

Summary of service provider complaint report

St Vincent's Hospital

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:



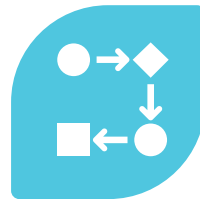
identify key themes
and emerging issues
across the sector



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

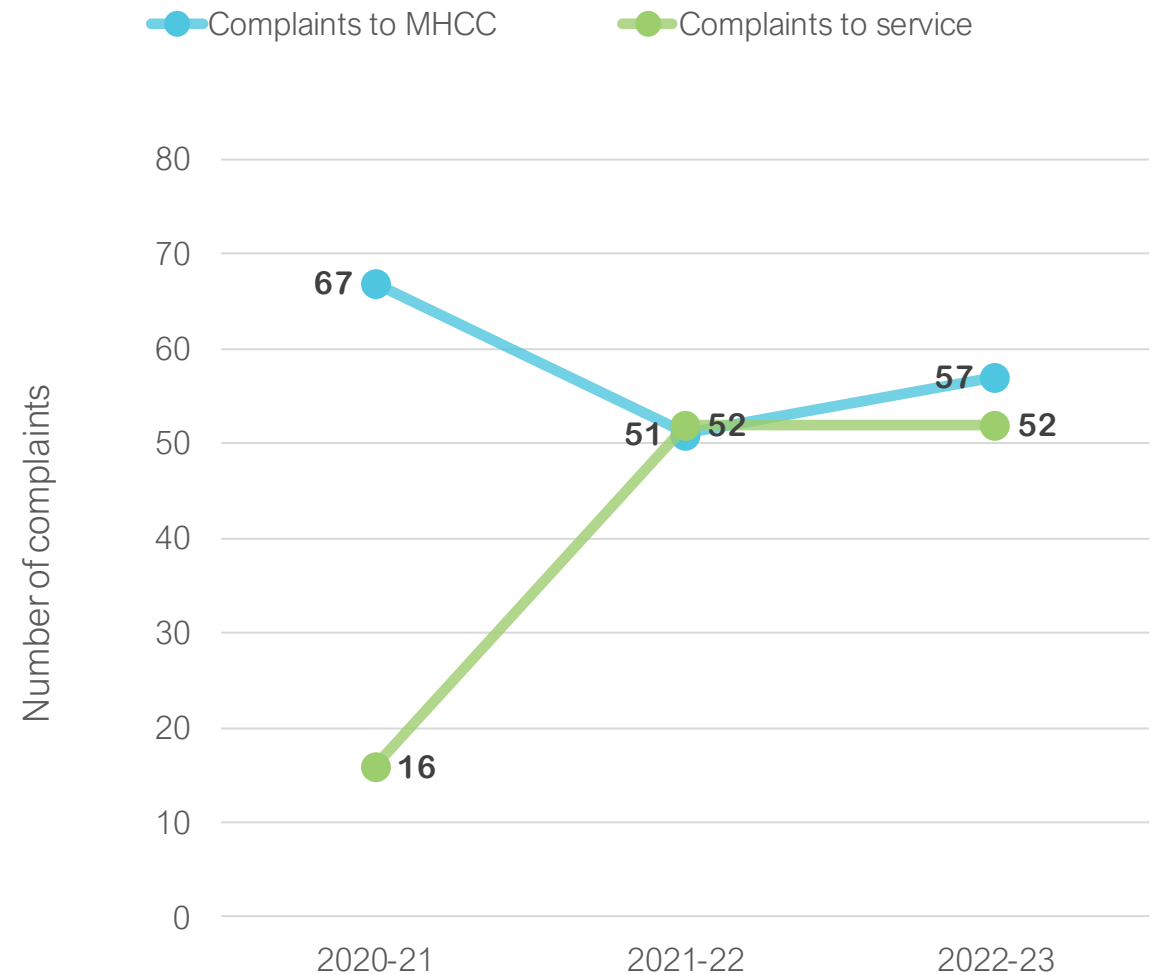
57

Complaints to the MHCC about St Vincent's Hospital

52

Complaints to St Vincent's Hospital

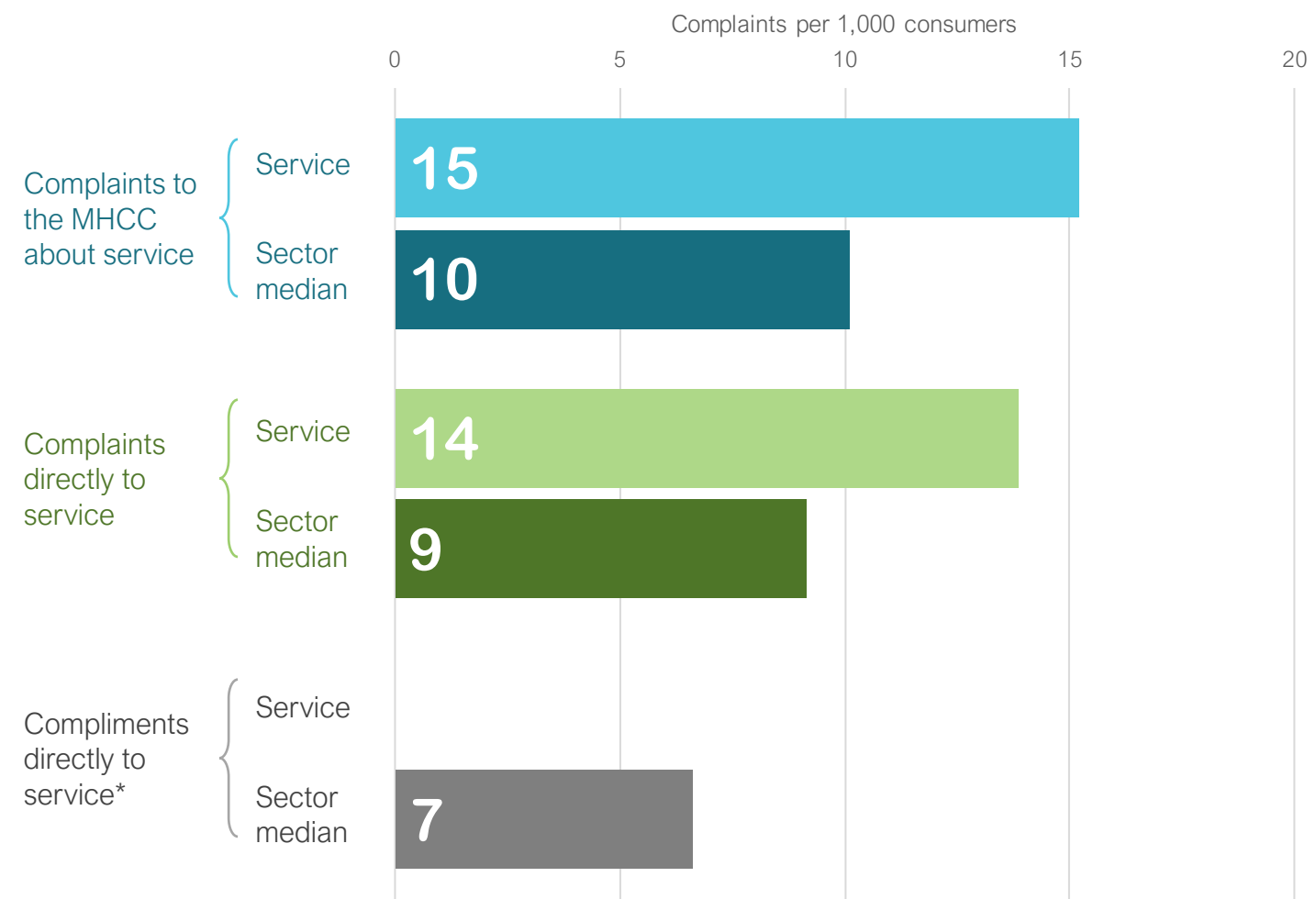
- The number of complaints made to the MHCC about St Vincent's Hospital increased slightly from 2021-22 to 2022-23, while the number of complaints made directly to the service remained unchanged.
- In contrast to 2021-22, the number of complaints made to the MHCC about St Vincent's Hospital was higher than complaints made directly to the service 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.
- Both the rate of complaints received by the MHCC about St Vincent's Hospital and the rate of complaints directly to the service were above the sector median.

