

Summary of service provider complaint report

Clayton 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:



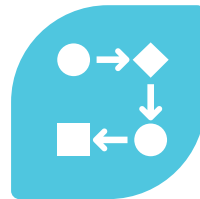
identify key themes
and emerging issues
across the sector



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

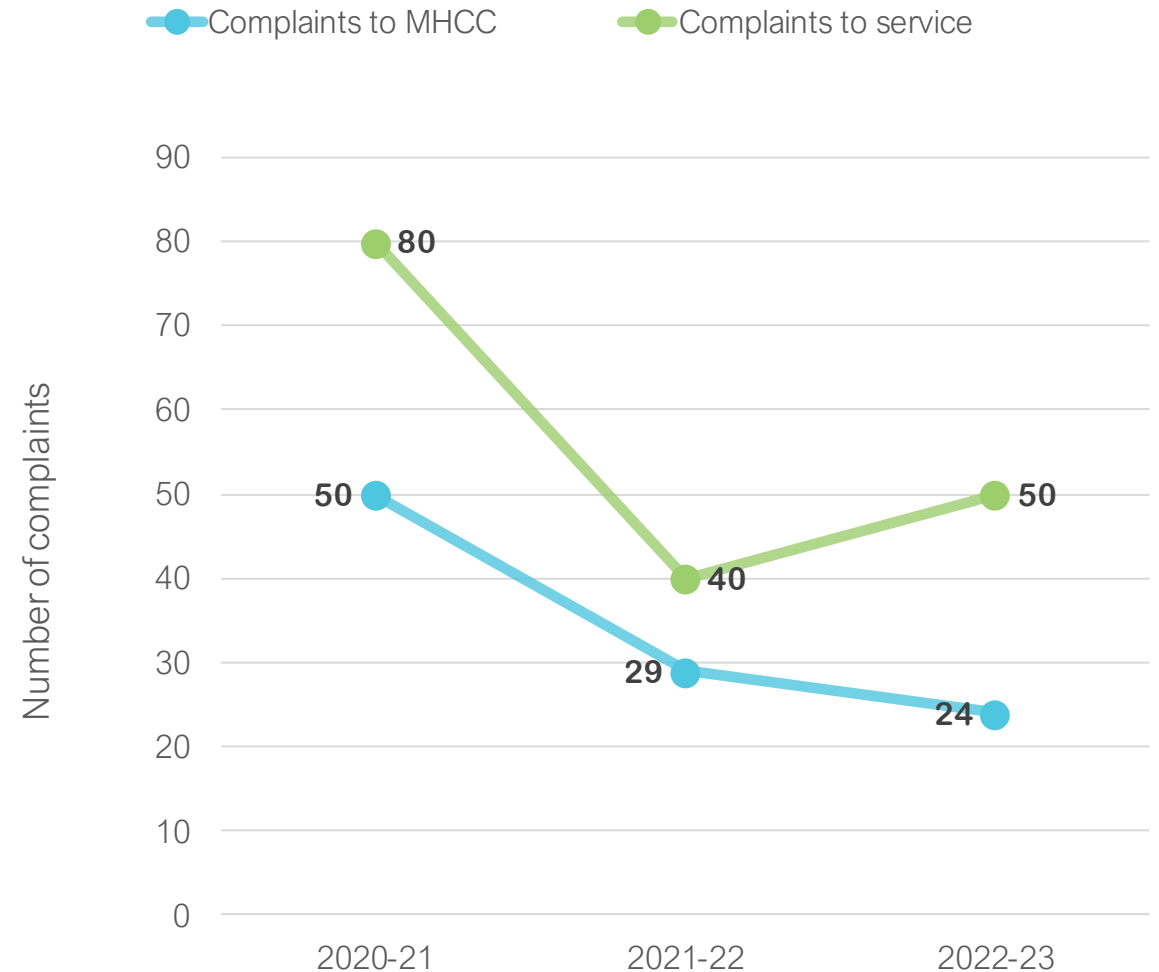
24

Complaints to the MHCC
about Clayton AMHS

50

Complaints to
Clayton AMHS

- The number of complaints made to the MHCC about Clayton AMHS decreased between 2021-22 and 2022-23, while the number of complaints made directly to the service increased notably.
- In line with the previous year, there were more complaints about Clayton AMHS made directly to the service than to the MHCC.

