

Summary of service provider complaint report

NWMH Aged

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:



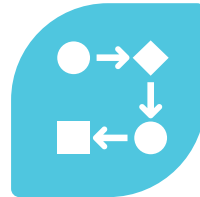
identify key themes
and emerging issues
across the sector



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

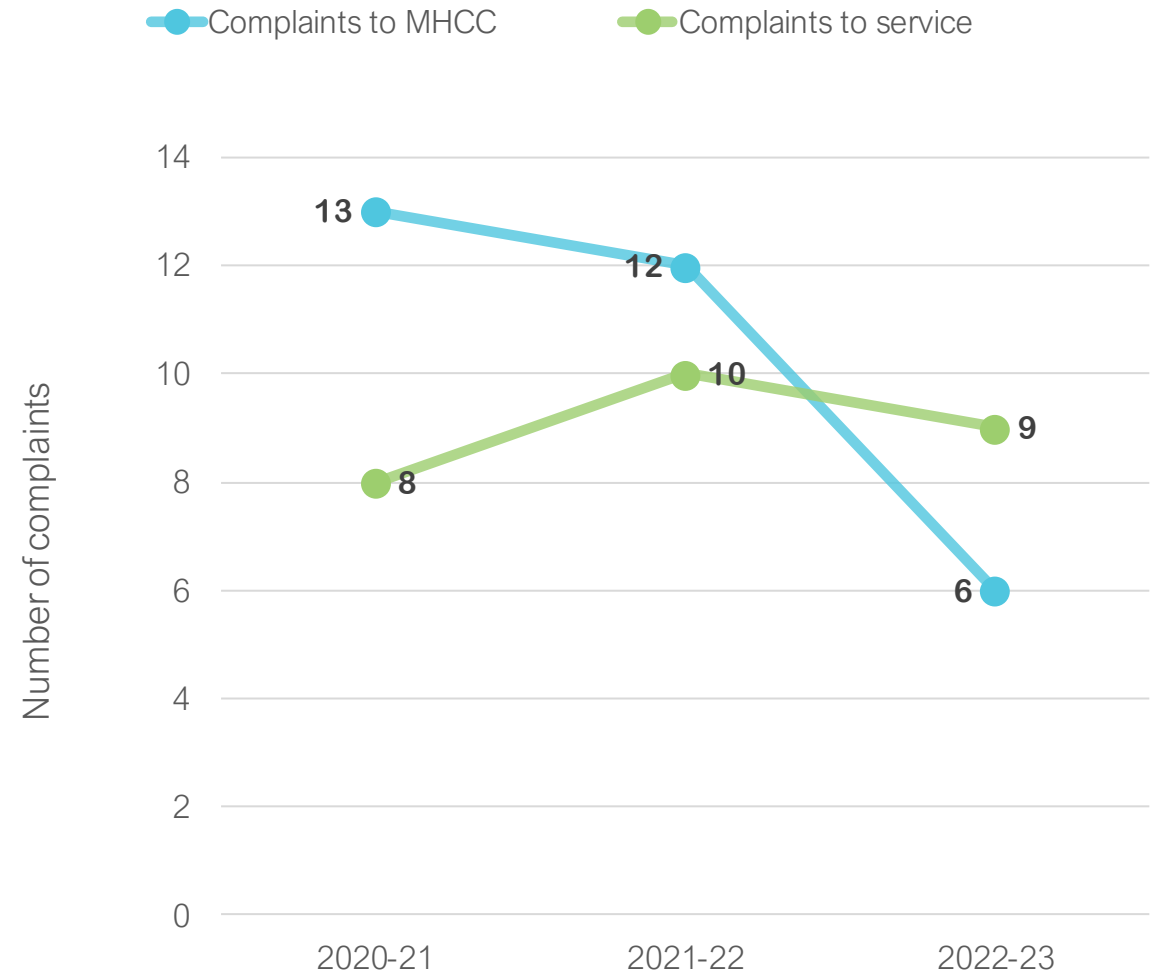
6

Complaints to the MHCC
about NWMH Aged

9

Complaints to
NWMH Aged

- The number of complaints made to the MHCC about NWMH Aged halved between 2021-22 and 2022-23, while the number of complaints made directly to the service decreased slightly.
- In contrast with the previous year, the number of complaints made directly to NWMH Aged was higher than complaints made via the MHCC in 2022-23.