Complaints about St Vincent's Hospital	Sector-wide complaint
● to the MHCC (n=57)	● to the MHCC (n=1442)
● to the service (n=52)	● to the service (n=1671)
● Compliments to St Vincent's Hospital (n=8)	● Compliments to services sector-wide (n=1041)

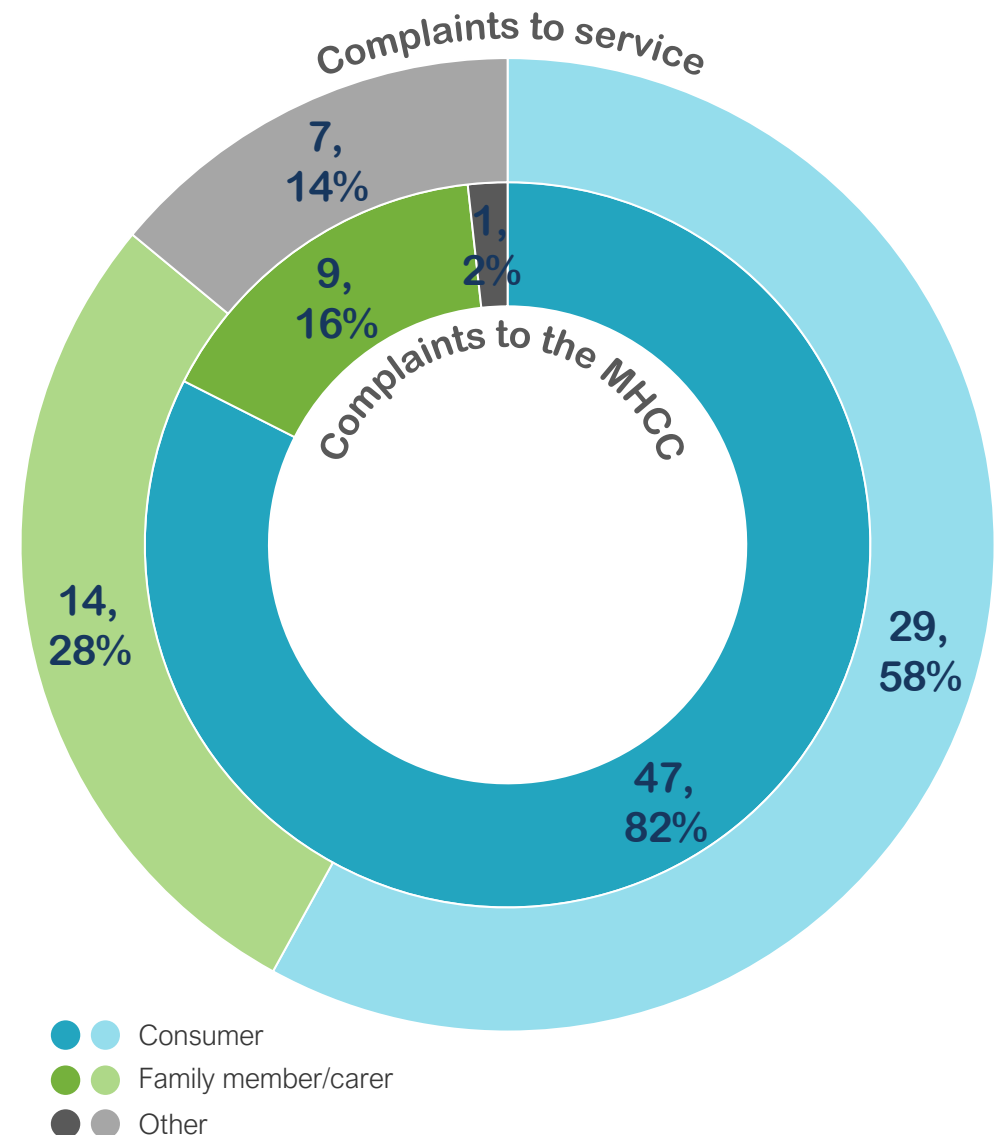


*Note: not all services reported compliments, and services likely used different approaches to capture compliments data

Who is making complaints? 2022-23

Complaints raised about St Vincent's Hospital

- Consumers made the vast majority of complaints to the MHCC about St Vincent's Hospital and over half of the complaint's directly to the service.
- Family members / carers made only 16% of complaints to the MHCC and over a quarter of complaints directly to the service (28%).



