

# Summary of service provider complaint report

## Northern 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:



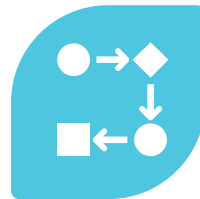
**identify key themes**  
and emerging issues  
across the sector



**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

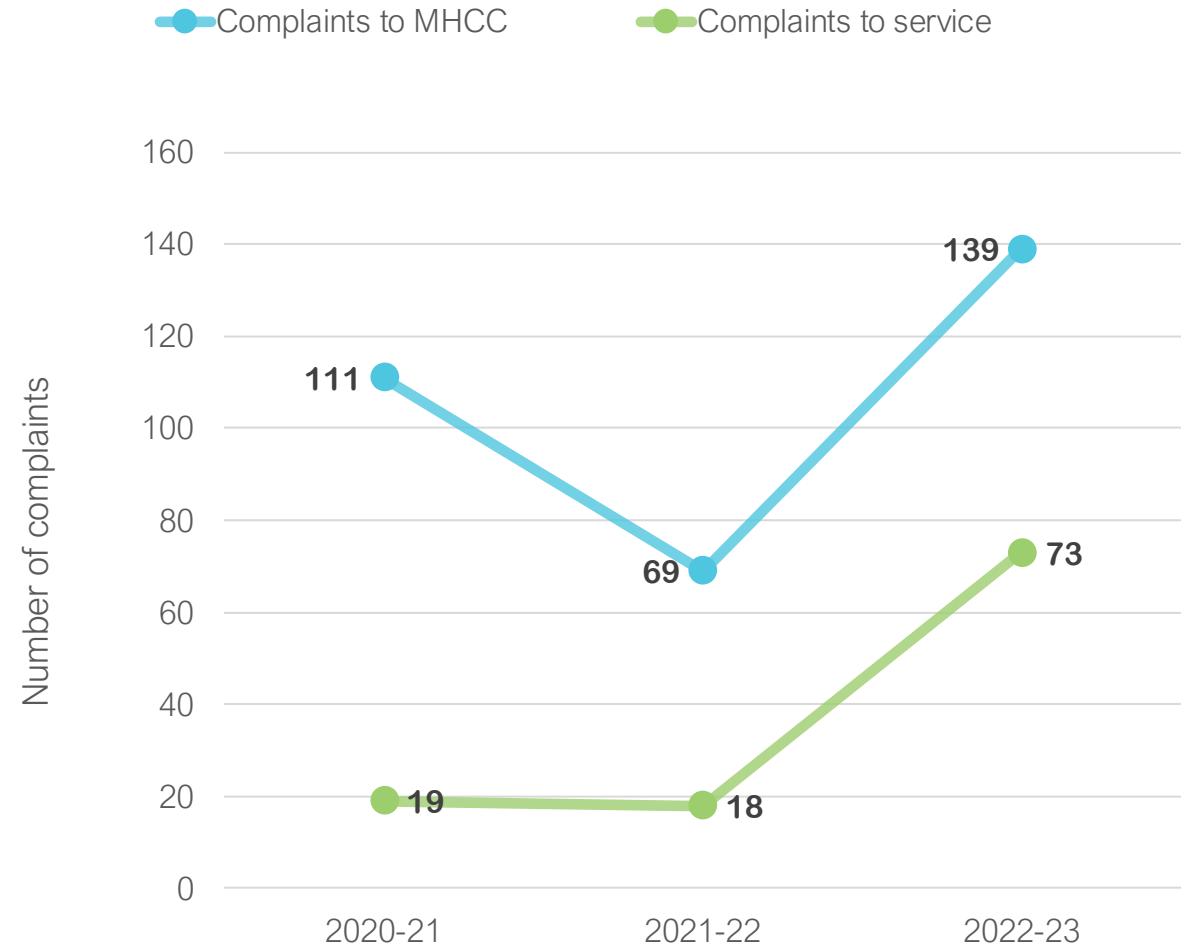
139

Complaints to the MHCC about Northern Health

73

Complaints to Northern Health

- The number of complaints made to the MHCC about Northern Health and the number of complaints made directly to the service were significantly higher in 2022-23 than the previous year.
- Similar to previous years, the number of complaints made to the MHCC about Northern Health remained higher than complaints 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 Northern Health was higher than that recorded last year and much higher the sector median in 2022-23.
- The rate of complaints directly to the service was also higher than sector median.
- The rate of compliments made directly to the service was higher the sector median.