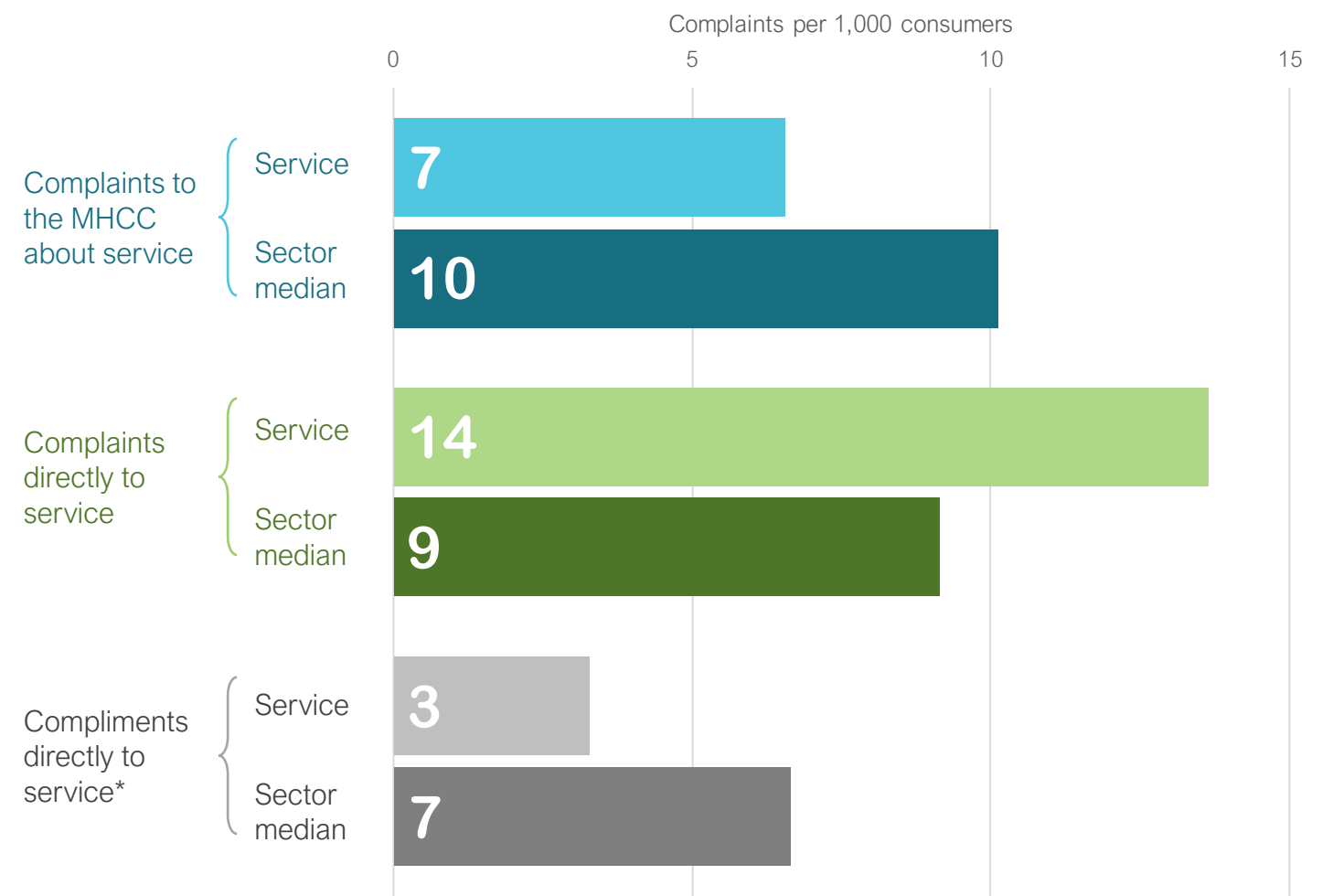


Complaint and compliment rates

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.
- Compared to last year, the rate of complaints received by the MHCC about Clayton AMHS has decreased while the rate of complaints made directly to the service has increased.
- The rate of complaints received by the MHCC about Clayton AMHS was less than the sector median, while the number of complaints made directly to the service was above the sector median.
- The rate of compliments made directly to the service was lower than the sector median.

Complaints about Clayton AMHS	Sector-wide complaint
● to the MHCC (n=24)	● to the MHCC (n=1442)
● to the service (n=50)	● to the service (n=1671)
● Compliments to Clayton AMHS (n=12)	● Compliments to services sector-wide (n=1041)

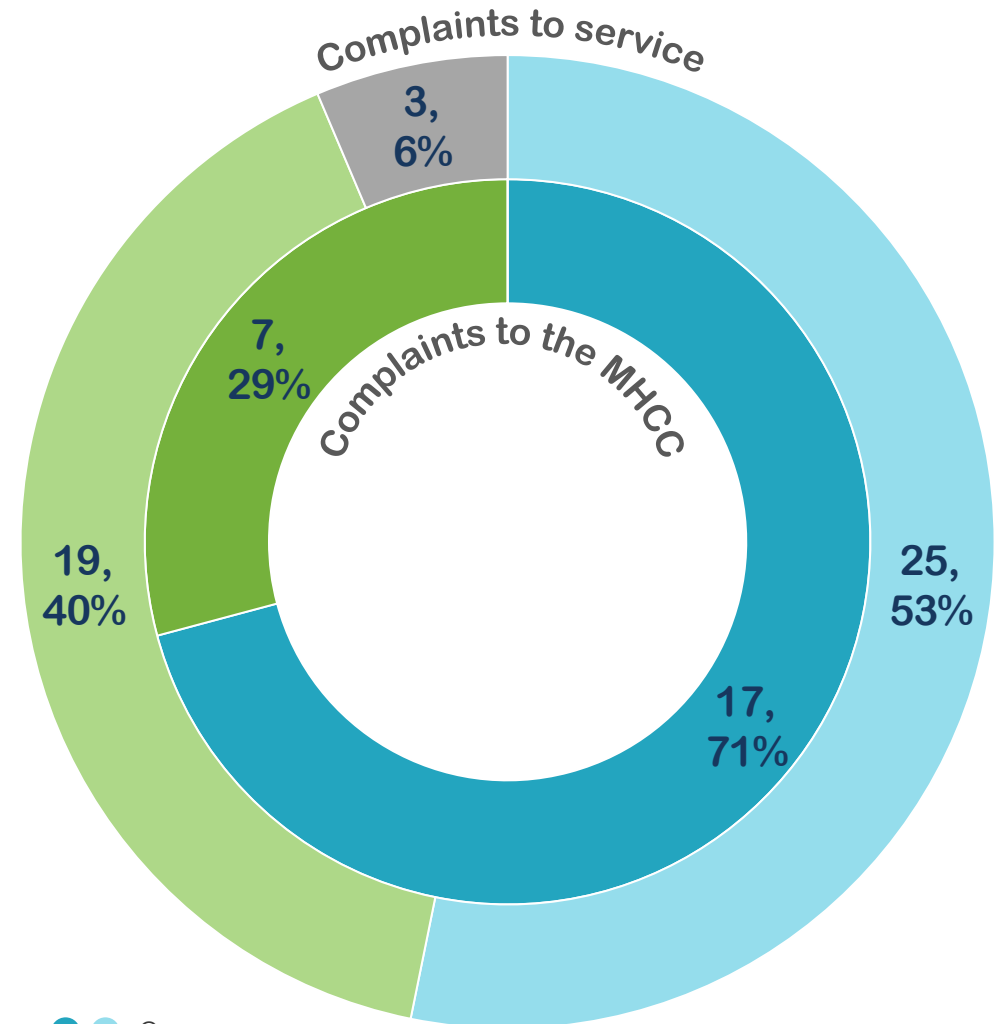


*Note: not all services reported compliments, and services likely used different approaches to capture compliments data

Who is making complaints? 2022-23

Complaints raised about Clayton AMHS

- Consumers made the majority of complaints to the MHCC about Clayton AMHS (71%) and over half of the complaints to the service itself (53%).
- In contrast, family members / carers made slightly less than one third of all complaints to the MHCC about Clayton AMHS (29%) and more than a third of all complaints directly to the service (40%).