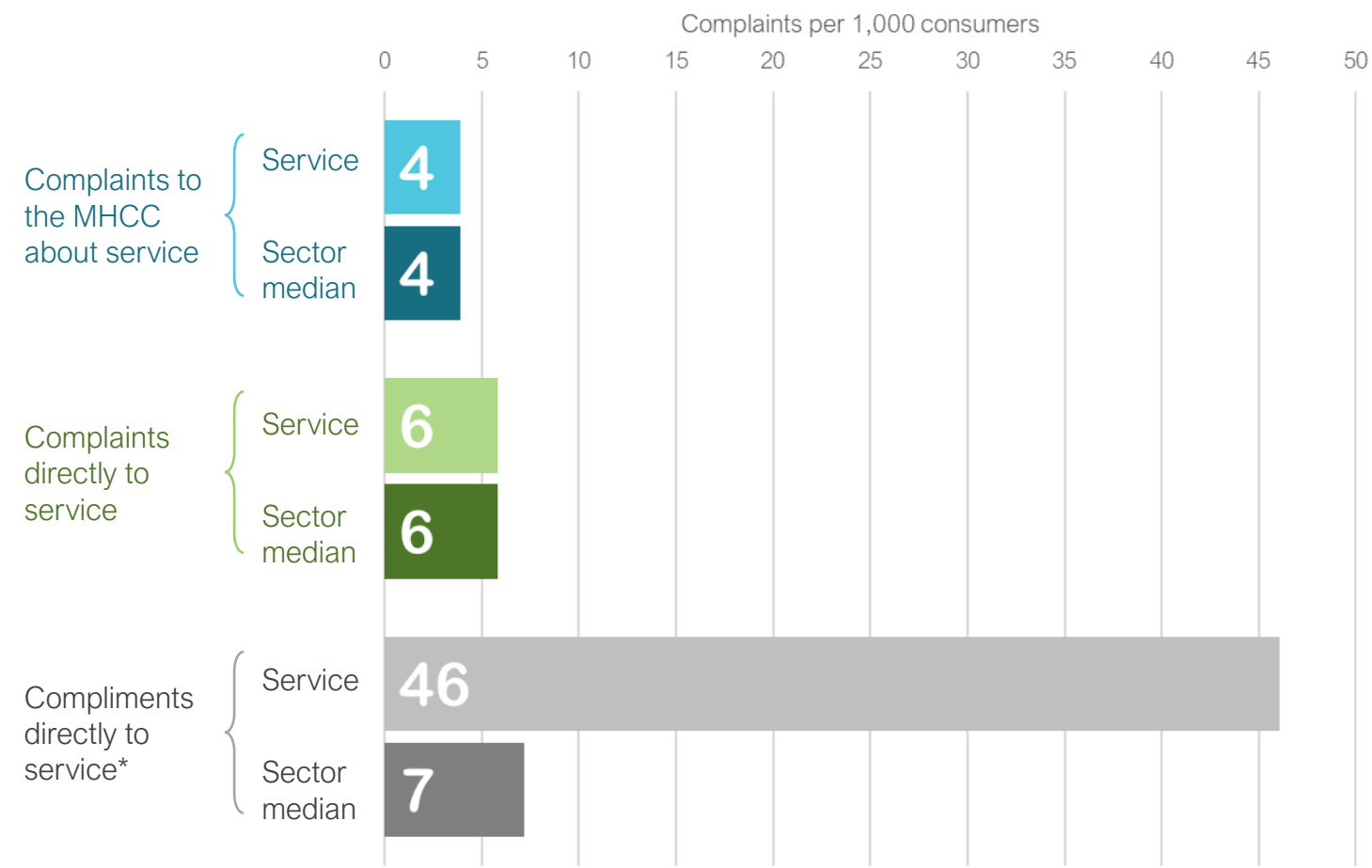


Complaint and compliment rates

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.
- Note that the sector in this report refers to other services that primarily provide services to aged individuals.
- Both the rate of complaints received by the MHCC about NWMH Aged and the rate was of complaints made directly to the service were the same as the sector median in 2022-23. Both of rate of complaint decreased when compared to the rate recorded last year.
- The rate of compliments made directly to the service was significantly higher than the sector median.

Complaints about NWMH Aged	Sector-wide complaint
● to the MHCC (n=6)	● to the MHCC (n=33)
● to the service (n=9)	● to the service (n=67)
● Compliments to NWMH Aged (n=71)	● Compliments to services sector-wide (n=113)

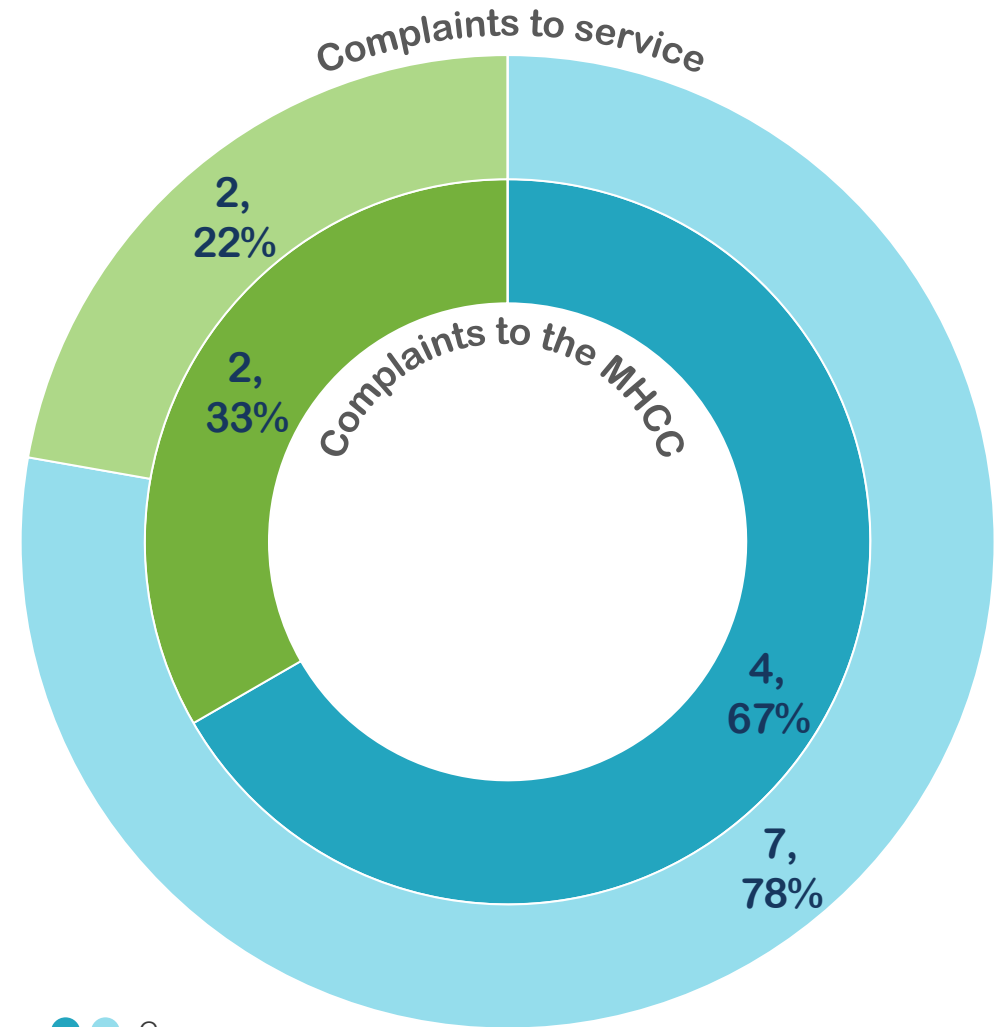


*Note: not all services reported compliments, and services likely used different approaches to capture compliments data

Who is making complaints? 2022-23

Complaints raised about NWMH Aged

- Consumers made the majority of complaints to the MHCC about NWMH Aged and complaints directly to the service itself.
- Carers accounted for a third of the complaints to the MHCC about NWMH Aged and a fifth of the complaints directly to the service (22%).