## Complaints about Northern Health

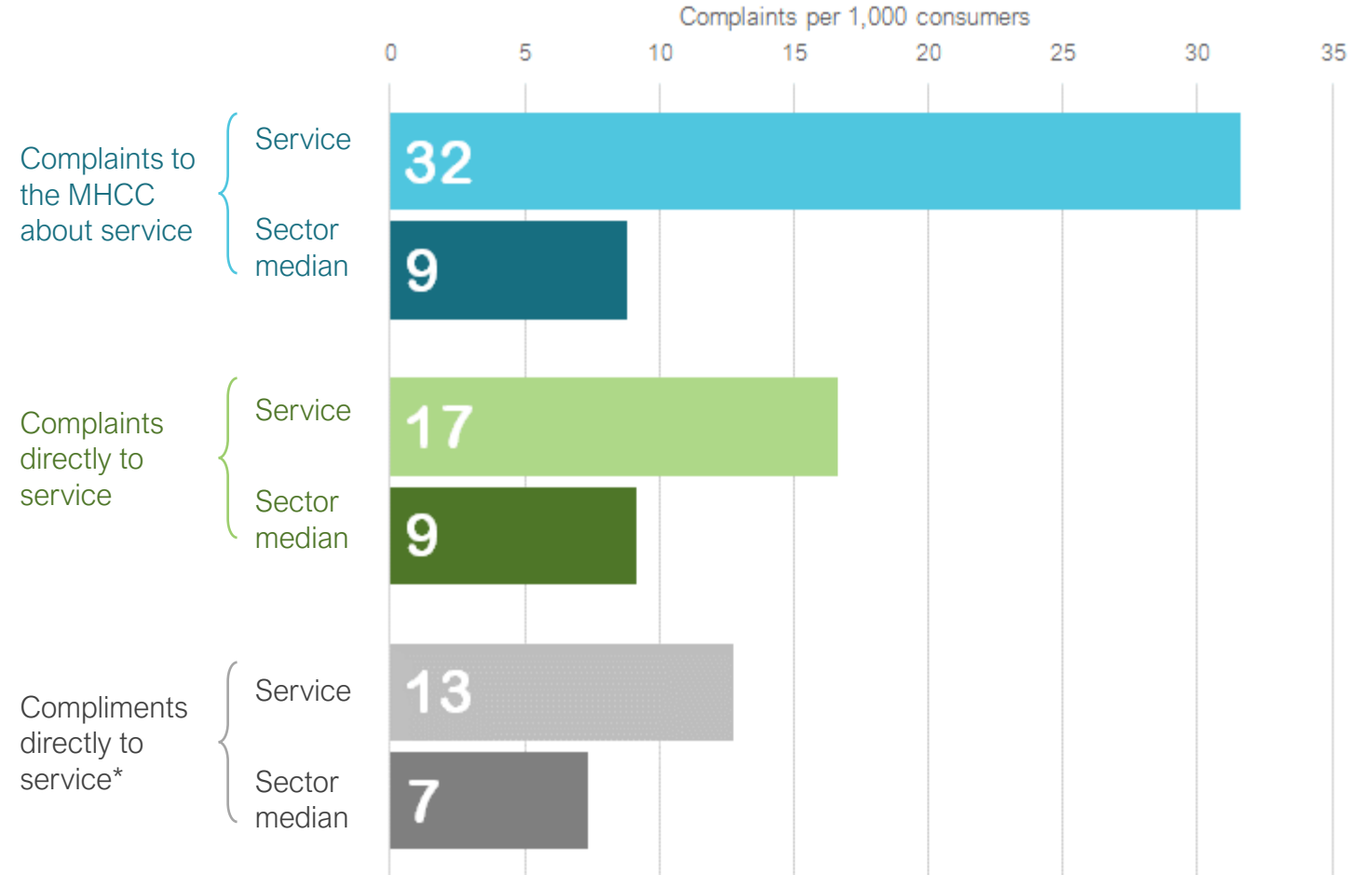
- to the MHCC (n=139)
- to the service (n=73)

● Compliments to Northern Health (n=56)

## Sector-wide complaints

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

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

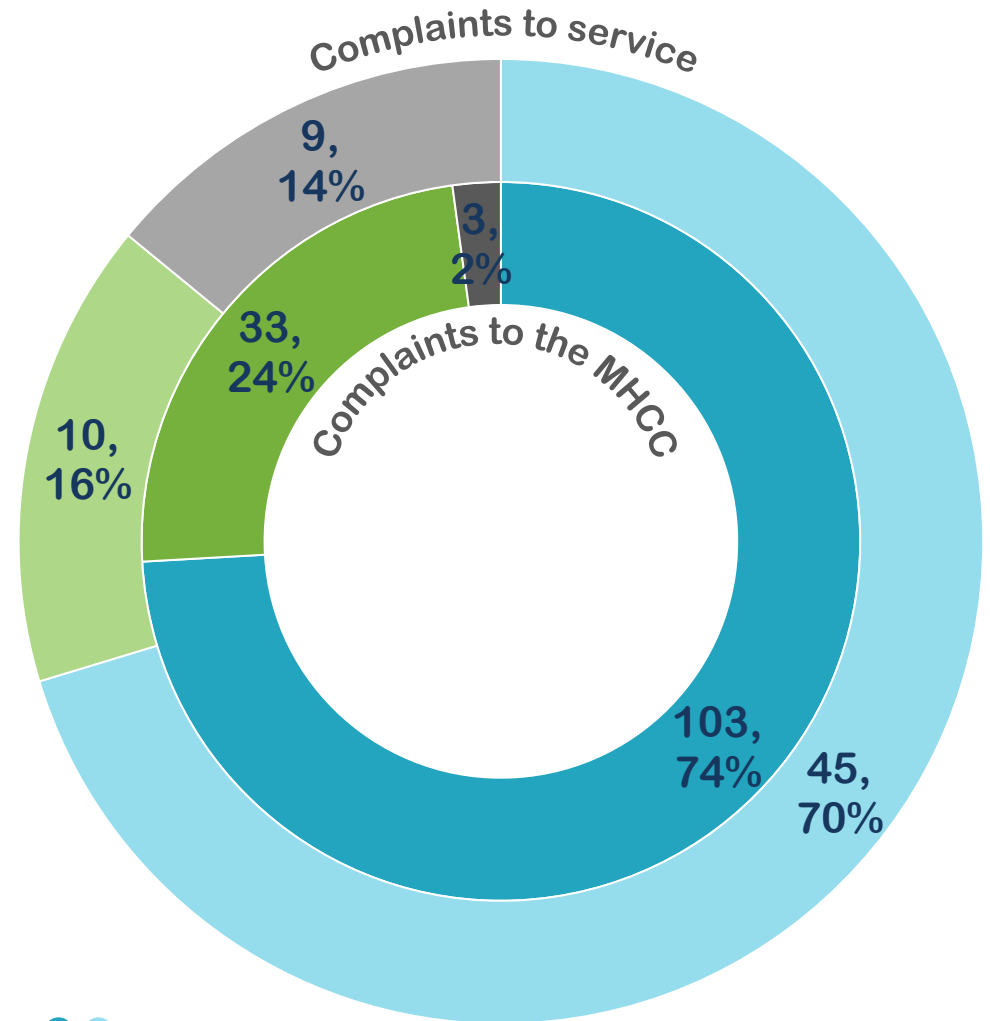


\*Note: not all services reported compliments, and services likely used different approaches to capture compliments data

# Who is making complaints? 2022-23

Complaints raised about Northern Health

- Consumers made nearly three quarters of the complaints to the MHCC about Northern Health and directly to the service, with carers accounting for around a fifth.



