

# Summary of service provider complaint report

## Mid 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:



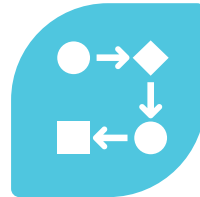
**identify key themes**  
and emerging issues  
across the sector



**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

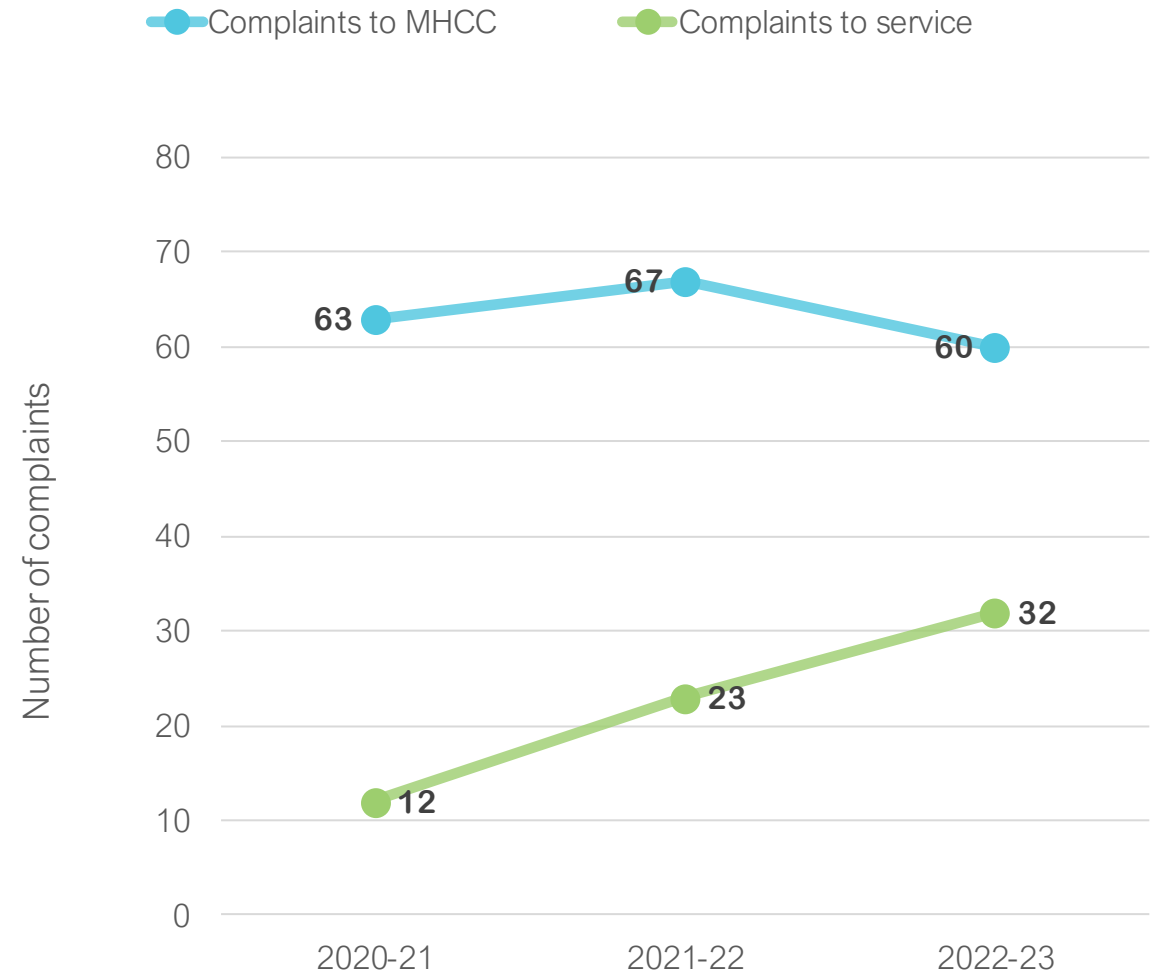
60

Complaints to the MHCC  
about Mid West AMHS

32

Complaints to Mid  
West AMHS

- The number of complaints made to the MHCC about Mid West AMHS dropped slightly between 2021-22 and 2022-23, while the number of complaints made directly to the service continued to rise since 2020-21.
- Despite these changes, the number of complaints made to the MHCC about Mid West AMHS remained higher than complaints made directly to the service.