- Consumer
- Family member/carer
- Other

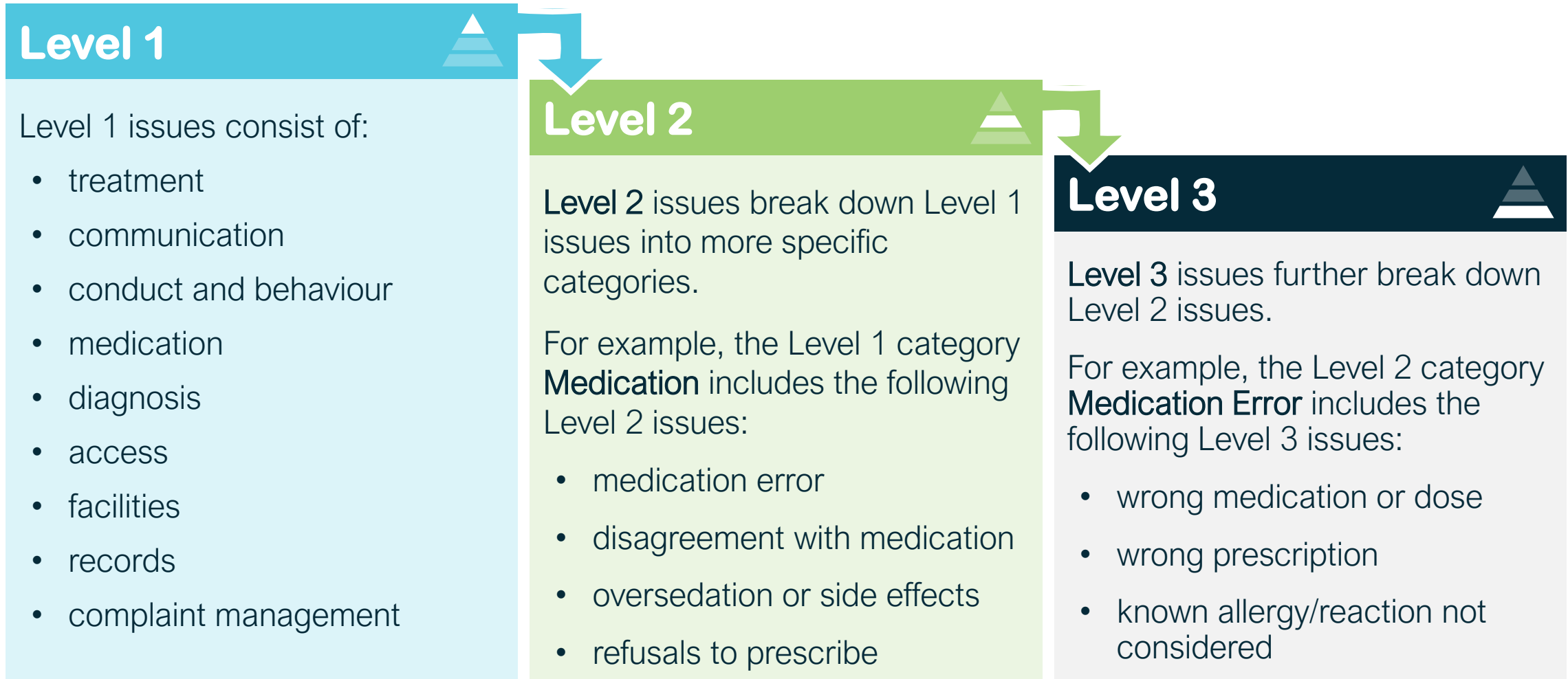
Note: this graphic does not include complaints where the complainant status was unknown.



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 Clayton AMHS

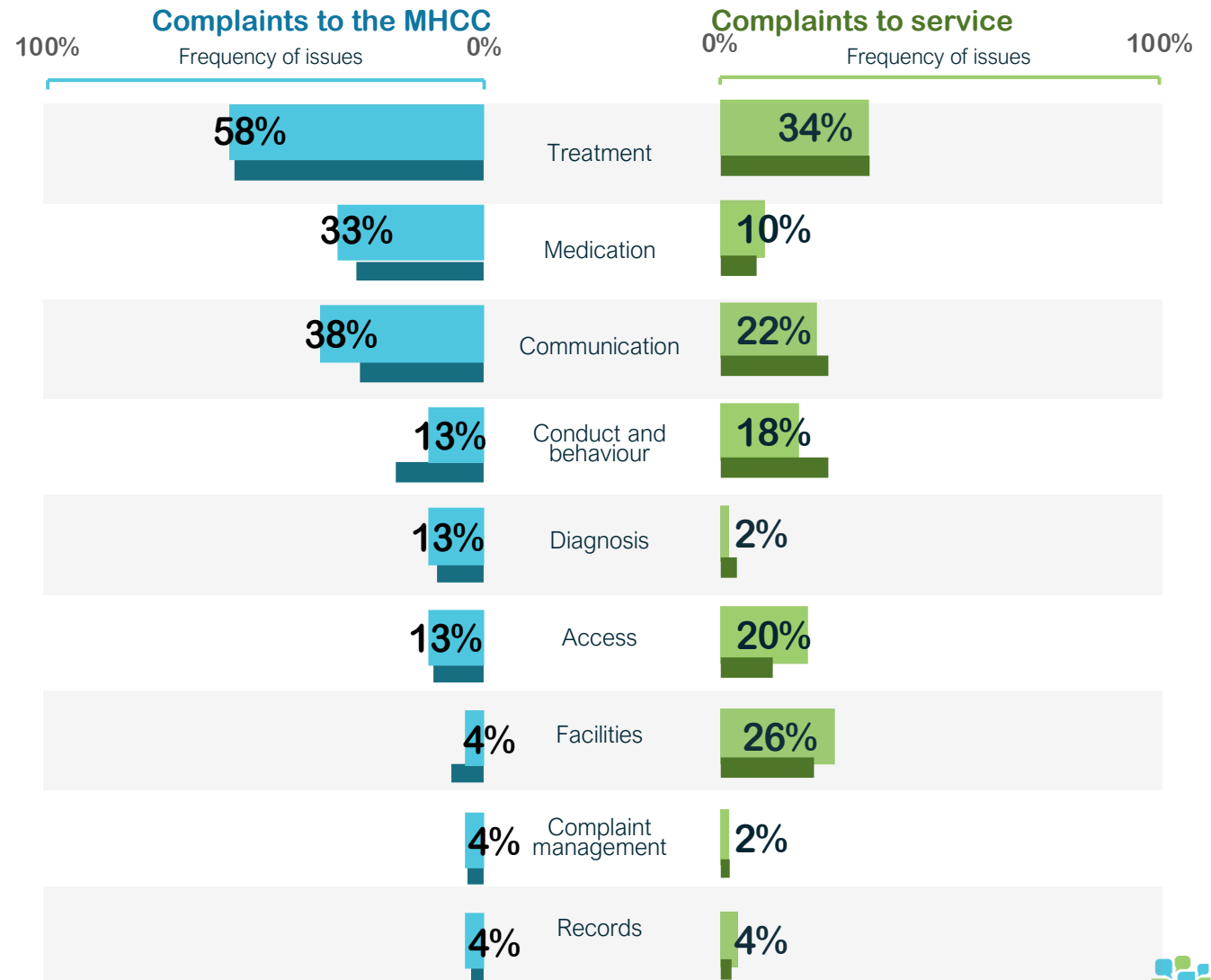
- The complaints shown on this page consist of all those made by consumers, family members / carers and any other persons.
- Issues raised in complaints to the MHCC about Clayton AMHS were consistent with those raised in complaints to the MHCC for the sector, with Treatment, Communication and Medication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