- Consumer
- Family member/carer
- Other

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

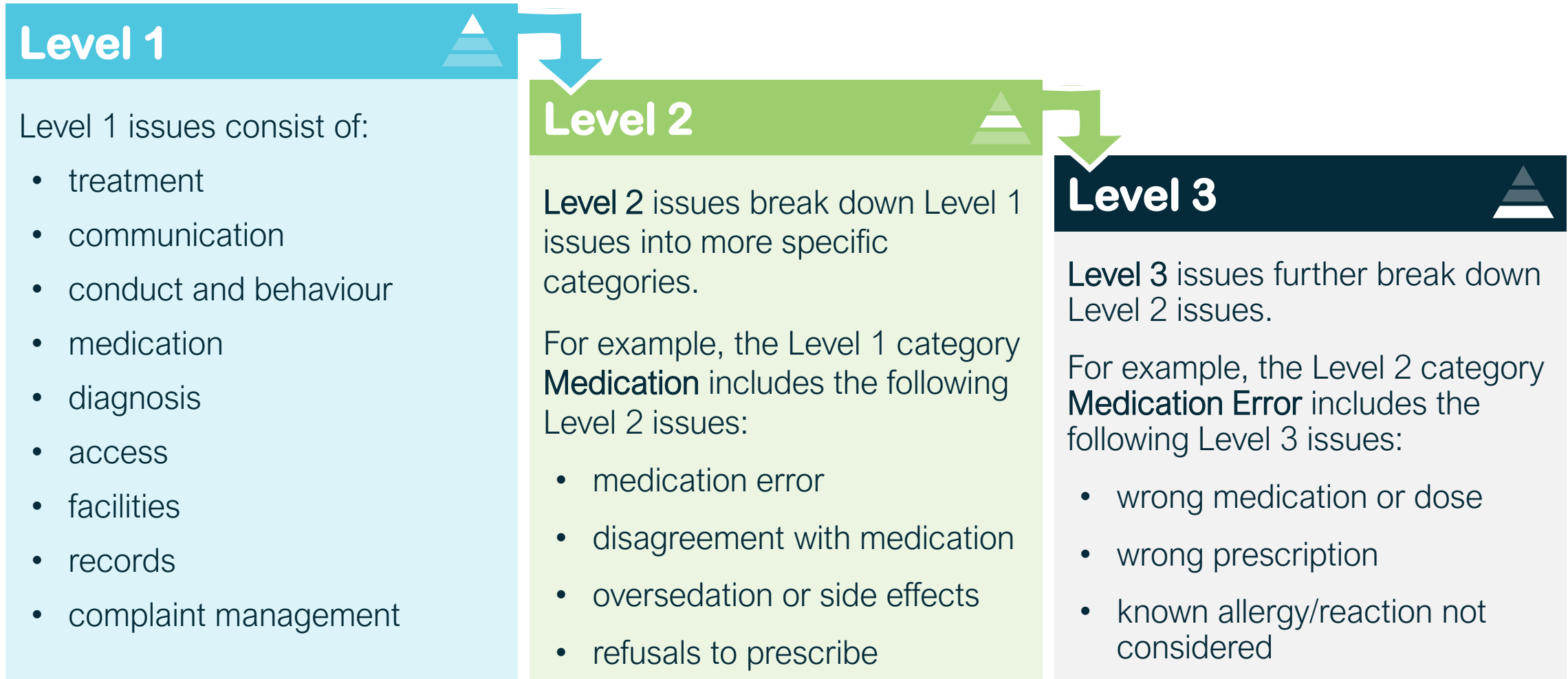


# Issues raised in complaint



# 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 Northern AMHS

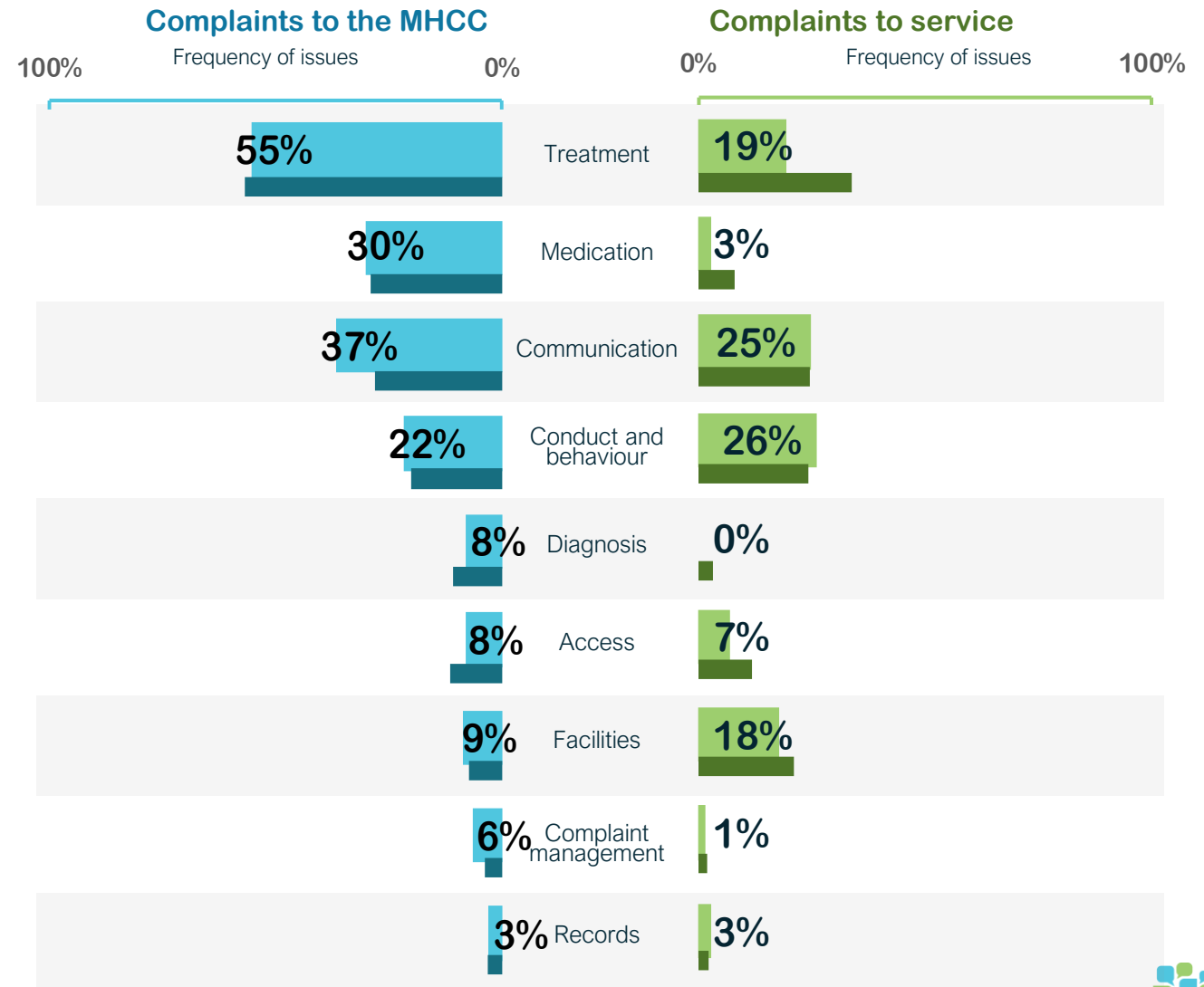
- The complaints shown on this page consist of all those made by consumers, family members / carers and any other persons.
- Issues raised in complaints to the MHCC about Northern Health were broadly consistent with those raised in complaints to the MHCC for the sector, with Treatment, Communication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

