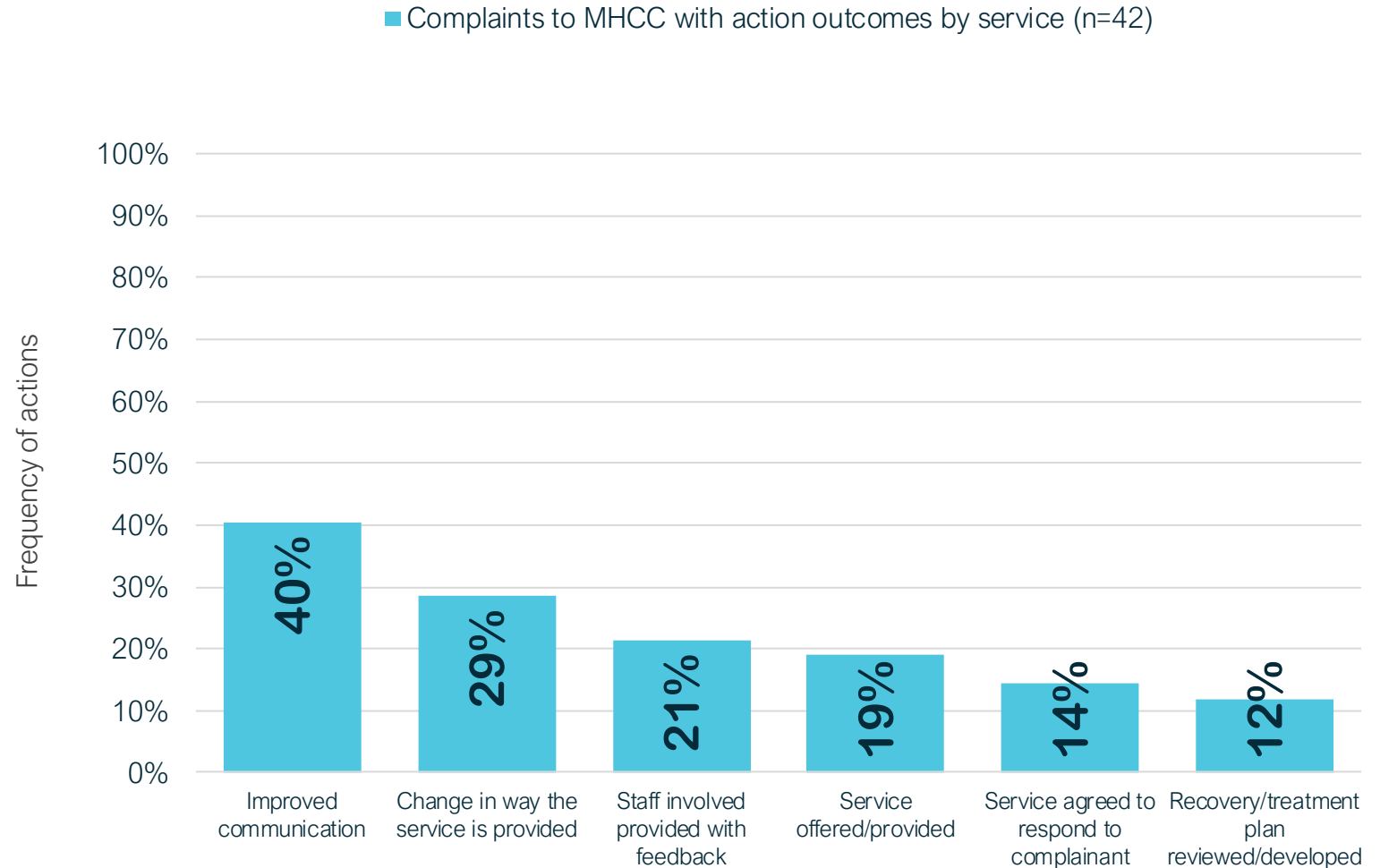
- Outcomes of complaints are framed in terms of the '4 A's' of complaint resolution - acknowledgement, action, answers and apology.
- This chart only includes complaints to the MHCC about Melbourne Health that were assessed as being in scope for resolution or having a known service outcome. The most common outcome for these complaints was acknowledgement of the issue(s) raised by the complainant followed by an answer in response to a 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 Melbourne Health in response to complaints to the MHCC included:
  - improving communication
  - changing in the way the service is provided
  - staff involved provided with feedback