Complaints about Clayton AMHS

- to the MHCC (n=24)
- to the service (n=50)

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 Clayton AMHS

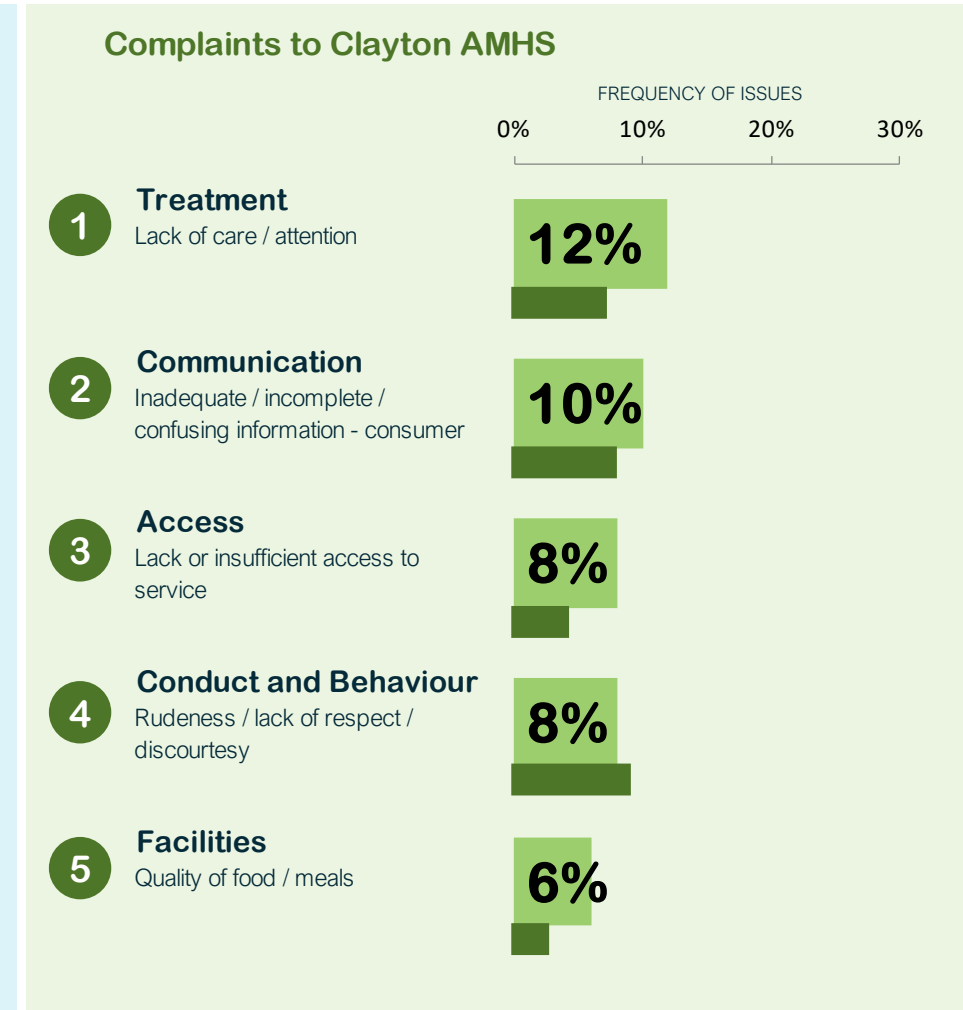
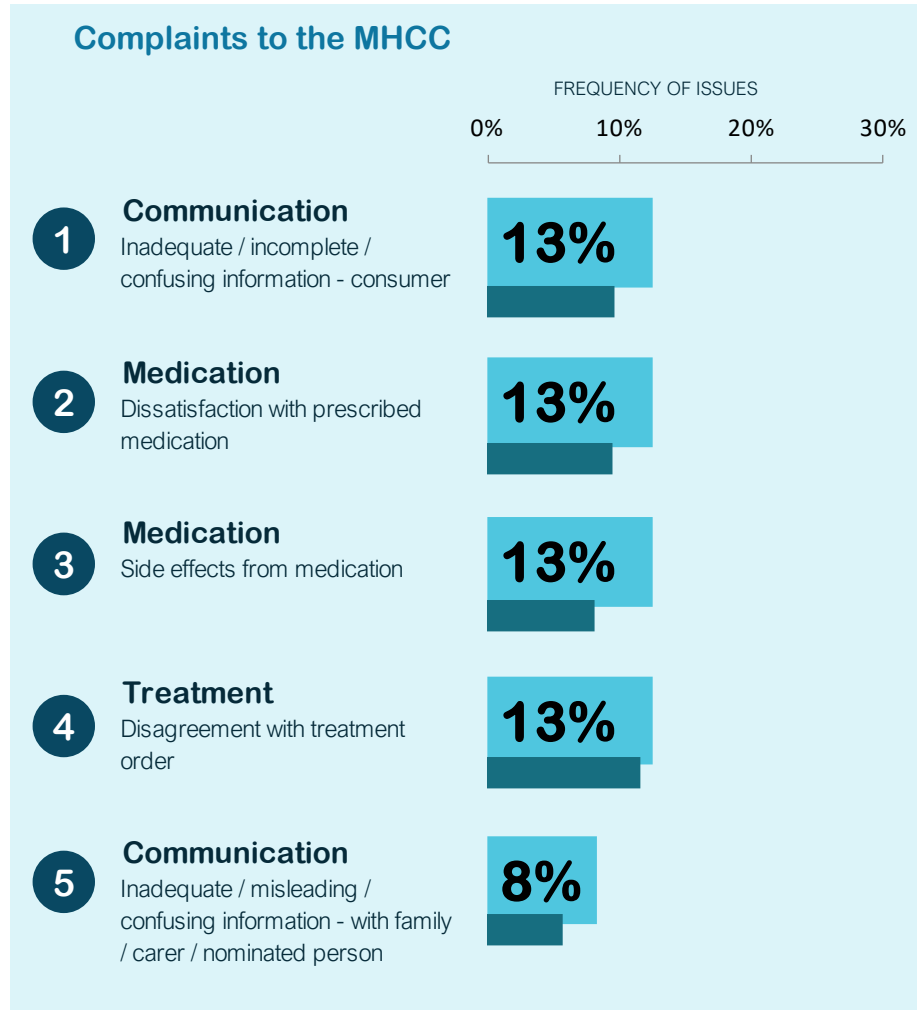
Complaints about Clayton AMHS

- to the MHCC (n=24)
- to the service (n=50)

Sector-wide complaints

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

- The most frequently occurring issues in complaints made to the MHCC about Clayton AMHS were inadequate / incomplete / confusing information communicated to consumers, dissatisfaction with prescribed medications, side effects from medication, and disagreement with treatment.
- A lack of care / attention and inadequate / incomplete / confusing information communicated to consumers were the most frequently raised issues in complaints made directly to the service.