Complaints about Northern Health

- to the MHCC (n=139)
- to the service (n=73)

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 Northern Health

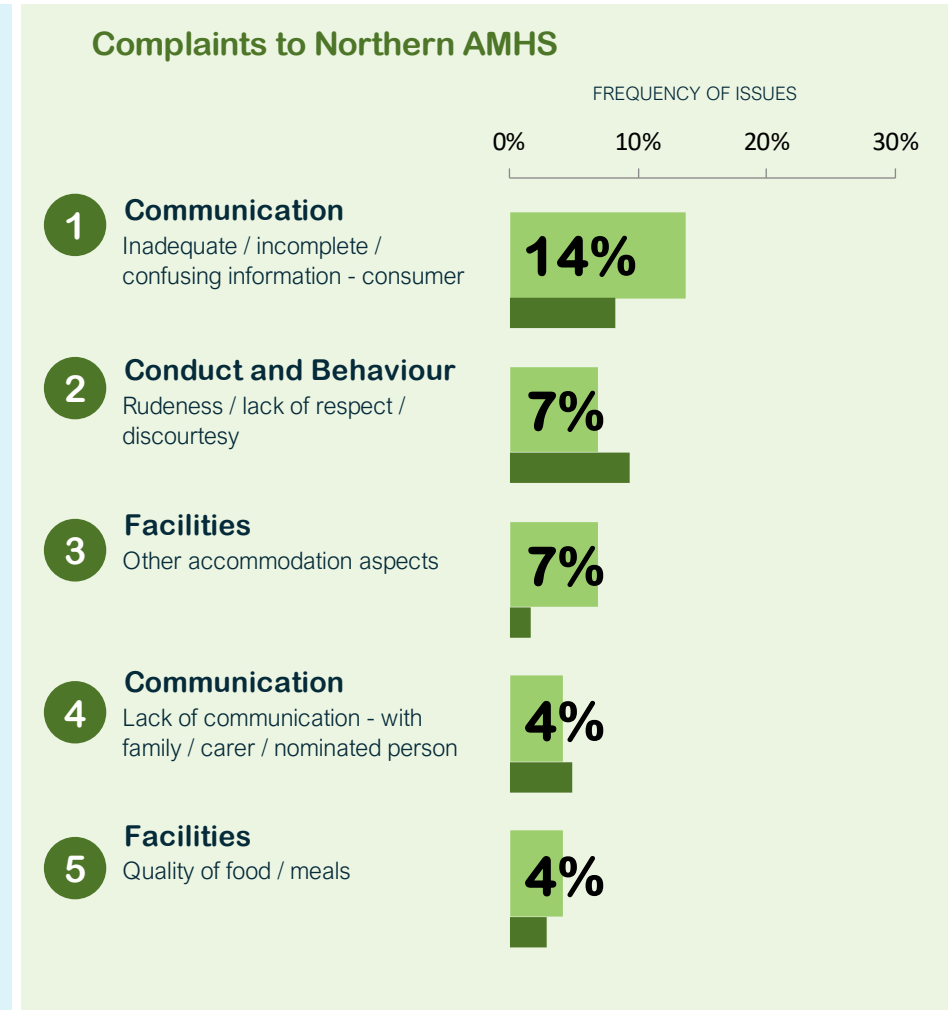
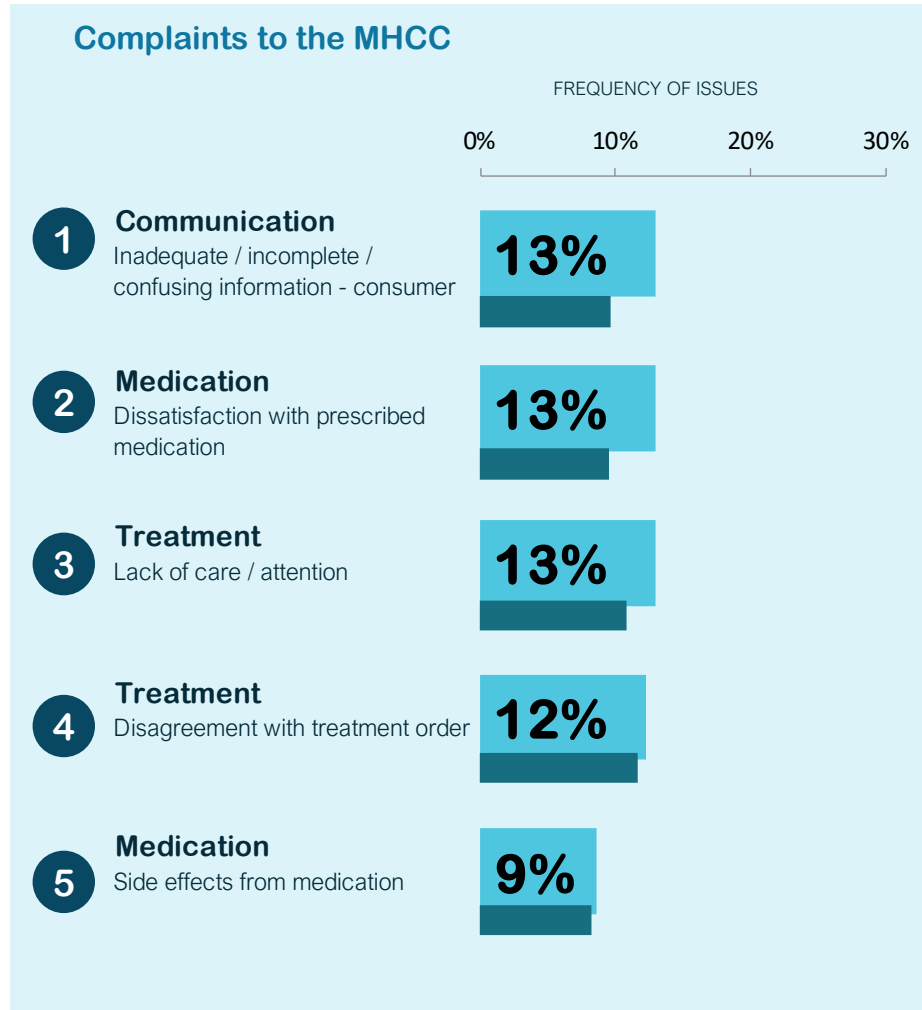
Complaints about Northern Health