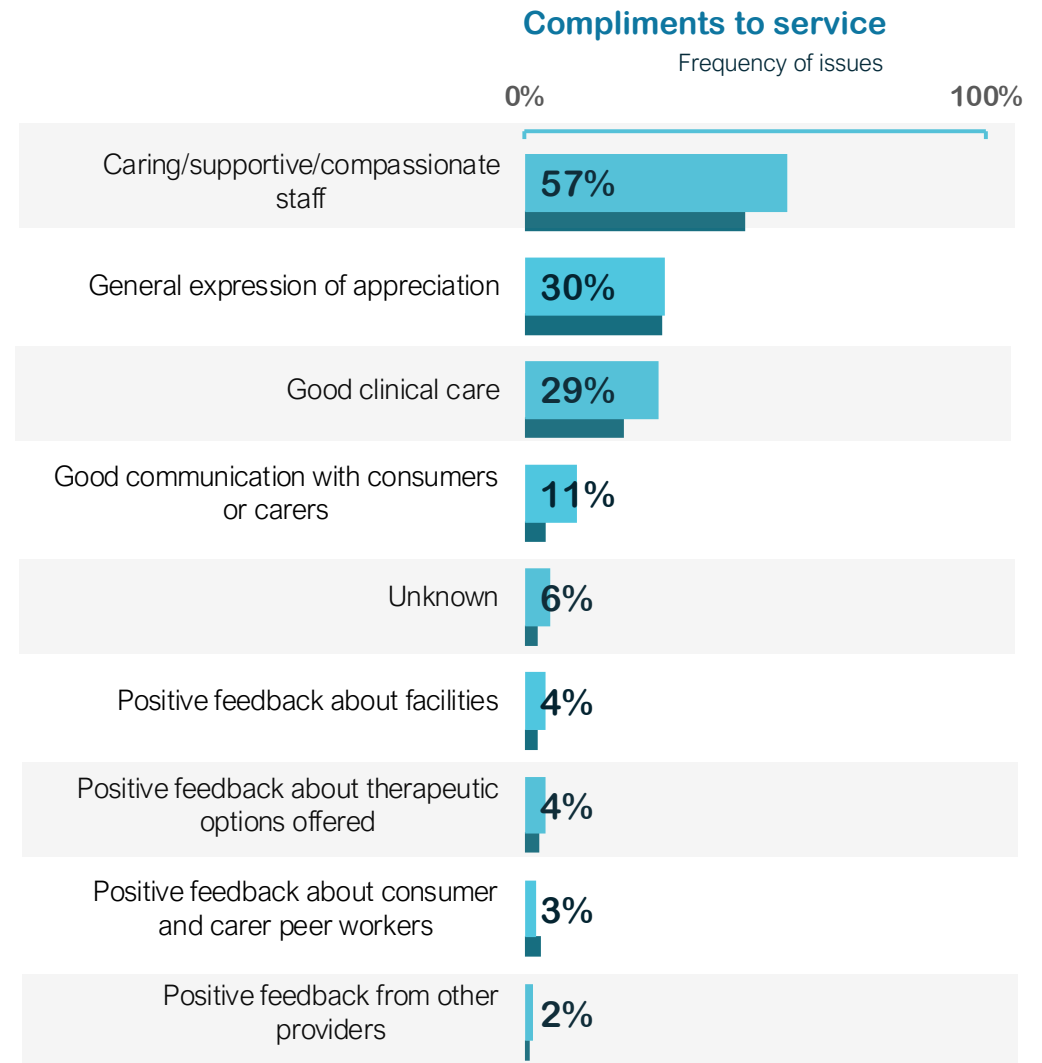
# Themes raised in compliments

# What were compliments about? 2022-23

● Compliments to Melbourne Health (n=158)      ● Compliments to services sector-wide (n=1041)

Issues raised in compliments about Melbourne Health

- The most frequently raised compliment issue was caring / supportive / compassionate staff.
- Other notable compliment areas were general expressions of appreciation for the service (30%), and good clinical care (29%).
- A considerable level of detail was provided by Melbourne Health about their compliments data that enabled the MHCC to identify more specific themes.



# Key points to consider



## Complaint numbers

- The number of complaints made to the MHCC about Melbourne Health and the number of complaints made directly to the service decreased from 2021-22 to 2022-23.
- In contrast with the previous year, there were more complaints about Melbourne Health made directly to the service than to the MHCC.
- Consumers made three quarters of complaints both to the MHCC about Melbourne Health and to the service itself.



## Issues raised

- Issues raised in complaints to the MHCC about Melbourne Health were consistent with those raised in complaints to the MHCC for the sector, with Treatment, Communication and Medication being the most common issues.
- Issues raised in complaints made directly to the service were also consistent with those raised in complaints to services for the sector, with Treatment, Facilities, and Conduct and behaviour being commonly mentioned issues.



## Outcomes

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