- Consumer
- Family member/carer
- Other

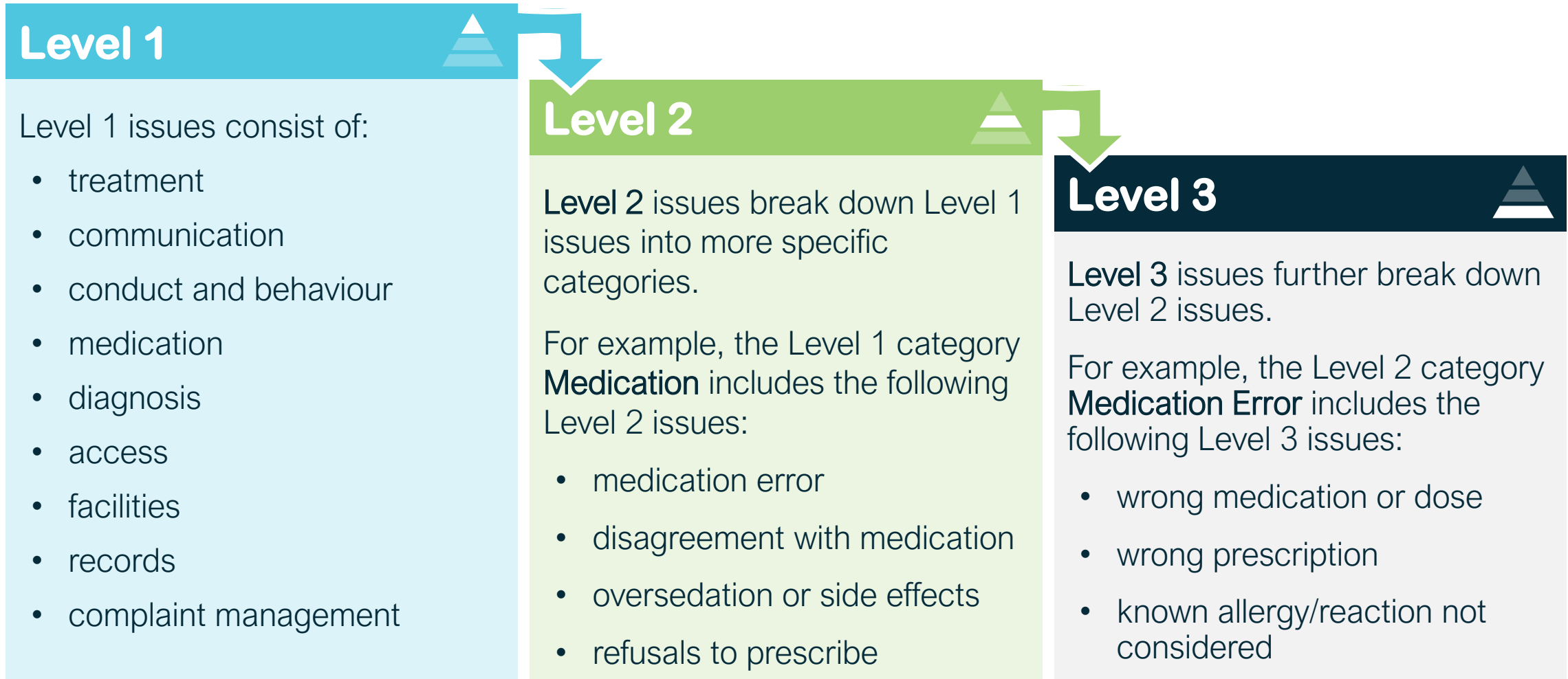
Note: this graphic does not include complaints where the complainant status was unknown.



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 NWMH Aged

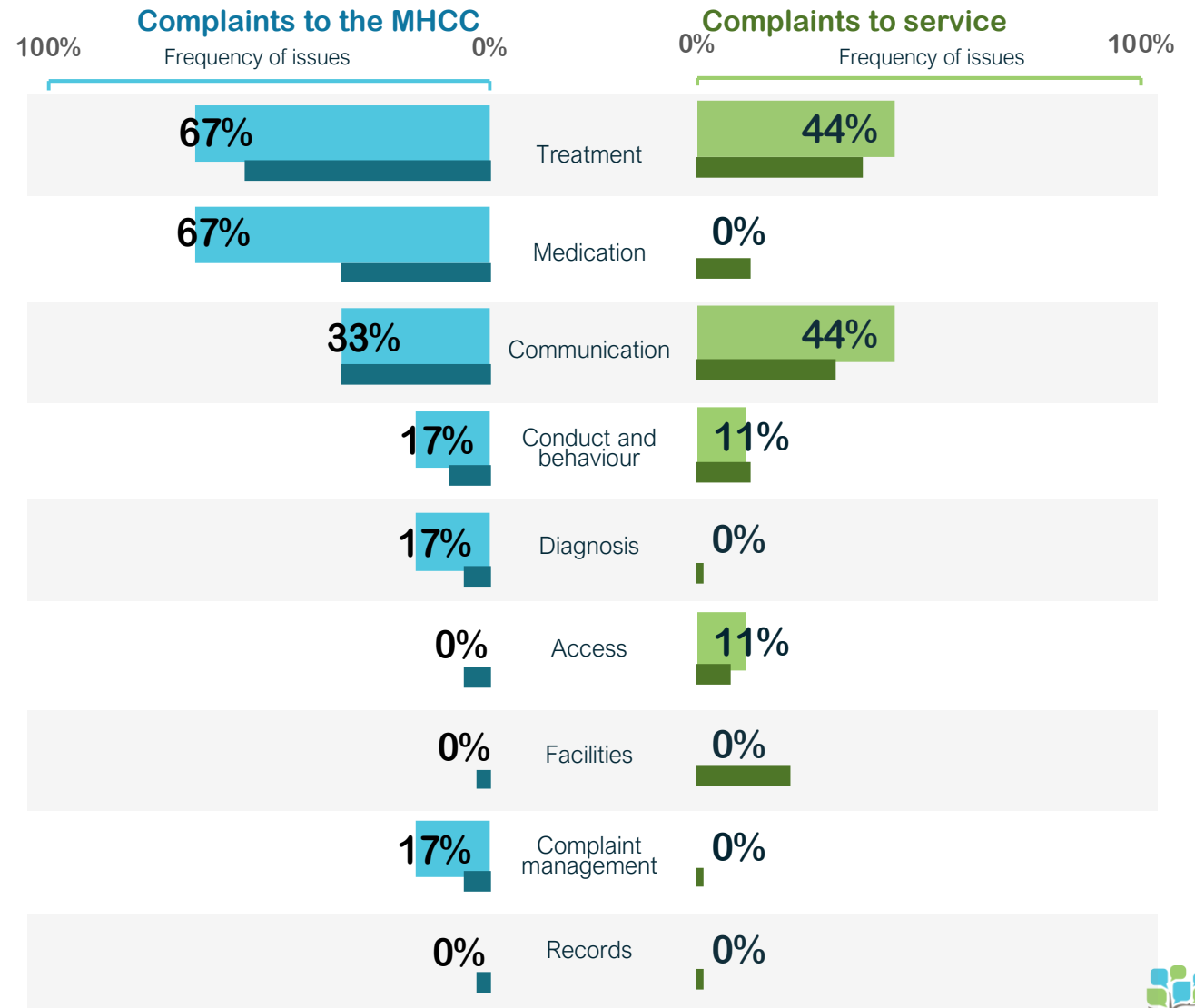
- The complaints shown on this page consist of all those made by consumers, family members / carers and any other persons.
- Issues raised in complaints to the MHCC about NWMH Aged commonly related to Treatment, Medication and Communication.
- Issues raised in complaints made directly to the service often about Treatment and Communication.