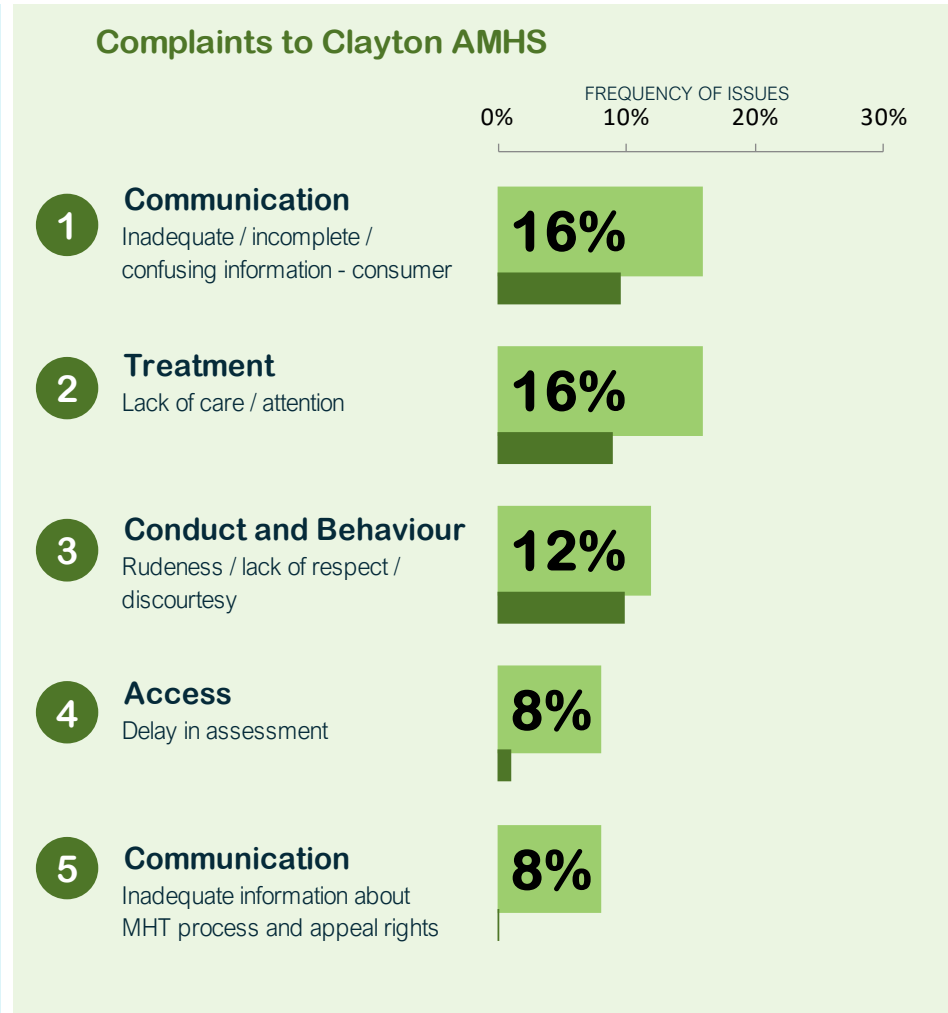
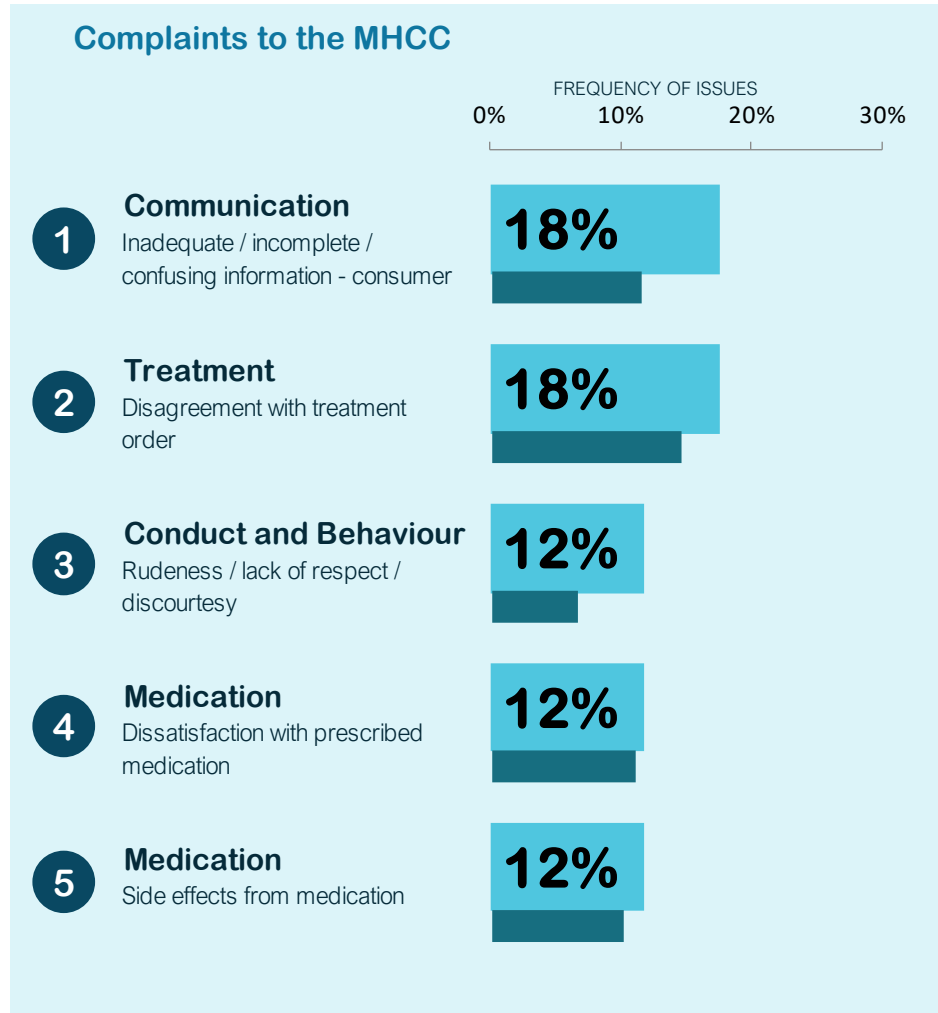