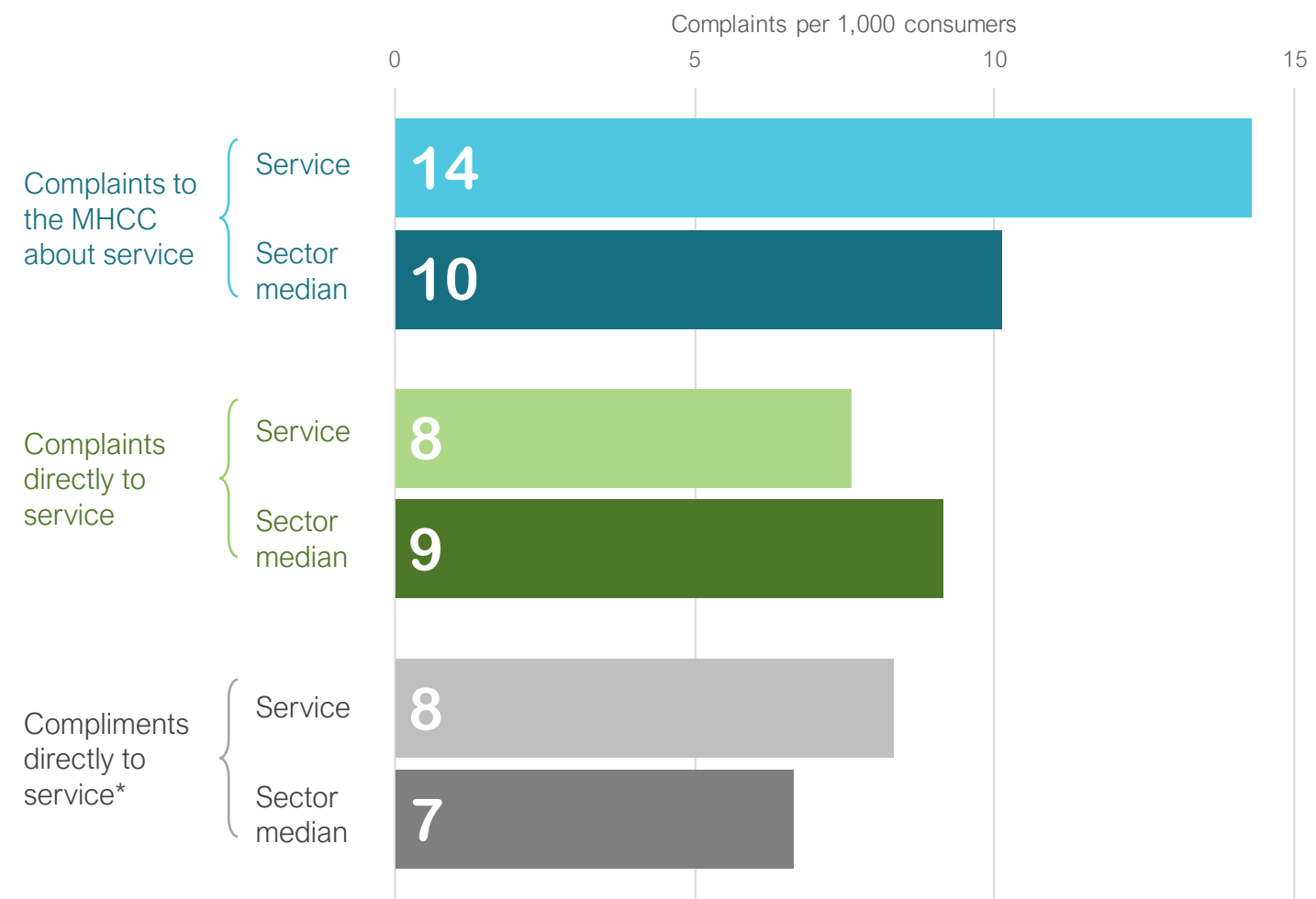


# Complaint and compliment rates

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 received by the MHCC about Mid West AMHS was higher than the sector median, but lower than the previous year.
- The rate of complaints made directly to the service was lower than the sector median while higher than that recorded in the previous year.
- The rate of compliments made directly to the service was higher than the sector media, which was significantly higher than the previous year.

<b>Complaints about Mid West AMHS</b>	<b>Sector-wide complaint</b>
● to the MHCC (n=60)	● to the MHCC (n=1442)
● to the service (n=32)	● to the service (n=1671)
● Compliments to Mid West AMHS (n=35)	● Compliments to services sector-wide (n=1041)

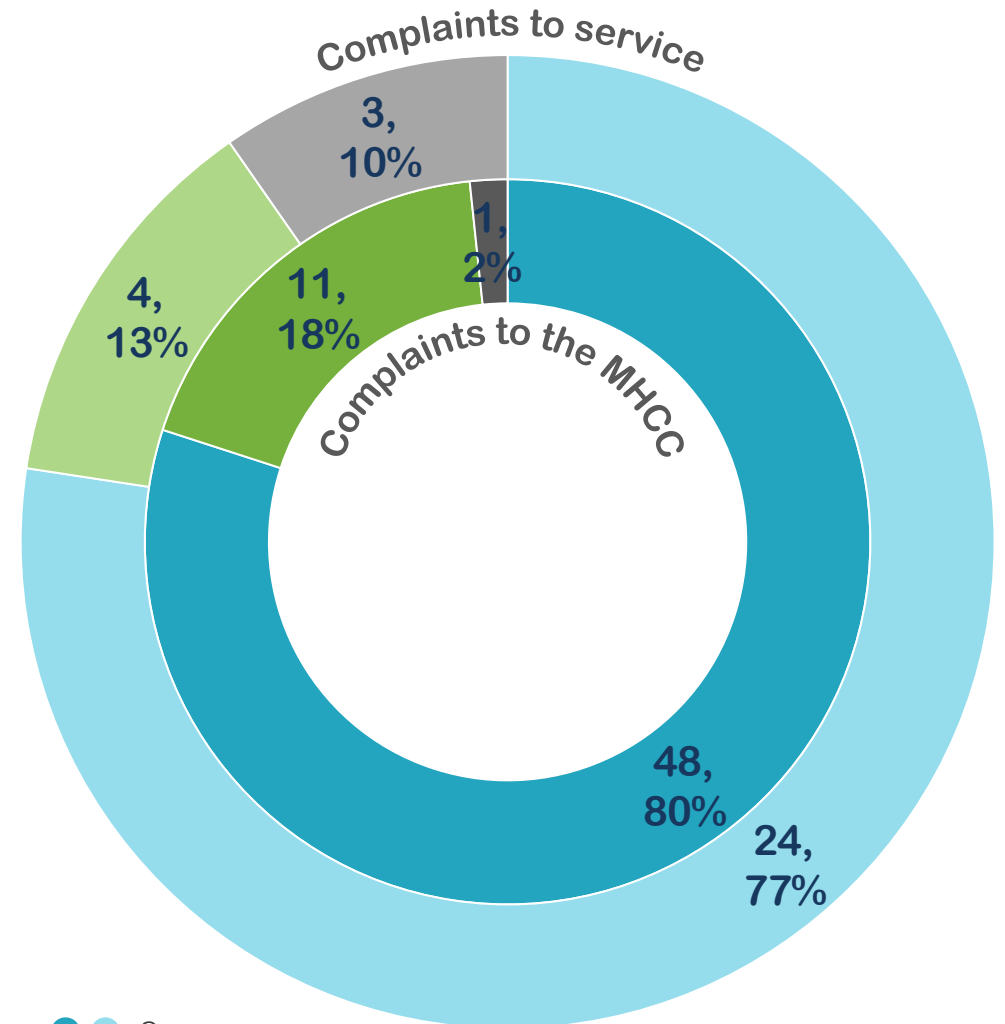


\*Note: not all services reported compliments, and services likely used different approaches to capture compliments data

# Who is making complaints? 2022-23

Complaints raised about Mid West AMHS

- Consumers made the vast majority of complaints to the MHCC about Mid West AMHS and complaints directly to the service.
- Carers accounted for under a fifth of the complaints to the MHCC about Mid West AMHS (18%) and only 13% of complaints directly to the service.