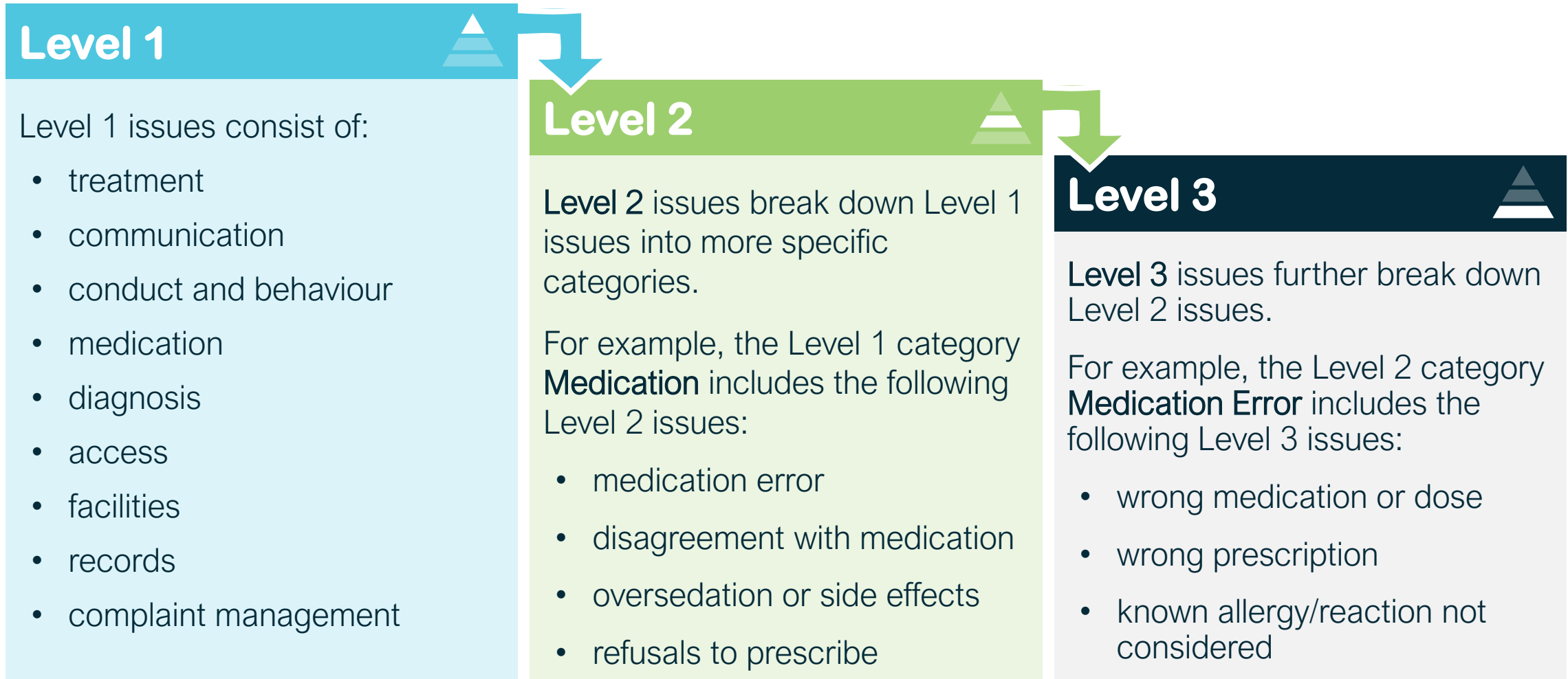
Note: this graphic does not include complaints where the complainant status was unknown.