- to the MHCC (n=139)
- to the service (n=73)

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 Northern Health were inadequate / incomplete / confusing information, dissatisfaction with prescribed medication, and lack of care / attention.
- Inadequate / incomplete / confusing information, rudeness / lack of respect / discourtesy, and other accommodation aspects of the facilities were common complaints issues mentioned directly to Northern Health.



# Issues raised by consumers 2022-23

Most frequent Level 3 issues raised about Northern Health

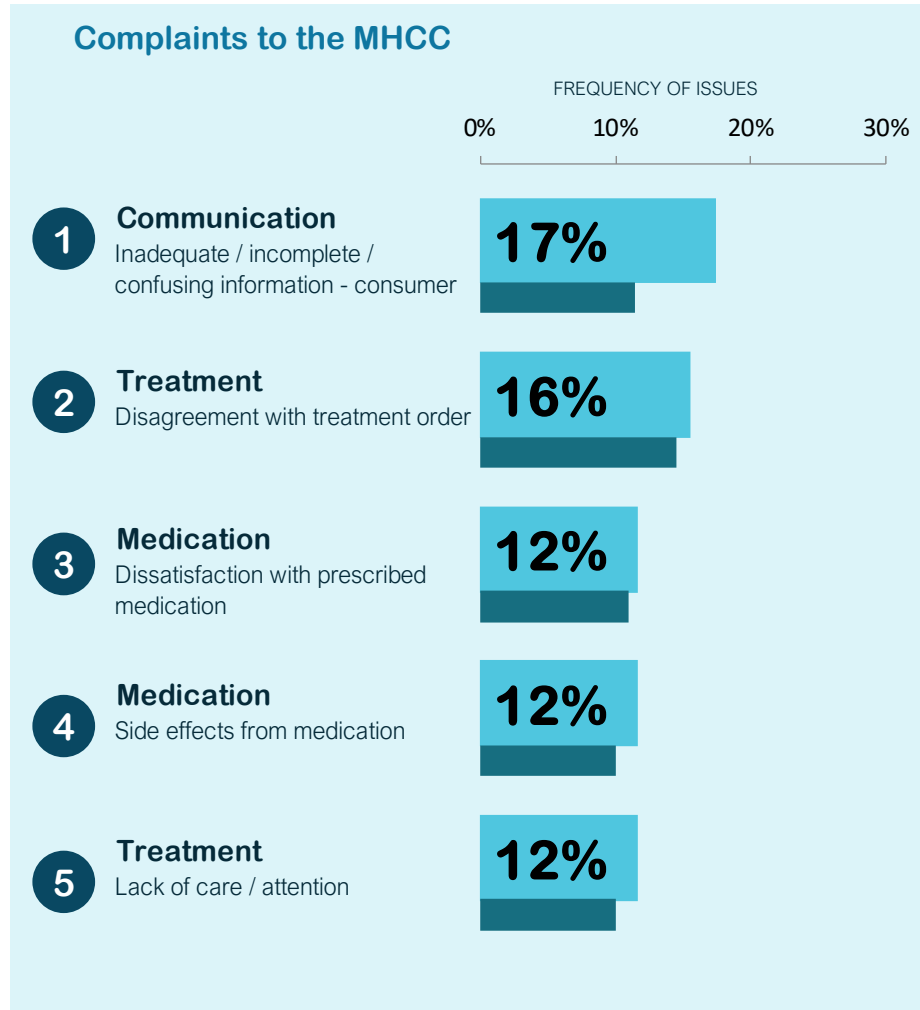
Complaints about Northern Health

- to the MHCC (n=103)
- to the service (n=45)

Sector-wide complaints

- to the MHCC (n=1074)
- to the service (n=1039)

- Inadequate / incomplete / confusing information and disagreement with treatment orders were the most frequently occurring issues in complaints made by consumers to the MHCC about Northern Health.



- The issues most frequently raised in complaints made directly Northern Health by consumers were inadequate / incomplete / confusing information, rudeness / lack of respect / discourtesy, and other accommodation aspects of the facilities.