- Consumer
- Family member/carers
- Other

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

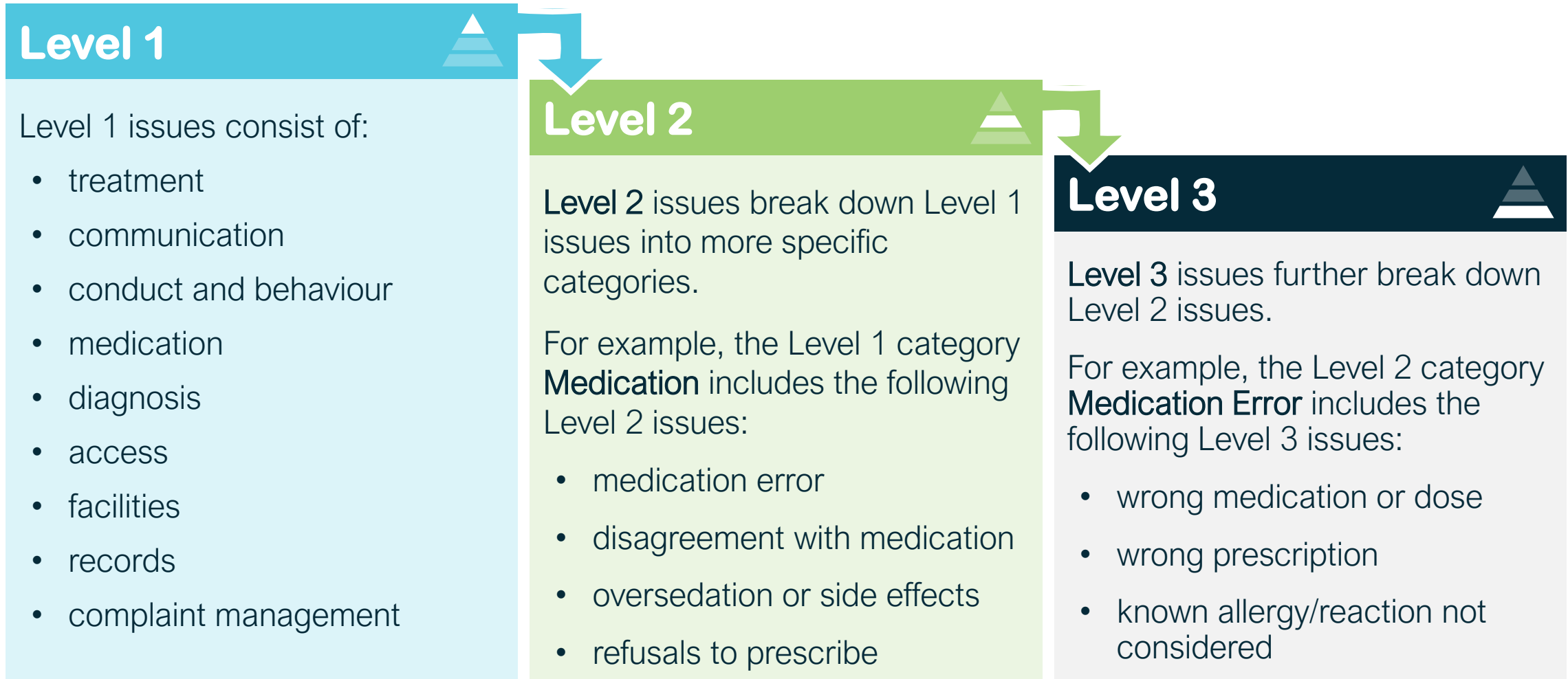


# Issues raised in complaint



# 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 Mid West AMHS

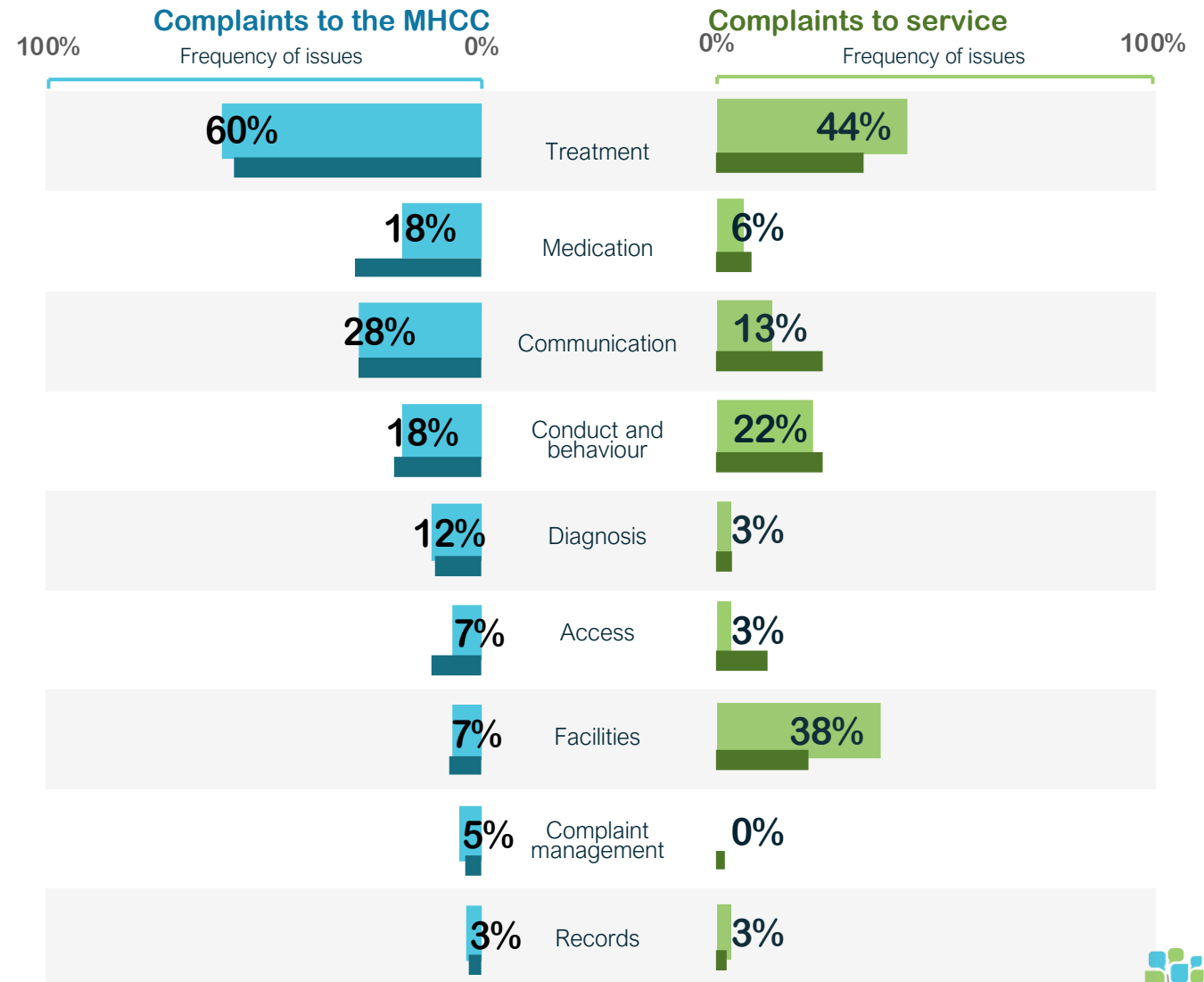
- The complaints shown on this page consist of all those made by consumers, family members / carers and any other persons.
- Issues raised in complaints to the MHCC about Mid West AMHS were consistent with those raised in complaints to the MHCC for the sector, with Treatment and Communication issues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