Complaints about NWMH Aged

- to the MHCC (n=6)
- to the service (n=9)

Sector-wide complaints

- to the MHCC (n=33)
- to the service (n=67)



What were complaints about? 2022-23

Most frequent Level 3 issues raised about NWMH Aged

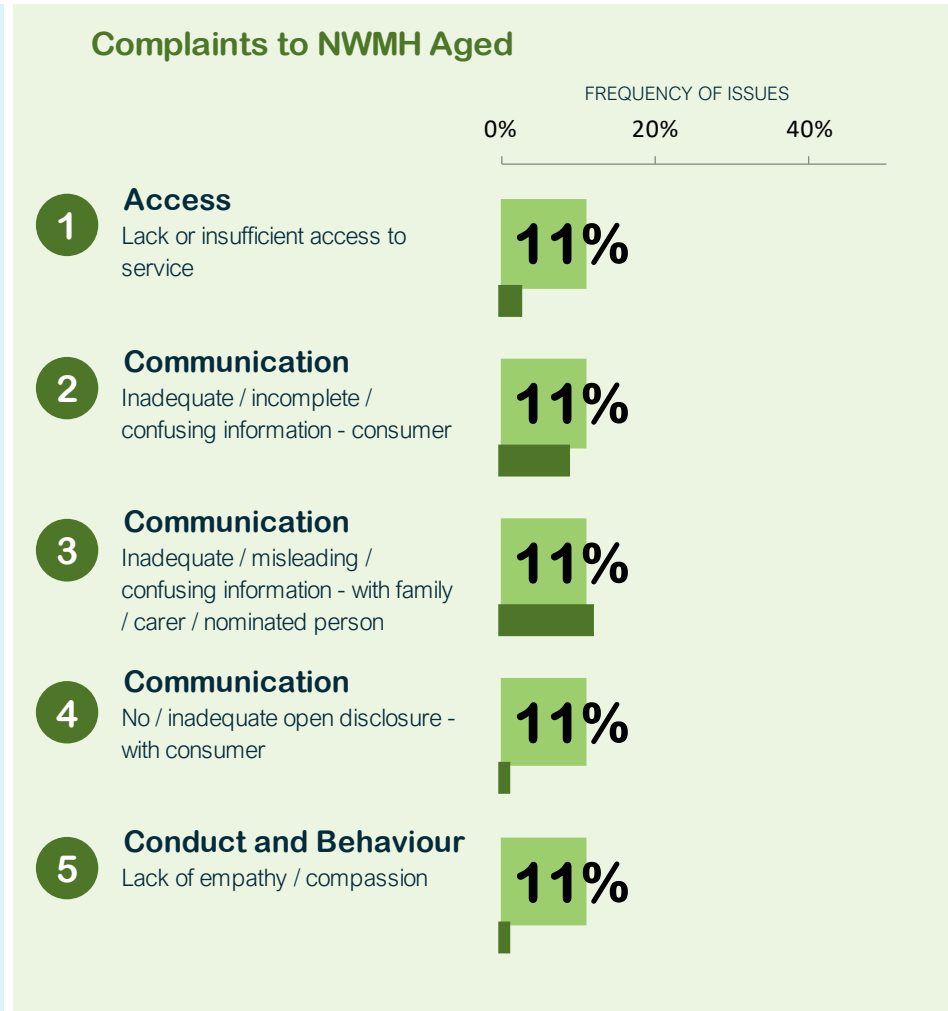
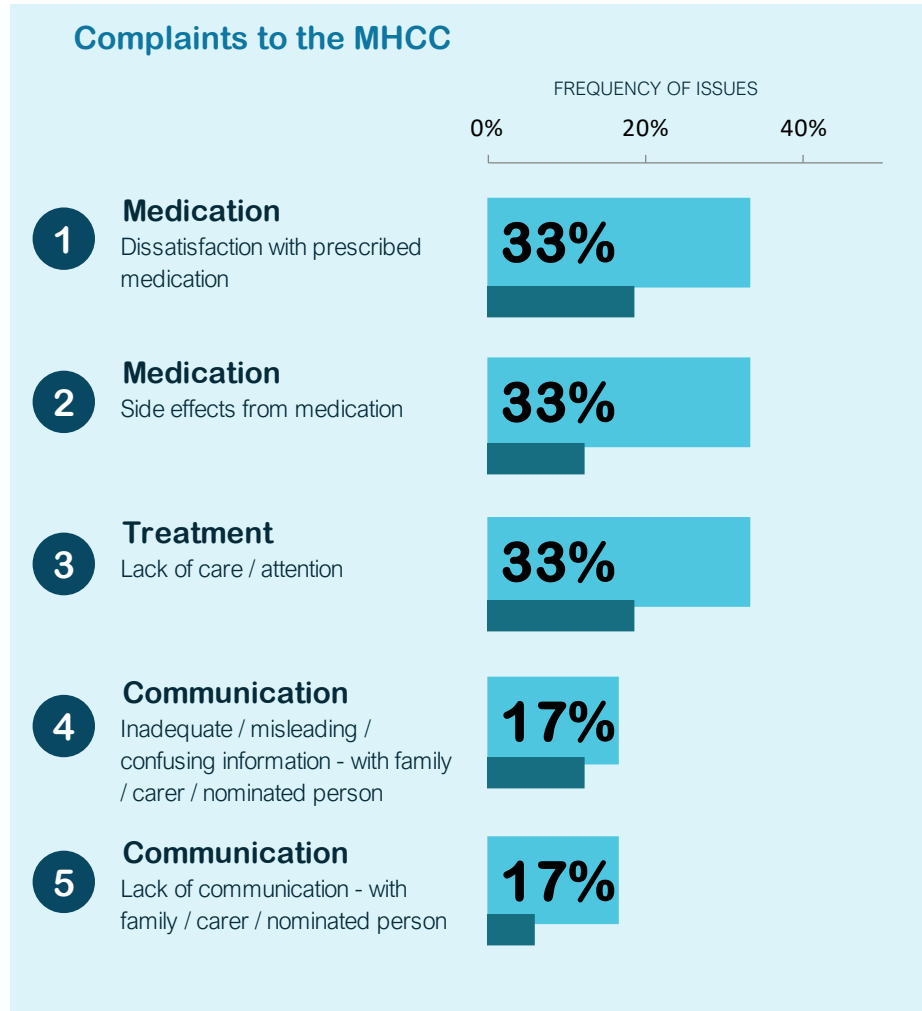
Complaints about NWMH Aged

- to the MHCC (n=6)
- to the service (n=9)

Sector-wide complaints

- to the MHCC (n=33)
- to the service (n=67)

- Dissatisfaction with prescribed medication, side effects from medication, and lack of care / attention were the standout issues among complaints made to the MHCC about NWMH Aged.
- There was diverse range of issues mentioned in the 9 complaints raised with the service directly.