# Issues raised by carers 2022-23

Most frequent Level 3 issues raised about Northern Health

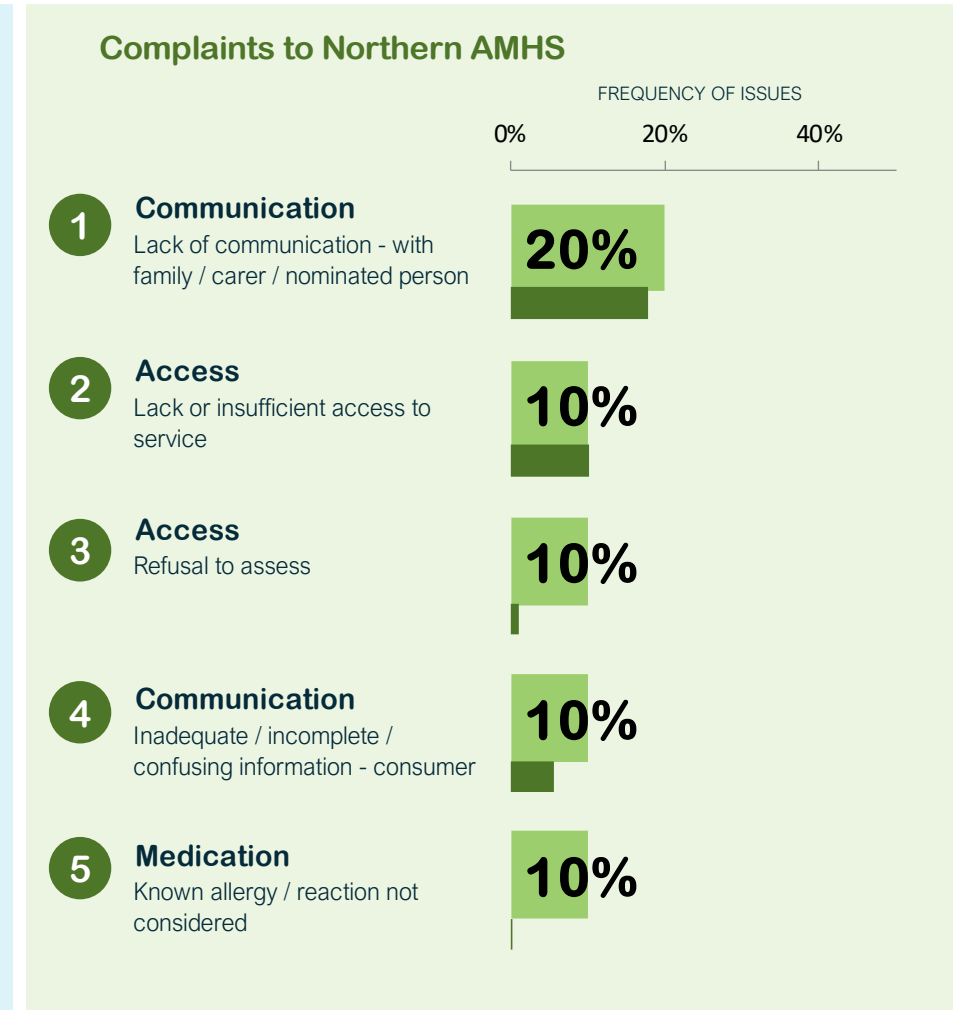
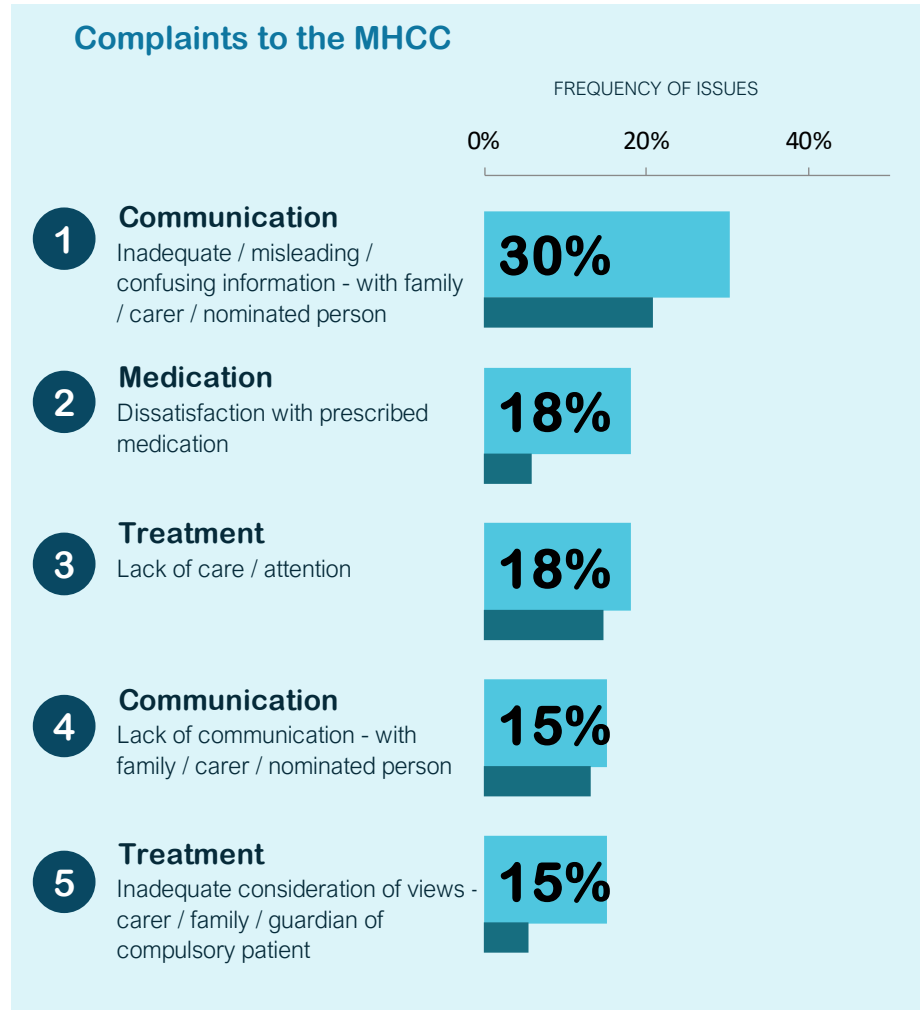
- The issues most frequently raised in complaints made by carers to the MHCC about Northern Health included inadequate / misleading / misleading / confusing information, dissatisfaction with prescribed medication, and lack of care / attention.
- Lack of communication was the most common complaint made directly to Northern Health by carers.