Complaints about Mid West AMHS

- to the MHCC (n=60)
- to the service (n=32)

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 Mid West AMHS

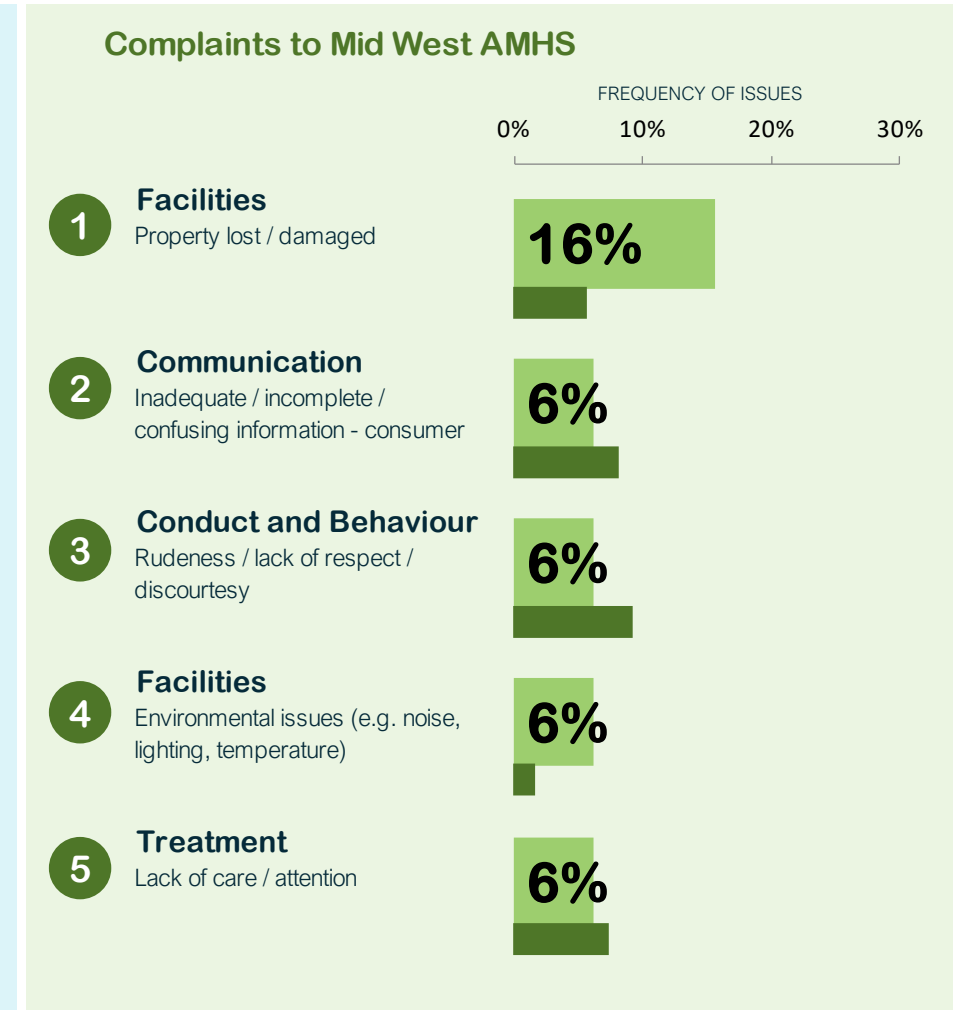
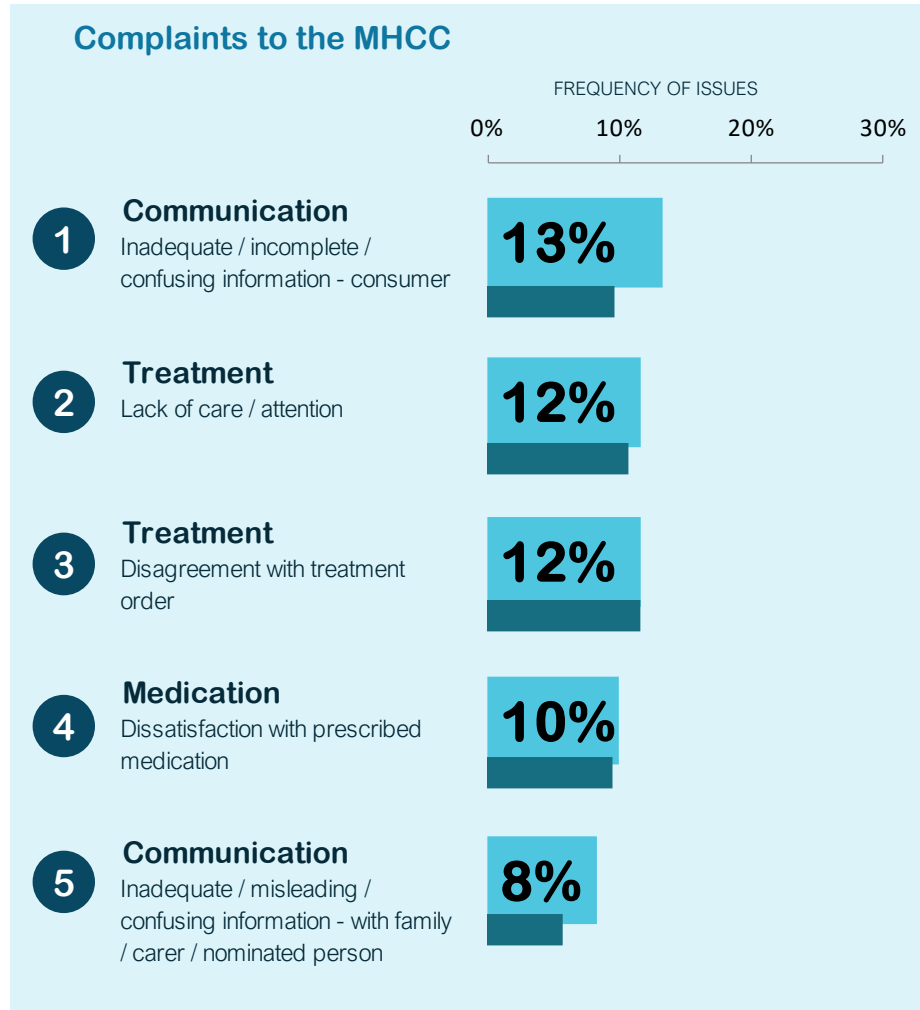
Complaints about Mid West AMHS

- to the MHCC (n=60)
- to the service (n=32)

Sector-wide complaints

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

- The issues most frequently raised in complaints made to the MHCC about Mid West AMHS were inadequate / incomplete / confusing information provided to consumers, lack of care / attention and disagreements with treatment orders.
- The top issue most frequently raised in complaints made directly to the service was property lost / damaged, reported at a higher rate than that recorded across the sector.