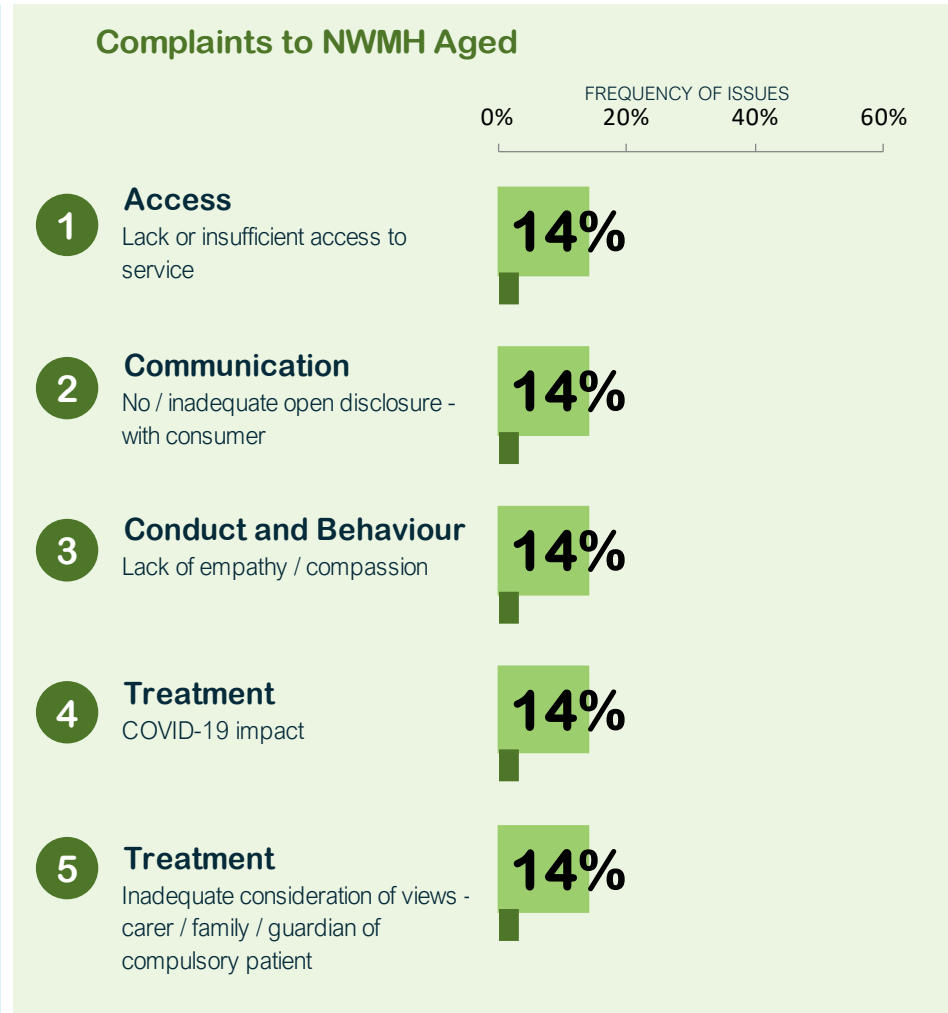
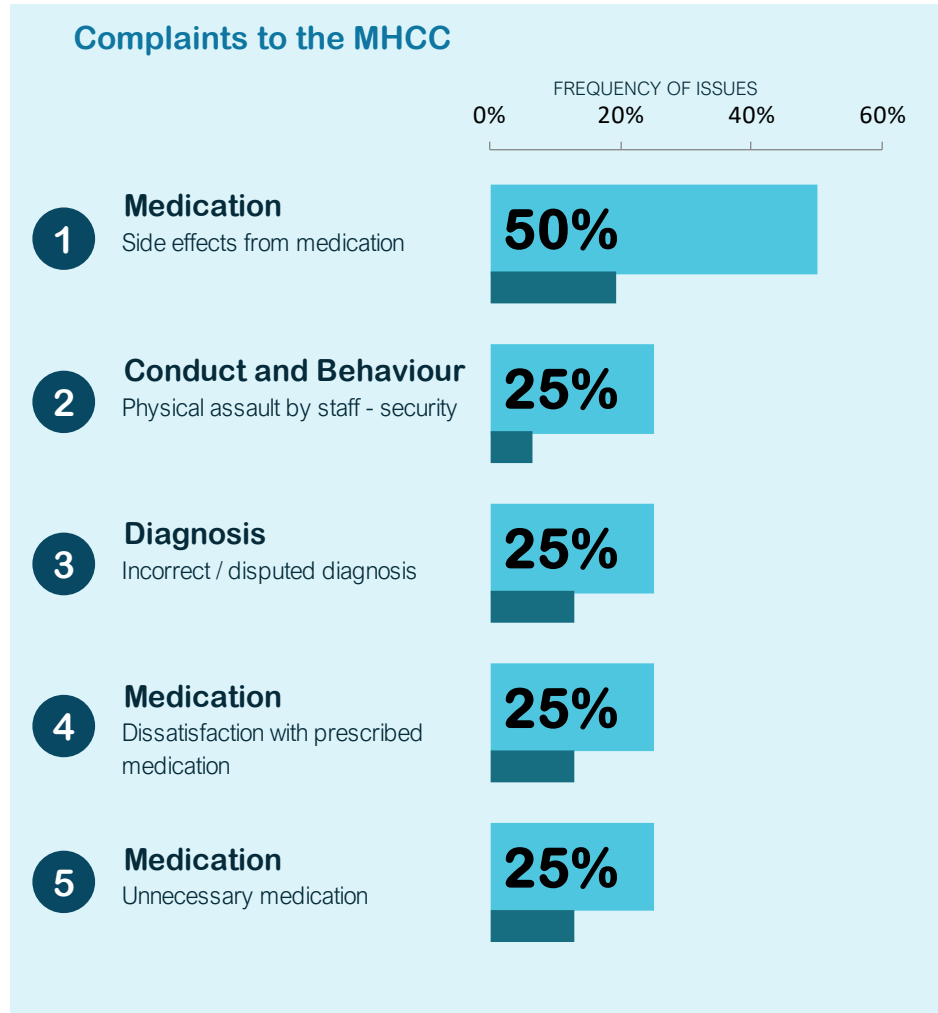


Issues raised by consumers 2022-23

Most frequent Level 3 issues raised about NWMH Aged

- Side effects from medication was the standout issue among the four complaints made by consumers to the MHCC about NWMH Aged.
- There was an even split among the issues raised in the seven complaints made by consumers directly to the service.