Issues raised by consumers 2022-23

Most frequent Level 3 issues raised about Clayton AMHS

Complaints about Clayton AMHS	Sector-wide complaints
● to the MHCC (n=17)	● to the MHCC (n=1074)
● to the service (n=25)	● to the service (n=1039)

- Inadequate / incomplete / confusing information and disagreements with treatment orders were the two standout issues in complaints made by consumers to the MHCC about Clayton AMHS.
- Inadequate / incomplete / confusing information and a lack of care / attention were the most frequently occurring issues in complaints made by consumers directly to the service.



Issues raised by carers 2022-23

Most frequent Level 3 issues raised about Clayton AMHS

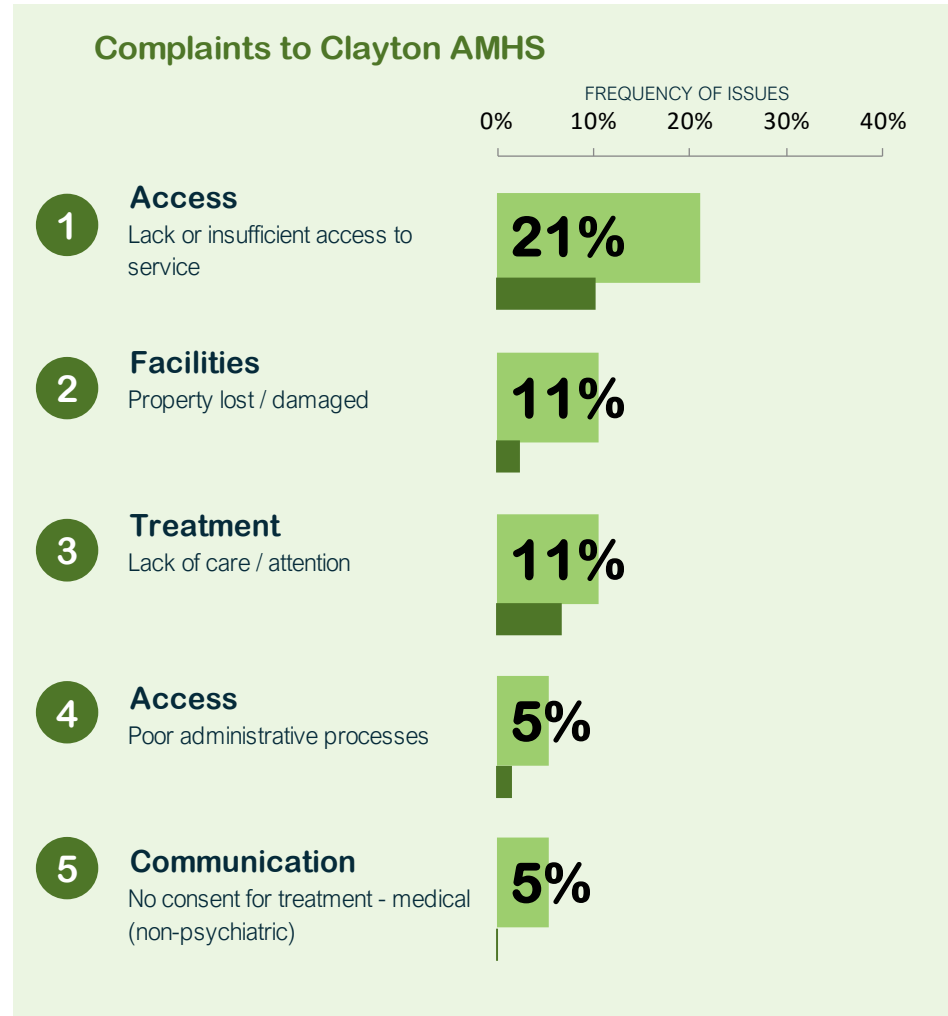
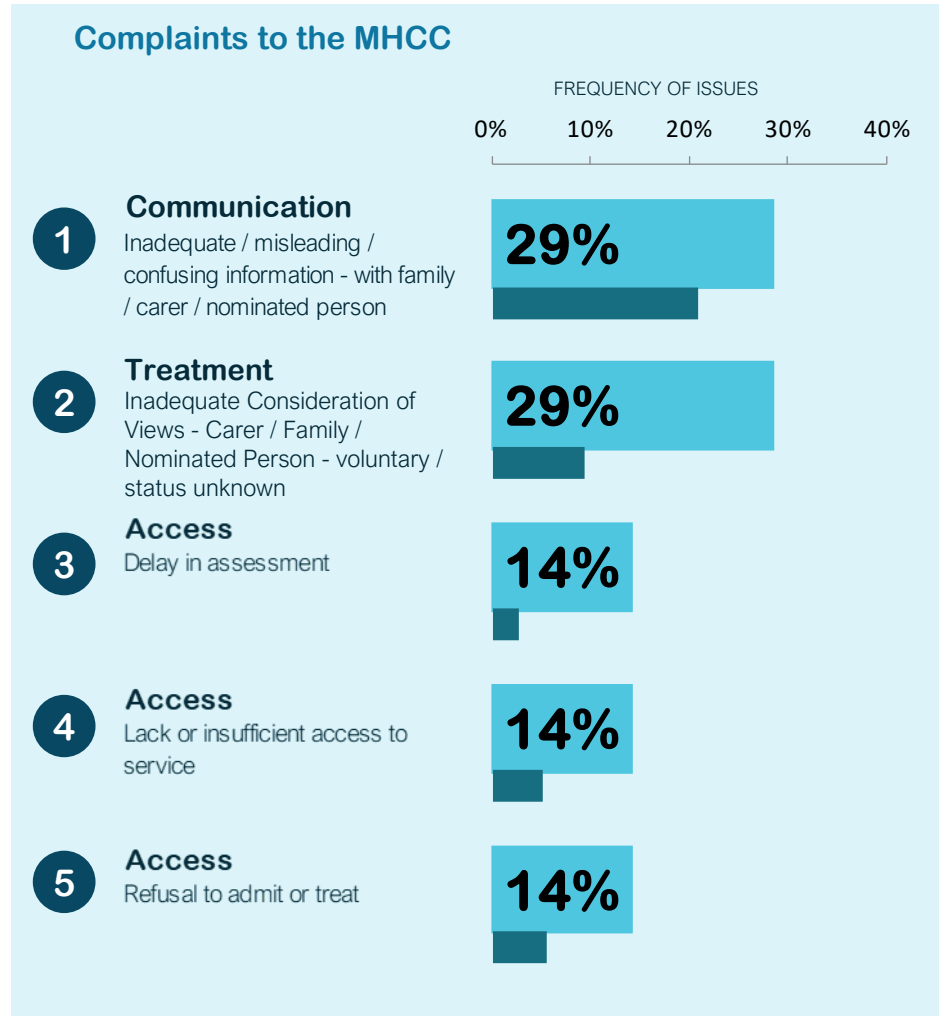
- Among the seven complaints raised by carers to the MHCC about Clayton AMHS, inadequate / incomplete / confusing information and inadequate consideration of views were the most prevalent issues.
- The most frequently occurring issues in complaints made by carers to the MHCC about Clayton AMHS included lack or insufficient access to service, property lost / damaged, and lack of care / attention.