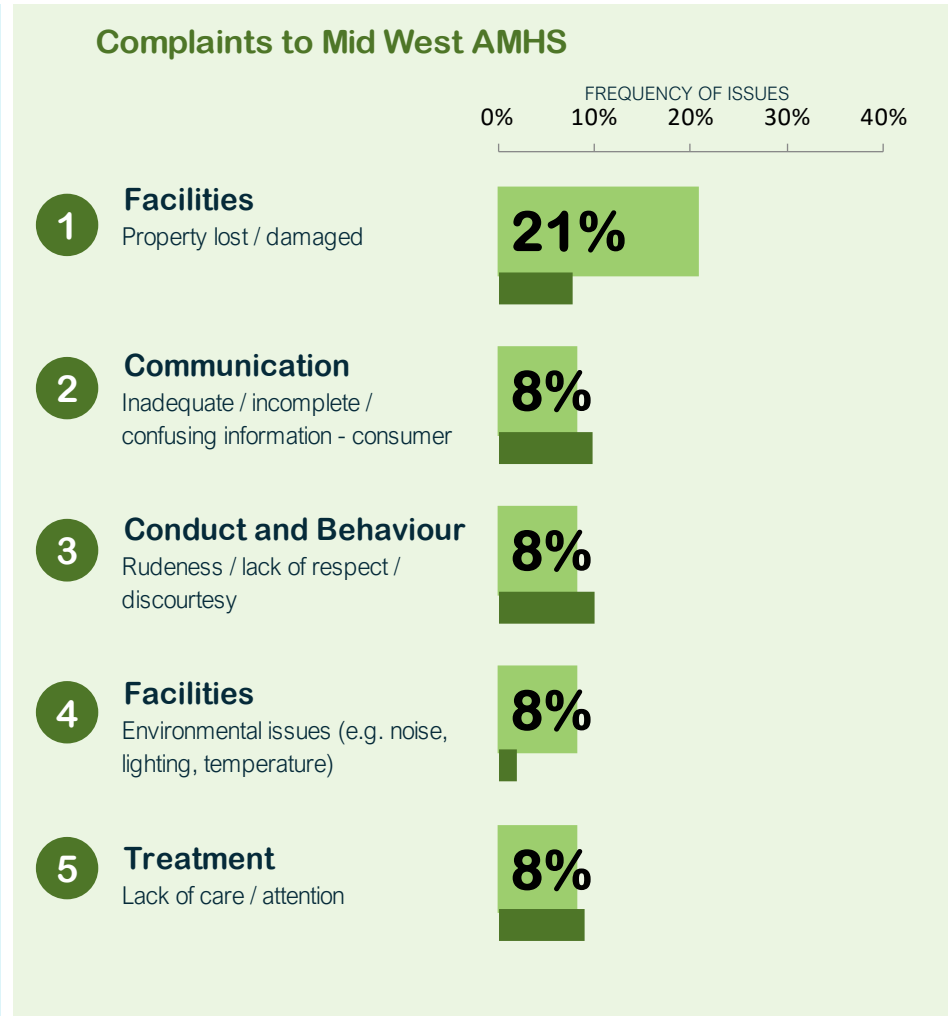
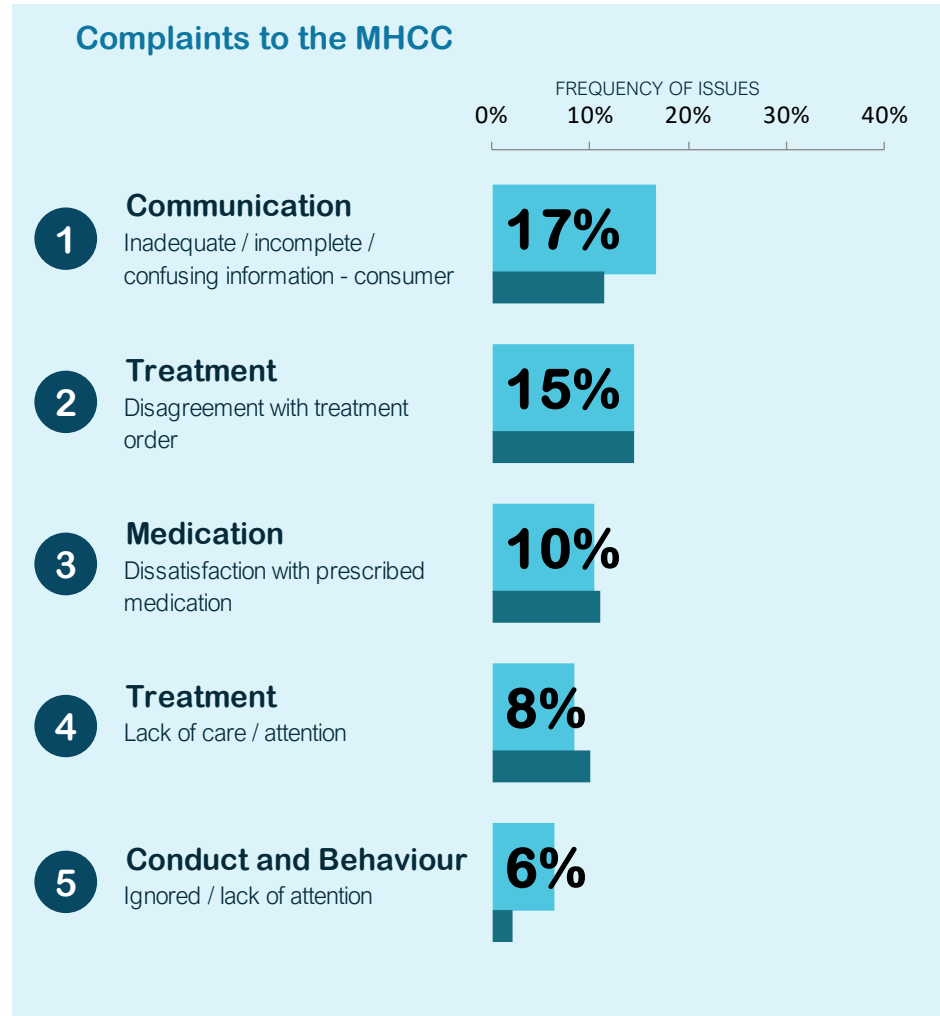


# Issues raised by consumers 2022-23

Most frequent Level 3 issues raised about Mid West AMHS

Complaints about Mid West AMHS		Sector-wide complaints	
●	to the MHCC (n=48)	●	to the MHCC (n=1074)
●	to the service (n=24)	●	to the service (n=1039)

- Inadequate / incomplete / confusing information, disagreements with treatment orders, and dissatisfaction with prescribed medications were the most commonly raised issues in complaints made by consumers to the MHCC about Mid West AMHS.
- The issue most frequently mentioned in complaints made directly to the service by consumers was property lost / damaged.