Complaints about NWMH Aged		Sector-wide complaints	
●	to the MHCC (n=4)	●	to the MHCC (n=16)
●	to the service (n=7)	●	to the service (n=33)

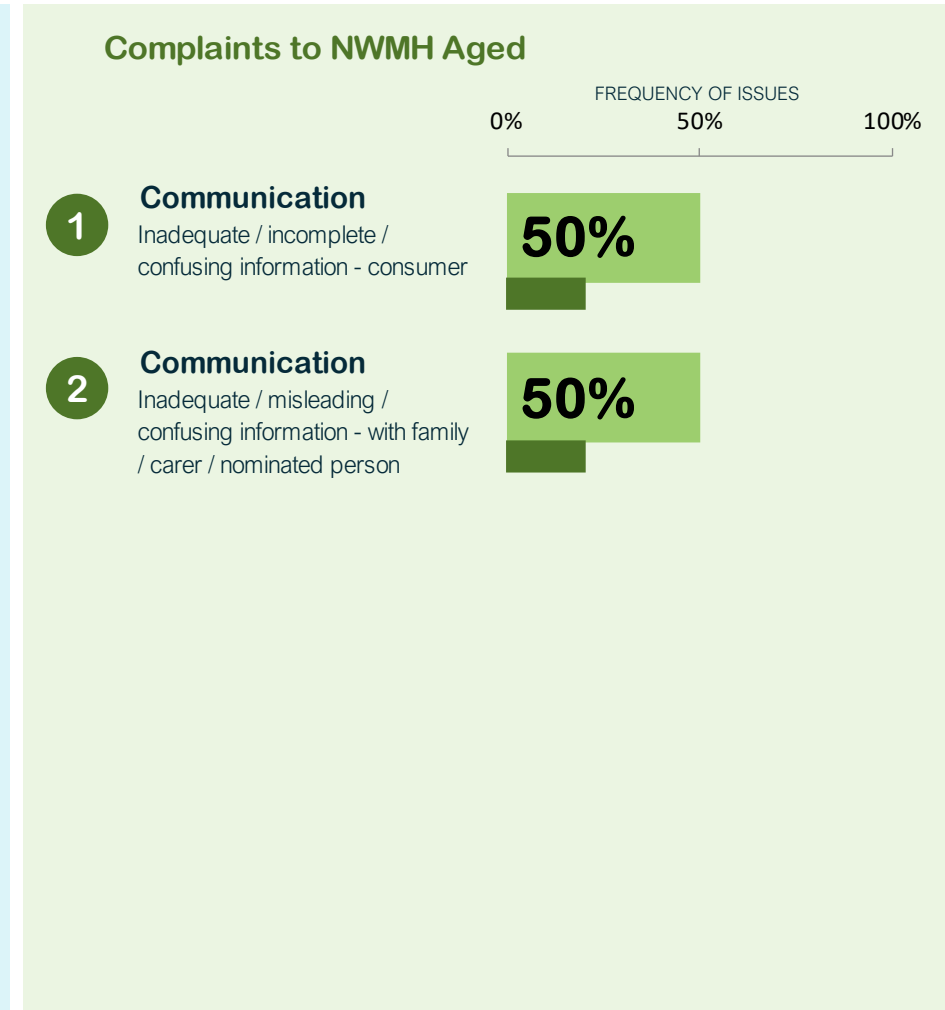
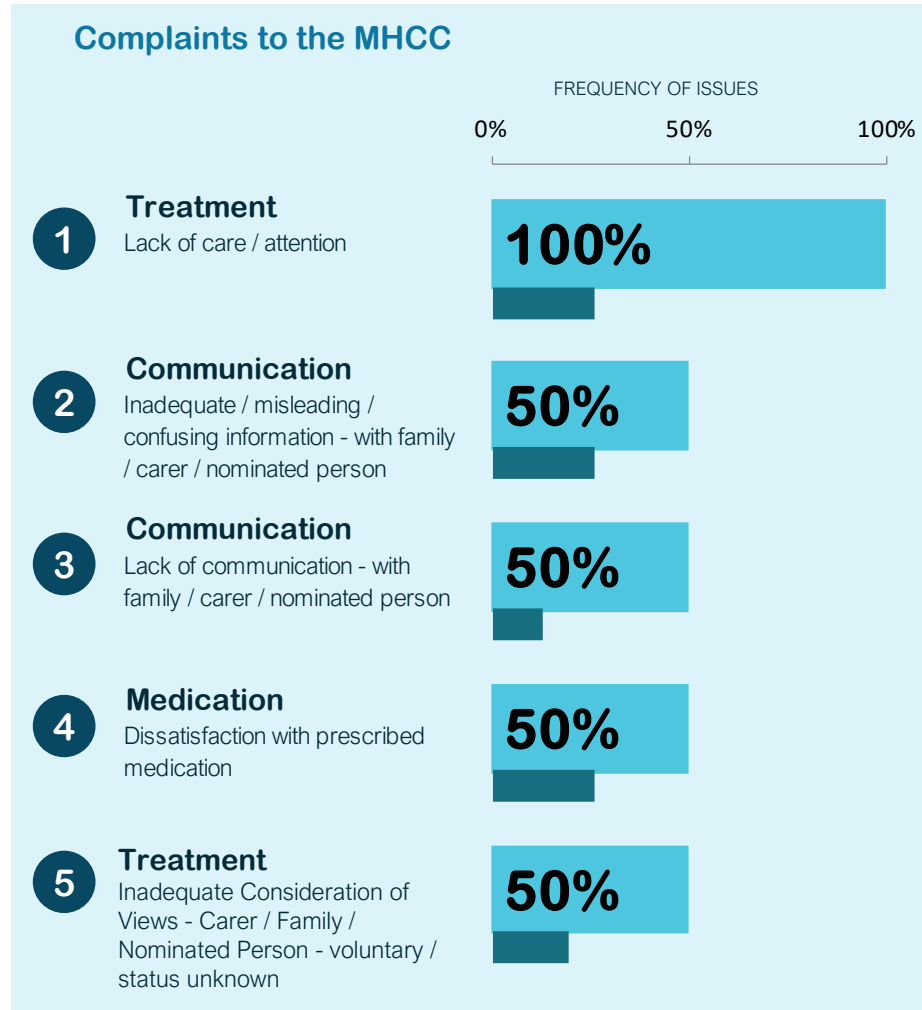


Issues raised by carers 2022-23

Most frequent Level 3 issues raised about NWMH Aged

- Lack of care / attention was mentioned in the two complaints made by carers to the MHCC about NWMH Aged.
- The two issues raised in complaints made by consumers directly to the service were communication-related, specifically inadequate / incomplete / confusing information, and inadequate / misleading / confusing information.