Complaints about Northern Health

- to the MHCC (n=33)
- to the service (n=10)

Sector-wide complaints

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



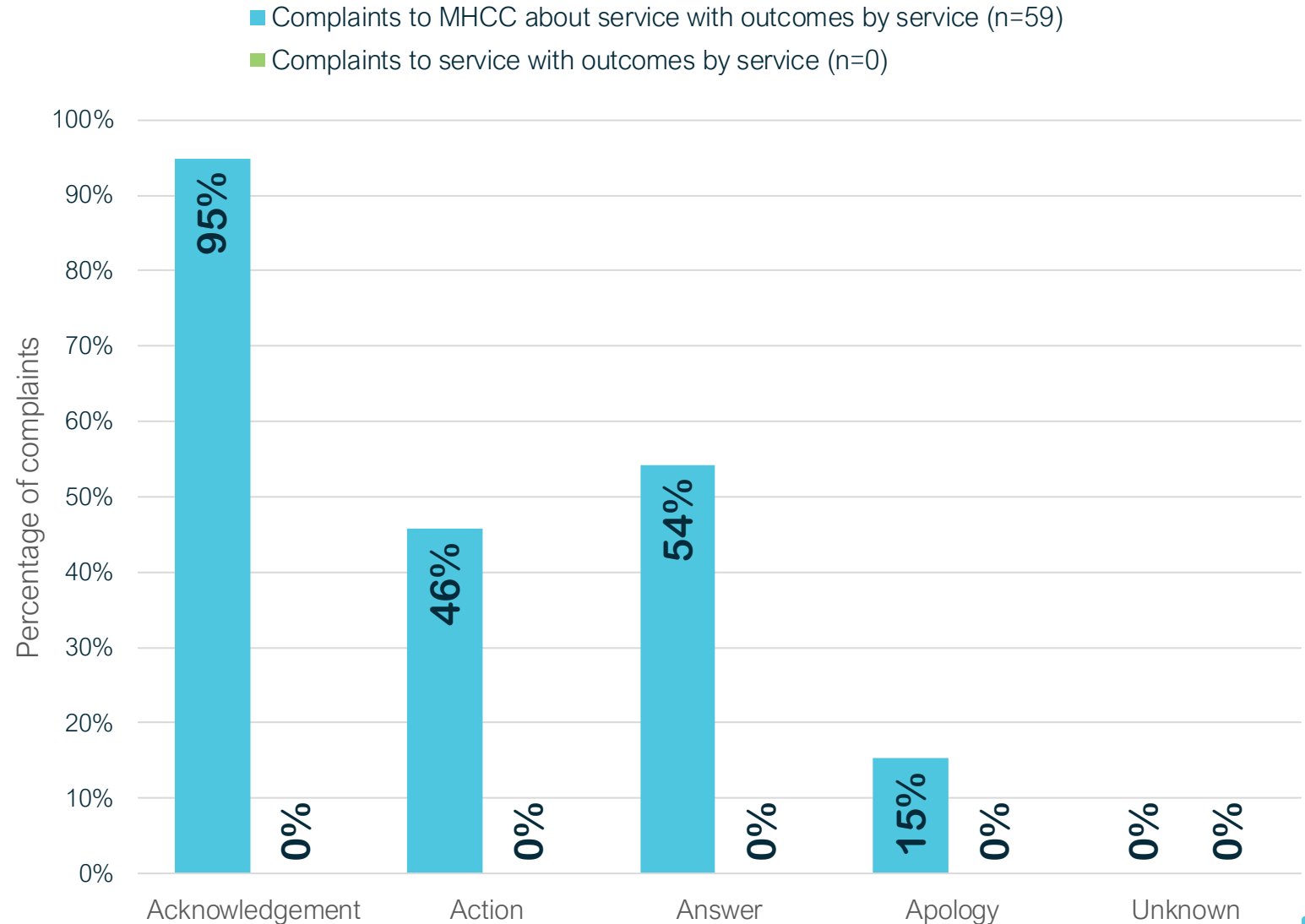


# Outcomes of complaints

# What were the outcomes of complaints? 2022-23

Closed complaints about Northern Health

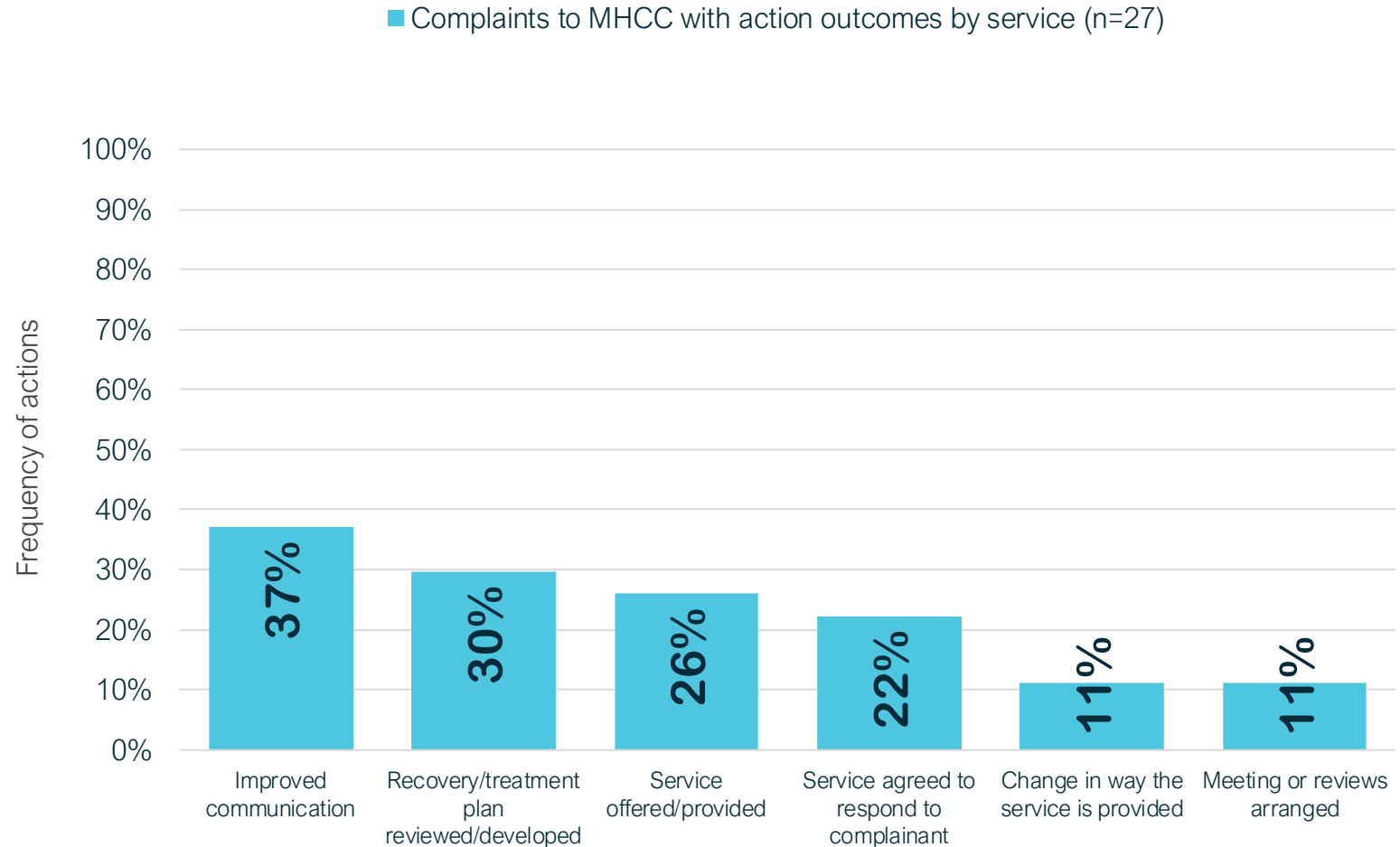
- Outcomes of complaints are framed in terms of the '4 A's' of complaint resolution - acknowledgement, action, answers and apology.
- This chart only includes complaints to the MHCC about Northern Health that were assessed as being in scope for resolution or having a known service outcome. The most common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