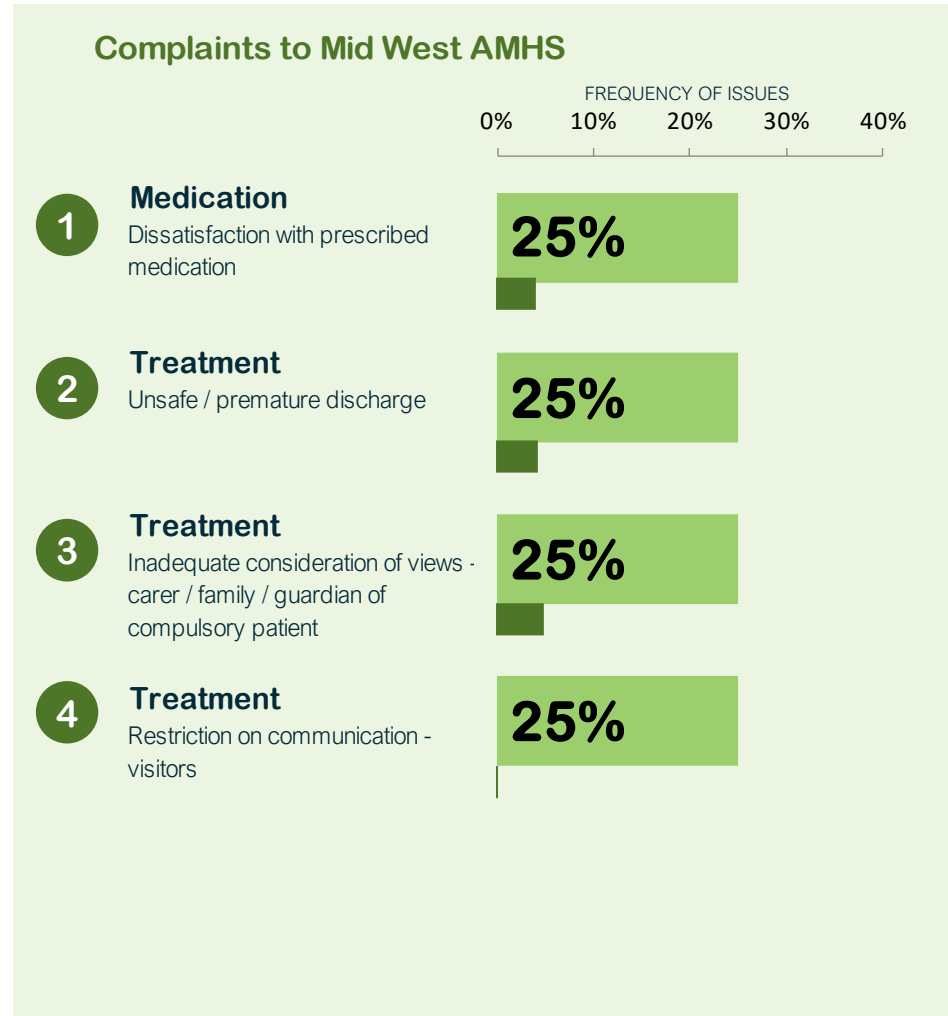
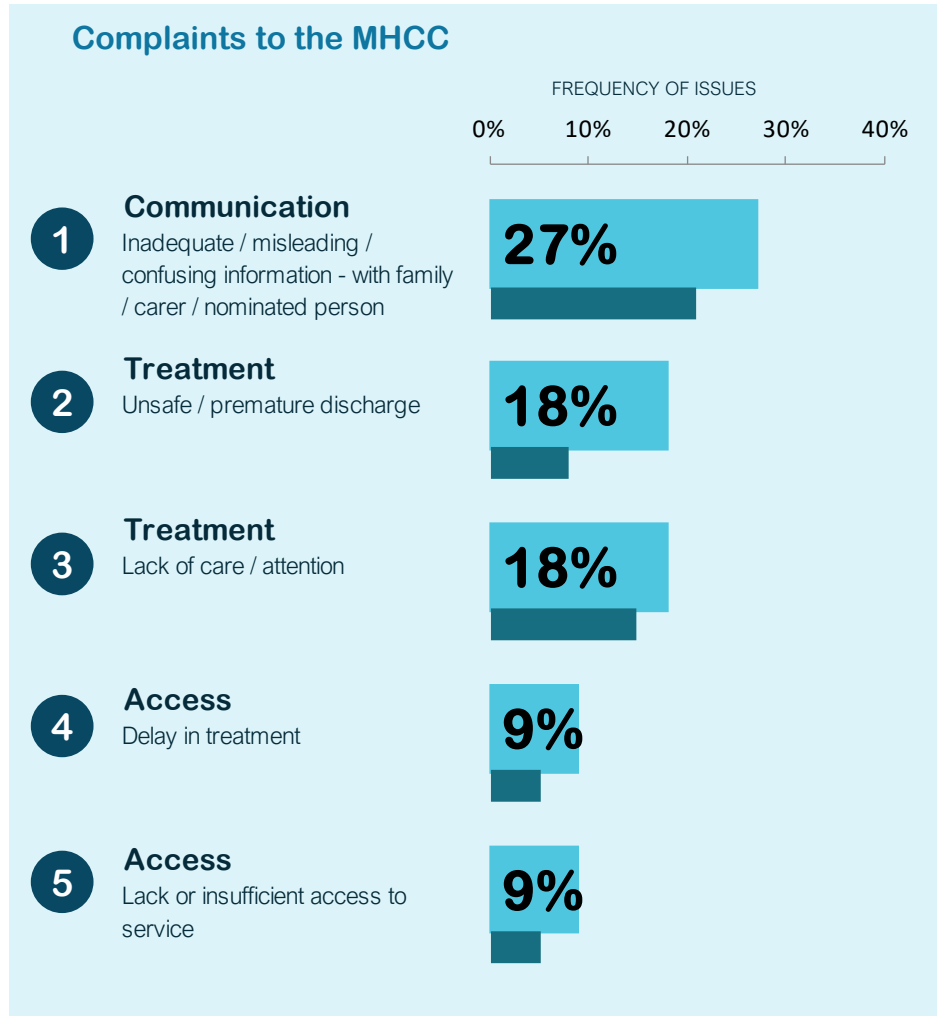


# Issues raised by carers 2022-23

Most frequent Level 3 issues raised about Mid West AMHS

- The issues most frequently raised in complaints made by carers to the MHCC about Mid West AMHS include inadequate / misleading / confusing information, unsafe / premature discharge, and lack of care / attention.
- The four issues raised in the four complaints made by carers directly to the service were dissatisfaction with prescribed medication, unsafe / premature discharge, inadequate consideration of views, and restrictions on communication.