Complaints about NWMH Aged	Sector-wide complaints
● to the MHCC (n=2)	● to the MHCC (n=16)
● to the service (n=2)	● to the service (n=20)



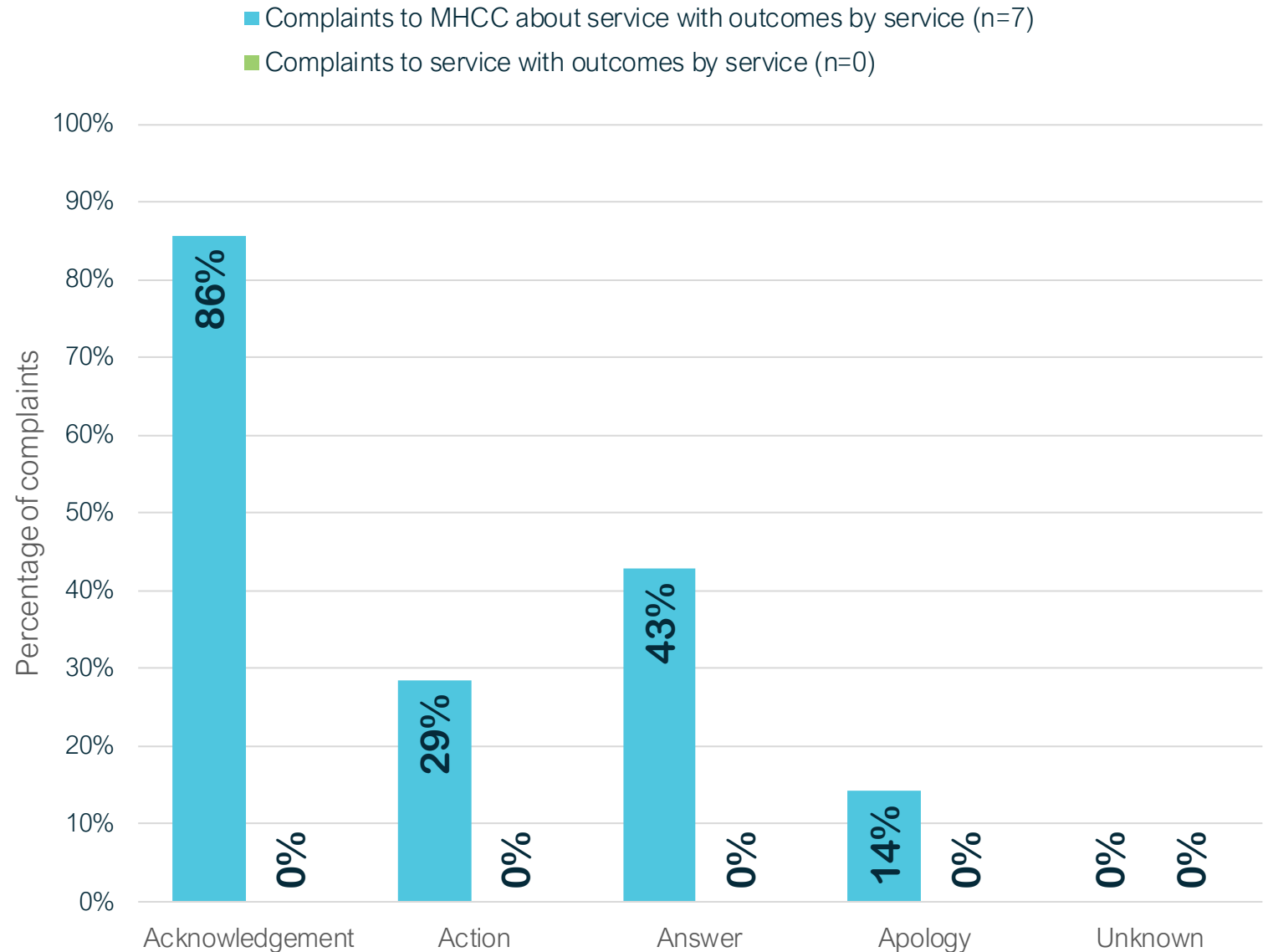


Outcomes of complaints

What were the outcomes of complaints? 2022-23

Closed complaints about NWMH Aged

- 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 NWMH Aged 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.