# 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 Northern Health in response to complaints to the MHCC included:
  - improving communication.
  - reviewing / developing recovery / treatment plan
  - offering / providing service







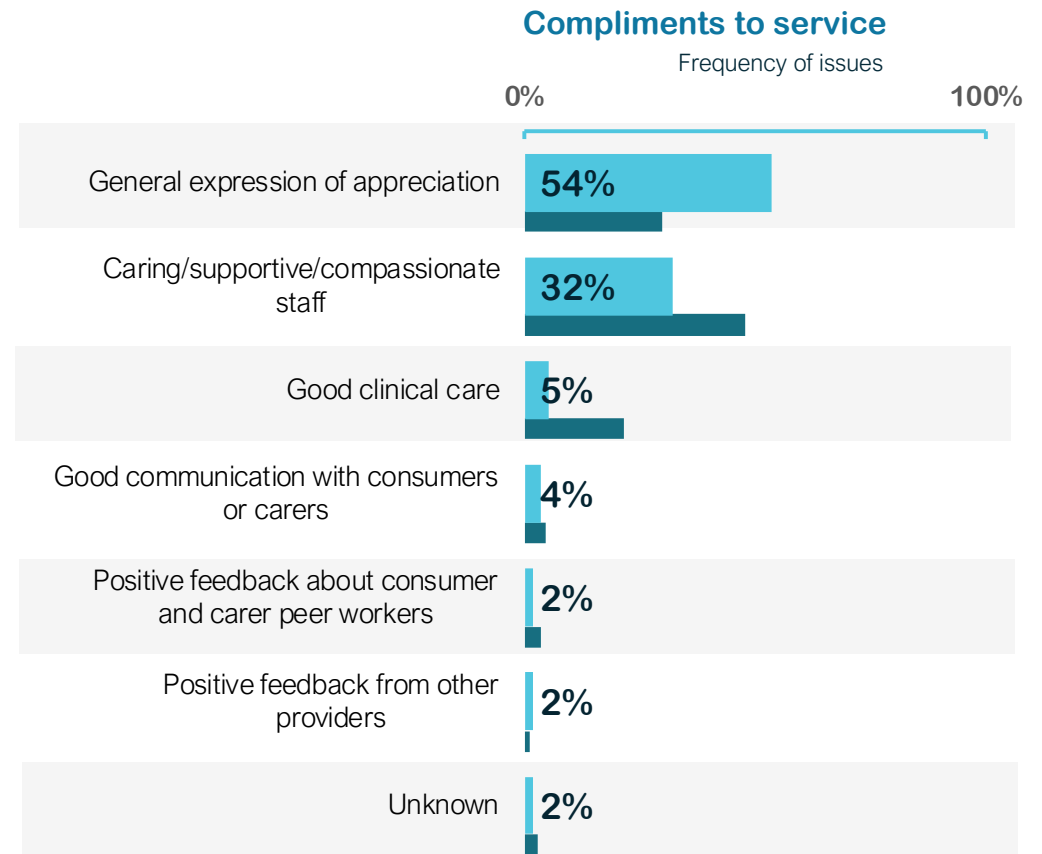
# Themes raised in compliments

# What were compliments about? 2022-23

● Compliments to Northern Health (n=56)      ● Compliments to services sector-wide (n=1041)

Issues raised in compliments about Northern Health

- The most frequently raised compliment issue were general expressions of appreciation for the service (54%) and caring / supportive / compassionate staff (32%).
- A considerable level of detail was provided by Northern 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 Northern Health and the number of complaints made directly to the service were significantly higher in 2022-23 than the previous year.
- Consumers made nearly three quarters of the complaints to the MHCC about Northern Health and directly to the service, with carers accounting for around a fifth.



## Issues raised

- Issues raised in complaints to the MHCC about Northern Health were broadly consistent with those raised in complaints to the MHCC for the sector, with Treatment, Communication and Medication being commonly mentioned issues.
- Issues raised in complaints made directly to the service were broadly consistent with those raised in complaints to services for the sector, with Conduct and behaviour, Communication and Treatment being commonly mentioned 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 and a responsive action.
- The most common action undertaken by Northern Health in response to complaints to the MHCC was improving communication.