<b>Complaints about Mid West AMHS</b>	<b>Sector-wide complaints</b>
● to the MHCC (n=11)	● to the MHCC (n=320)
● to the service (n=4)	● to the service (n=380)



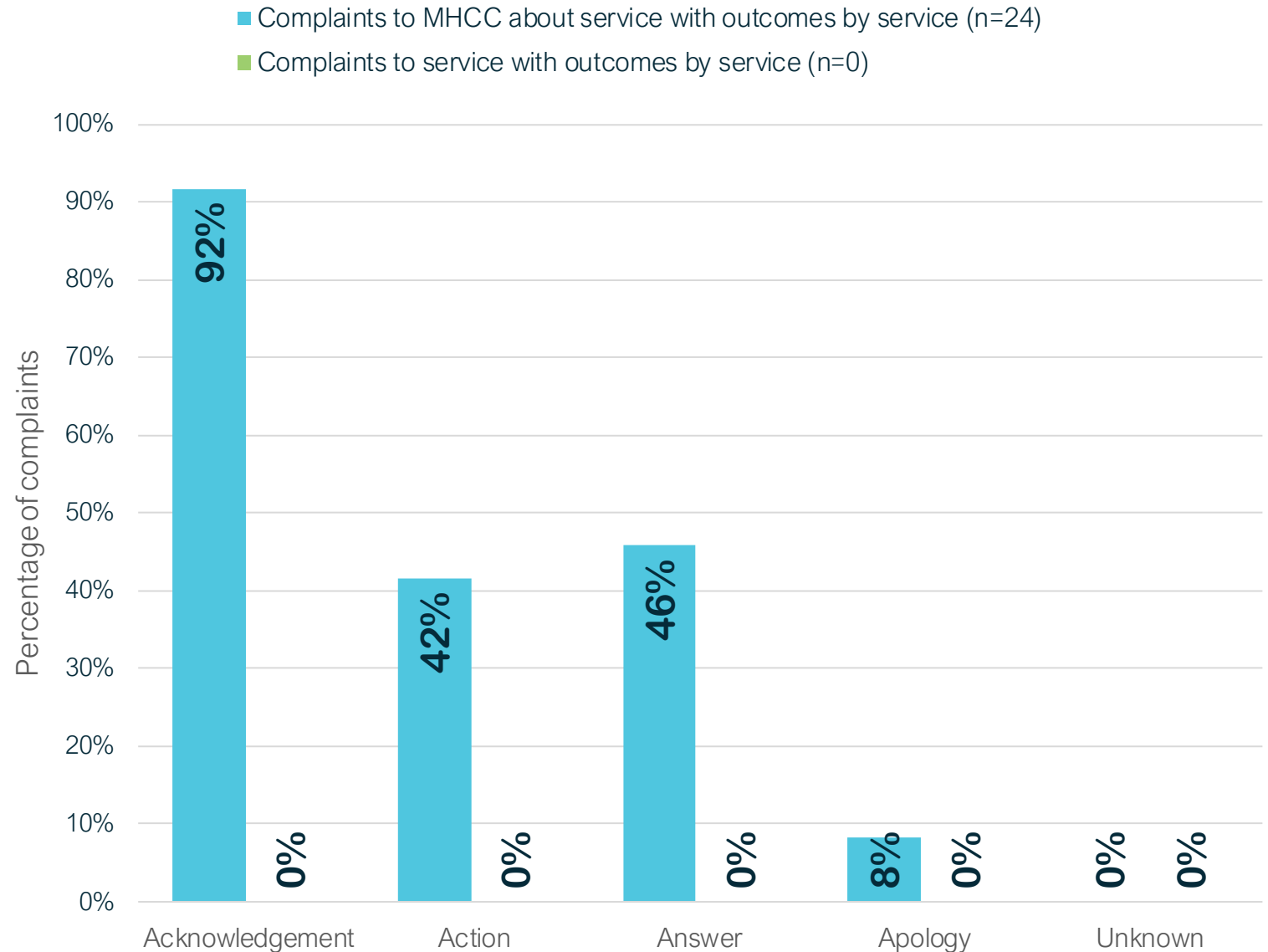


# Outcomes of complaints

# What were the outcomes of complaints? 2022-23

Closed complaints about Mid West AMHS

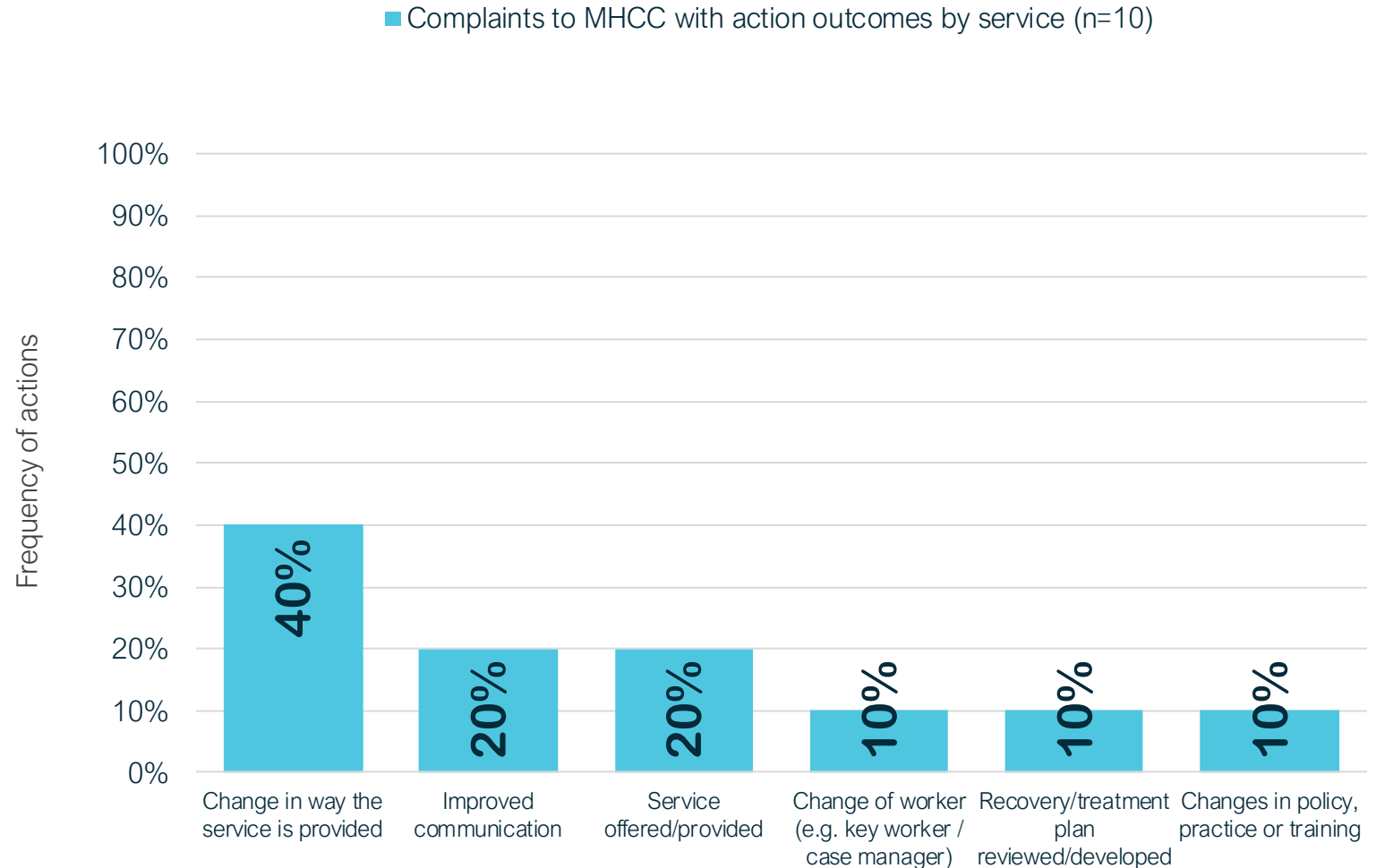
- Outcomes of complaints are framed in terms of the '4 A's' of complaint resolution - acknowledgement, action, answers and apology.
- This chart only includes complaints to the MHCC about Mid West AMHS that were assessed as being in scope for resolution or having a known service outcome. The most common 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 Mid West AMHS in response to complaints to the MHCC included:
  - changing the way a service is provided
  - improving communication
  - offering / providing service







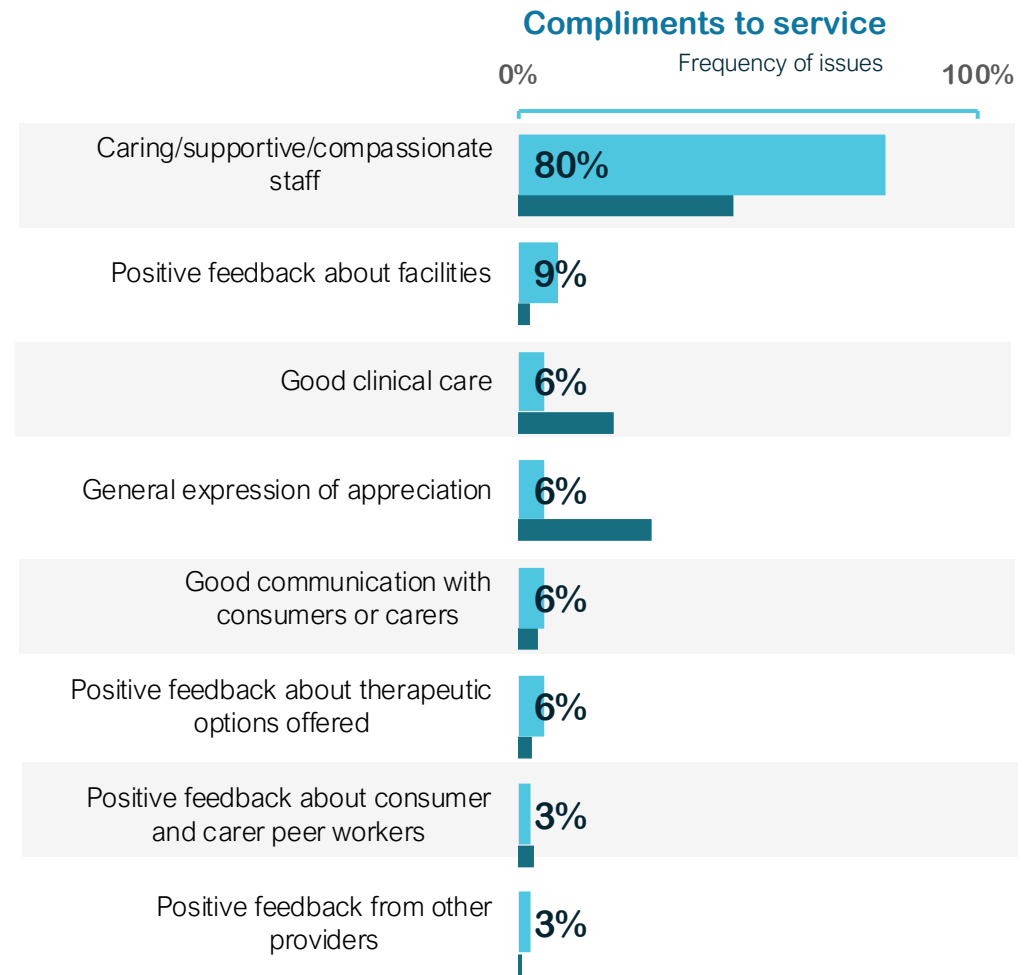
# Themes in compliments

# What were compliments about? 2022-23

● Compliments to Mid West AMHS (n=35)
 ● Compliments to services sector-wide (n=1041)

Issues raised in compliments about Mid West AMHS

- The majority of compliments made to Mid West AMHS related to caring / supportive / compassionate staff.
- Other notable compliment topics were positive feedback about facilities (9%) and good clinical care (6%).
- A considerable level of detail was provided by Mid West AMHS 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 Mid West AMHS dropped slightly between 2021-22 and 2022-23, while the number of complaints made directly to the service continued to rise since 2020-21.
- Consumers made the vast majority of complaints to the MHCC about Mid West AMHS and complaints directly to the service.



## Issues raised

- Issues raised in complaints to the MHCC about Mid West AMHS were consistent with those raised in complaints to the MHCC for the sector, with Treatment and Communication issues commonly mentioned in complaints.
- Issues raised in complaints made directly to the service were less consistent with sector wide trends, with Treatment, Facilities and Conduct & behaviour being the most common 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 Mid West AMHS in response to complaints to the MHCC was changing the way a service is provided.