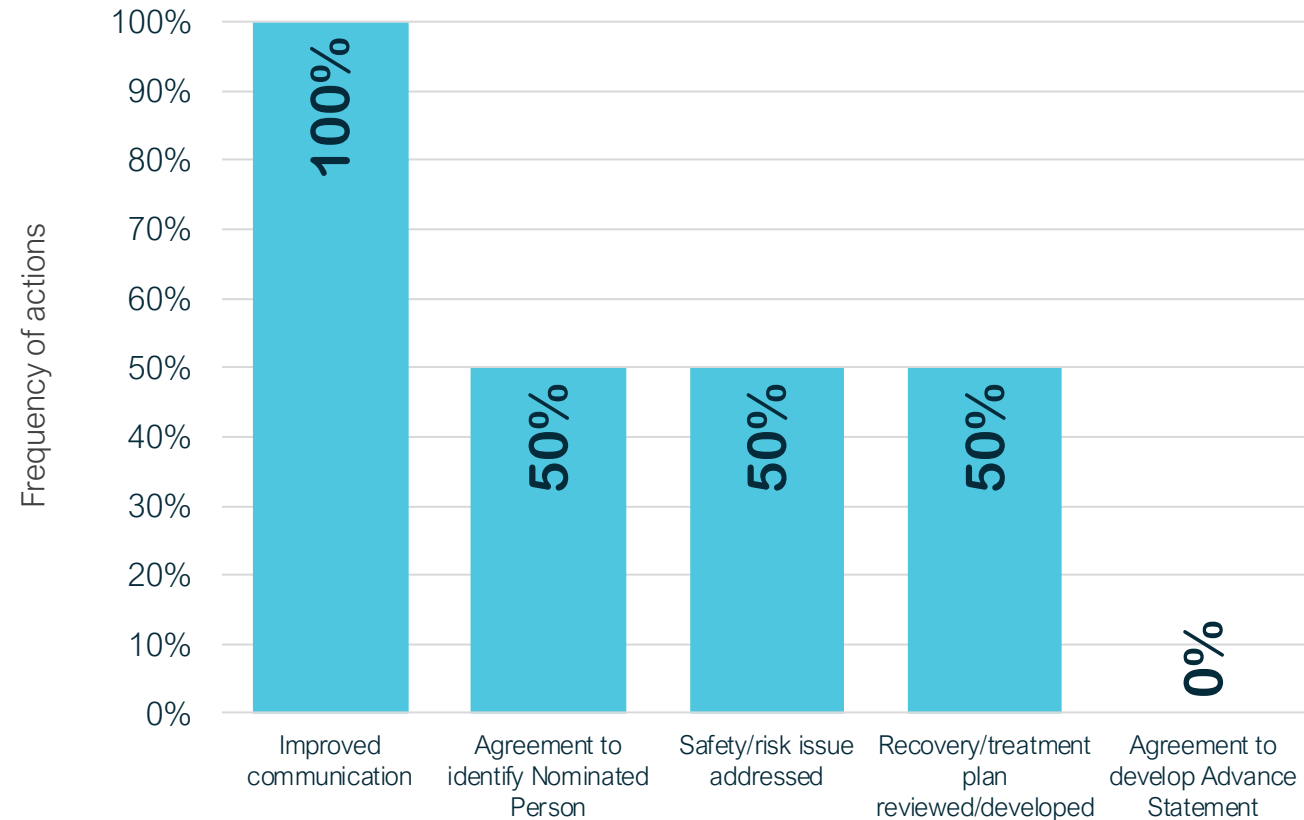


What actions were taken by the service? 2022-23

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

- Actions undertaken by NWMH Aged in response to complaints to the MHCC included:
 - improving communication
 - agreeing to identify nominated individual
 - addressing safety / risk issue
 - reviewing / developing recovery / treatment plan

■ Complaints to MHCC with action outcomes by service (n=2)





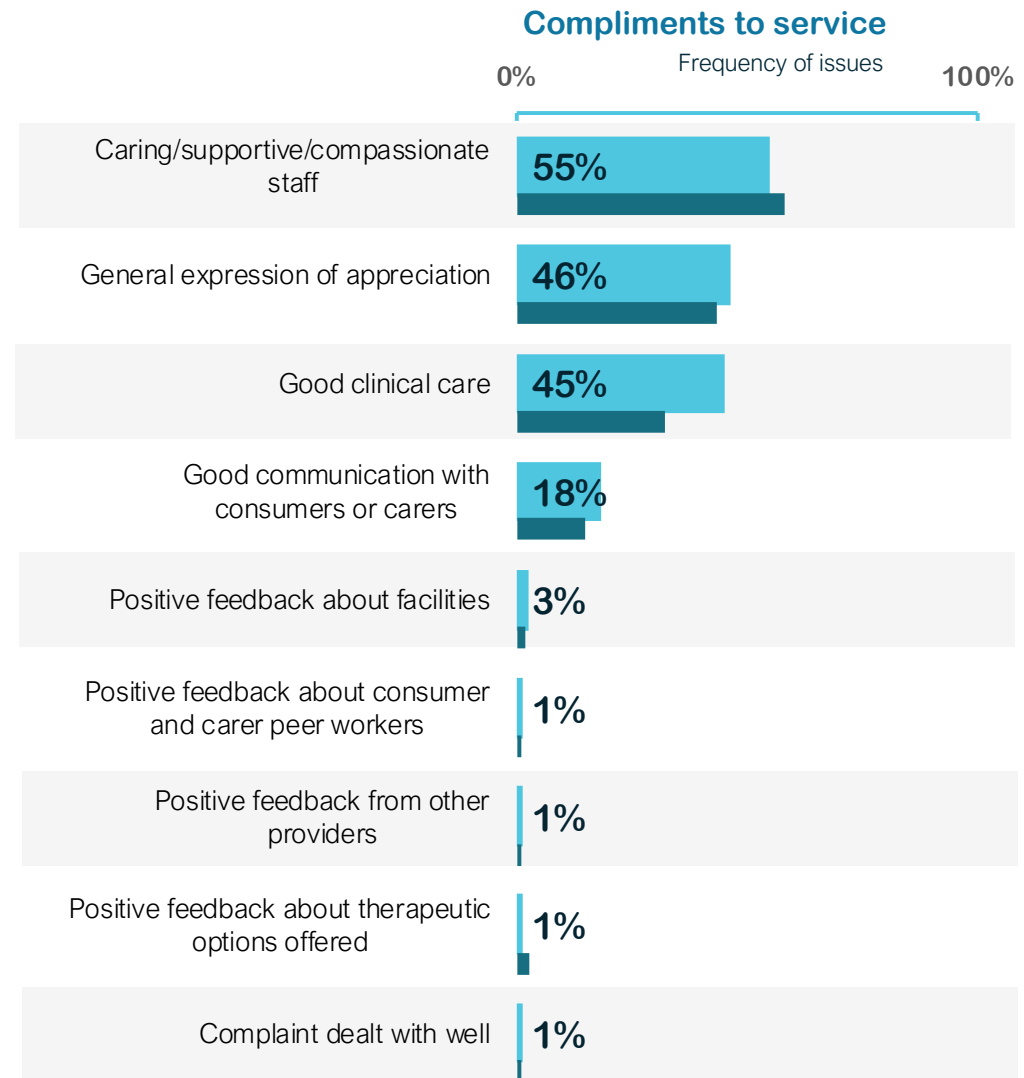
Themes in compliments

What were compliments about? 2022-23

● Compliments to NWMH Aged (n=71)
 ● Compliments to services sector-wide (n=113)

Issues raised in compliments about NWMH Aged

- Just over half of compliments made to NWMH Aged related to caring / supportive / compassionate staff.
- Other notable compliment topics were general expression of appreciation (46%) and good clinical care (45%).
- A considerable level of detail was provided by NWMH Aged 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 NWMH Aged halved between 2021-22 and 2022-23, while the number of complaints made directly to the service decreased slightly.
- Consumers made the majority of complaints to the MHCC about NWMH Aged and complaints directly to the service itself.



Issues raised

- Issues raised in complaints to the MHCC about NWMH Aged commonly related to Treatment, Medication and Communication.
- Issues raised in complaints made directly to the service often about Treatment and Communication.



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 NWMH Aged in response to complaints to the MHCC was improving communication.