Complaints about Clayton AMHS

- to the MHCC (n=7)
- to the service (n=19)

Sector-wide complaints

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



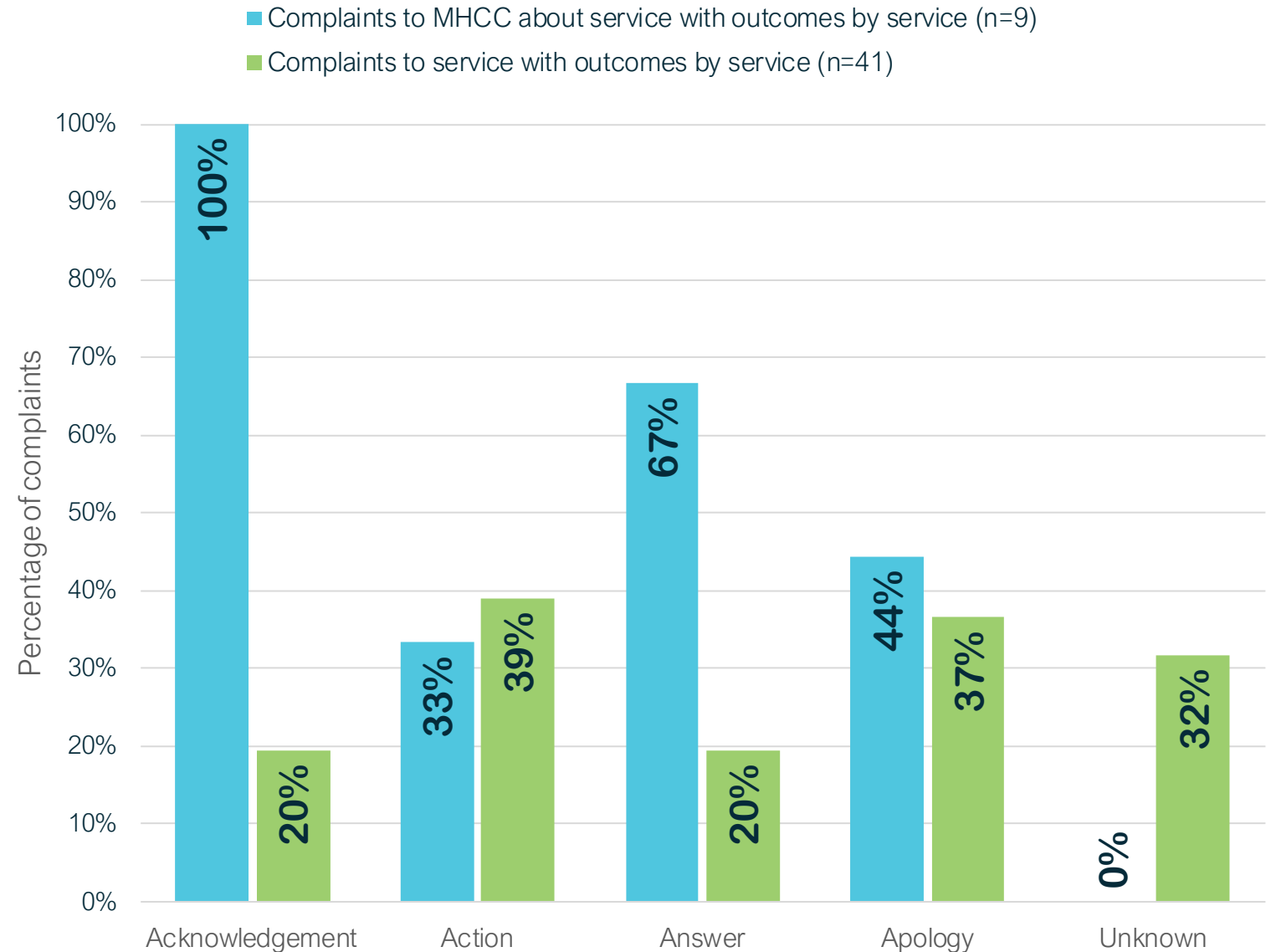


Outcomes of complaints

What were the outcomes of complaints? 2022-23

Closed complaints about Clayton AMHS

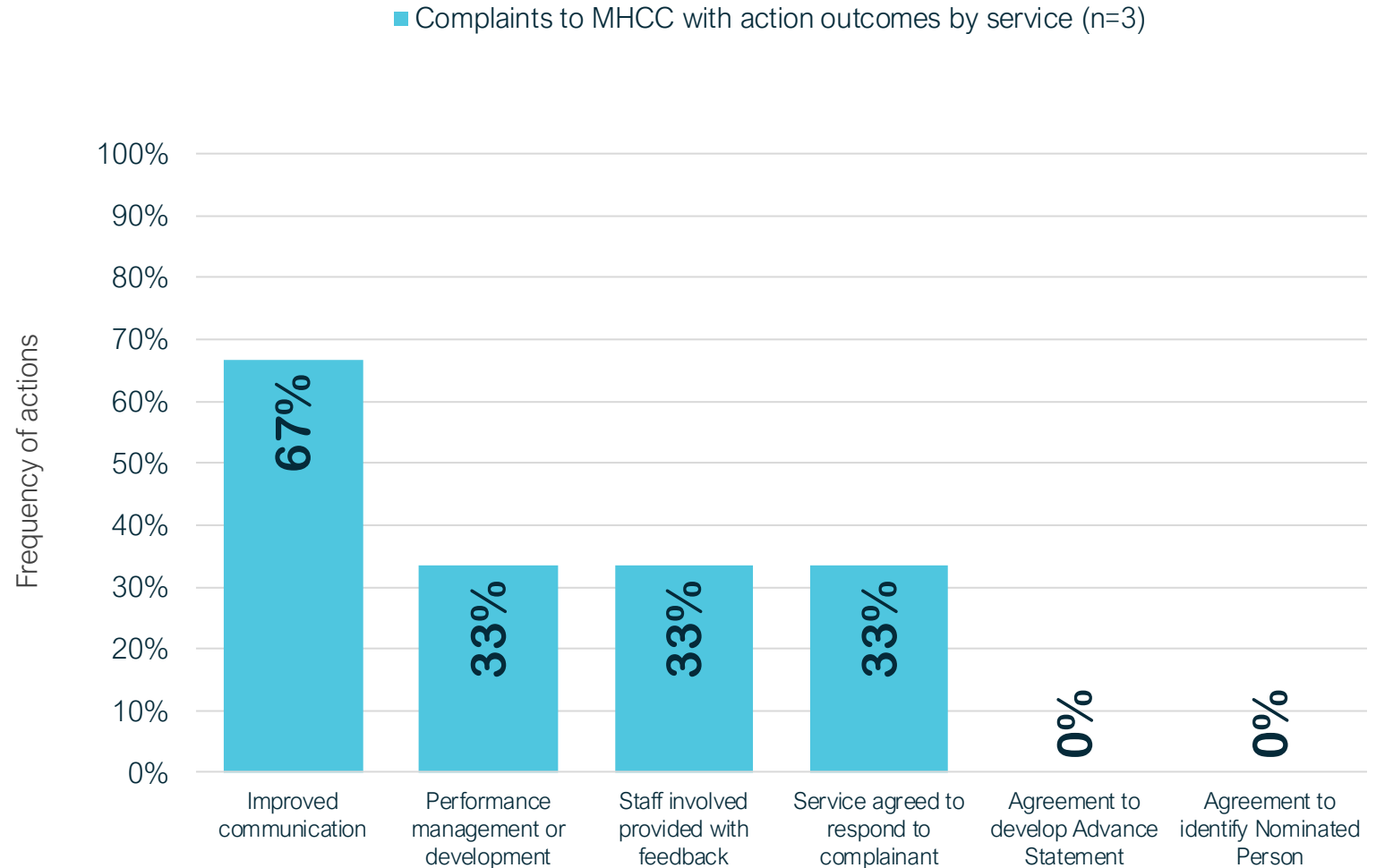
- Outcomes of complaints are framed in terms of the '4 A's' of complaint resolution - acknowledgement, action, answers and apology.
- This chart only includes complaints to the MHCC about Clayton AMHS that were assessed as being in scope for resolution or having a known service outcome. The most common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



What actions were taken by the service? 2022-23

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

- The most common action undertaken by Clayton AMHS in response to complaints to the MHCC was improving communication.





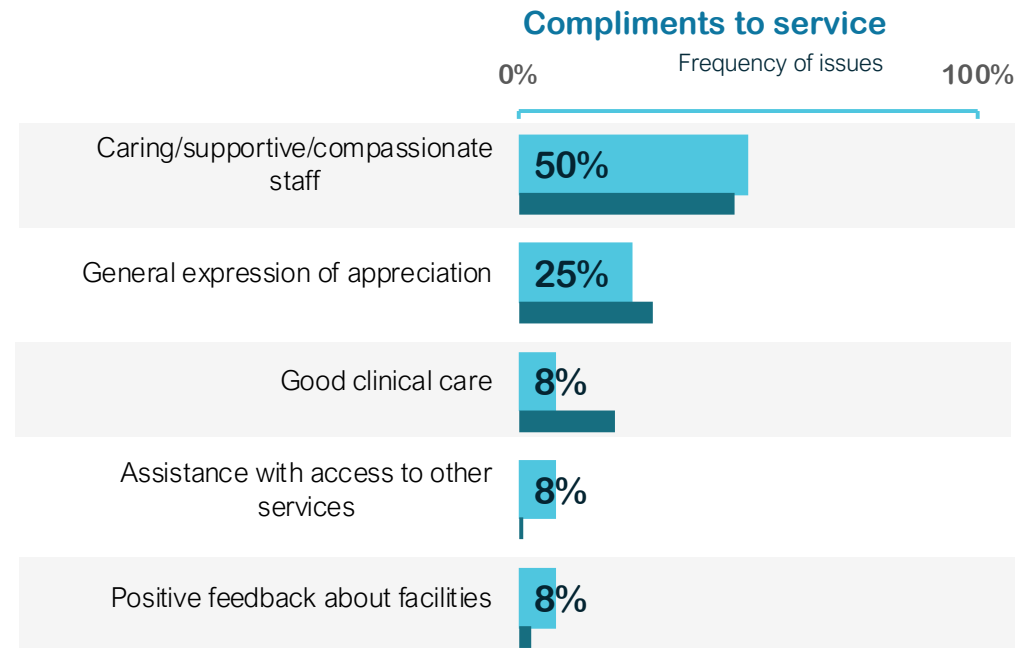
Themes in compliments

What were compliments about? 2022-23

● Compliments to Clayton AMHS (n=12) ● Compliments to services sector-wide (n=1041)

Issues raised in compliments about Clayton AMHS

- The most frequently raised compliment was caring / supportive / compassionate staff.
- Other notable compliment issues were general expressions of appreciation and good clinical care.
- A considerable level of detail was provided by Clayton 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 Clayton AMHS decreased between 2021-22 and 2022-23, while the number of complaints made directly to the service increased notably.
- Consumers made the majority of complaints to the MHCC about Clayton AMHS (71%) and over half of the complaints to the service itself (53%).



Issues raised

- Issues raised in complaints to the MHCC about Clayton AMHS were consistent with those raised in complaints to the MHCC for the sector, with Treatment, Communication and Medication being commonly raised issues.
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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 a complaint.
- The most common outcome of complaints made directly to the service was responsive action, followed by an apology.
- The most common action undertaken by Clayton AMHS in response to complaints to the MHCC was improving communication.