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 St Vincent's Hospital

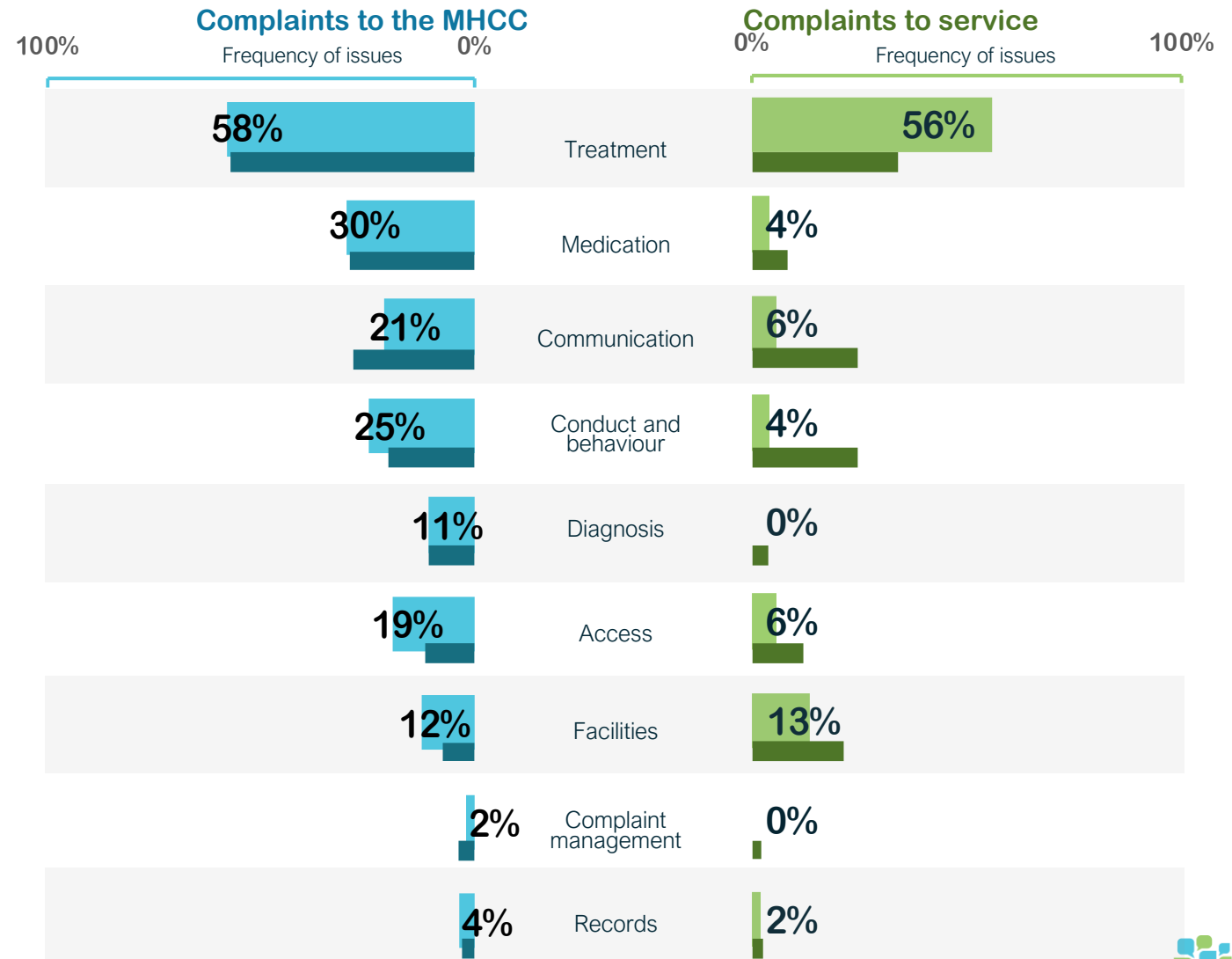
- The complaints shown on this page consist of all those made by consumers, family members / carers and any other persons.
- Issues raised in complaints to the MHCC about St Vincent's Hospital were consistent with those raised in complaints to the MHCC for the sector, with Treatment, Medication and Conduct & behaviour commonly raised in complaints.
- Issues raised in complaints directly to the service were inconsistent with those raised in complaints direct to services for the sector, with Treatment and Facilities proving the most common issues.

Complaints about St Vincent's Hospital

- to the MHCC (n=57)
- to the service (n=52)

Sector-wide complaints

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

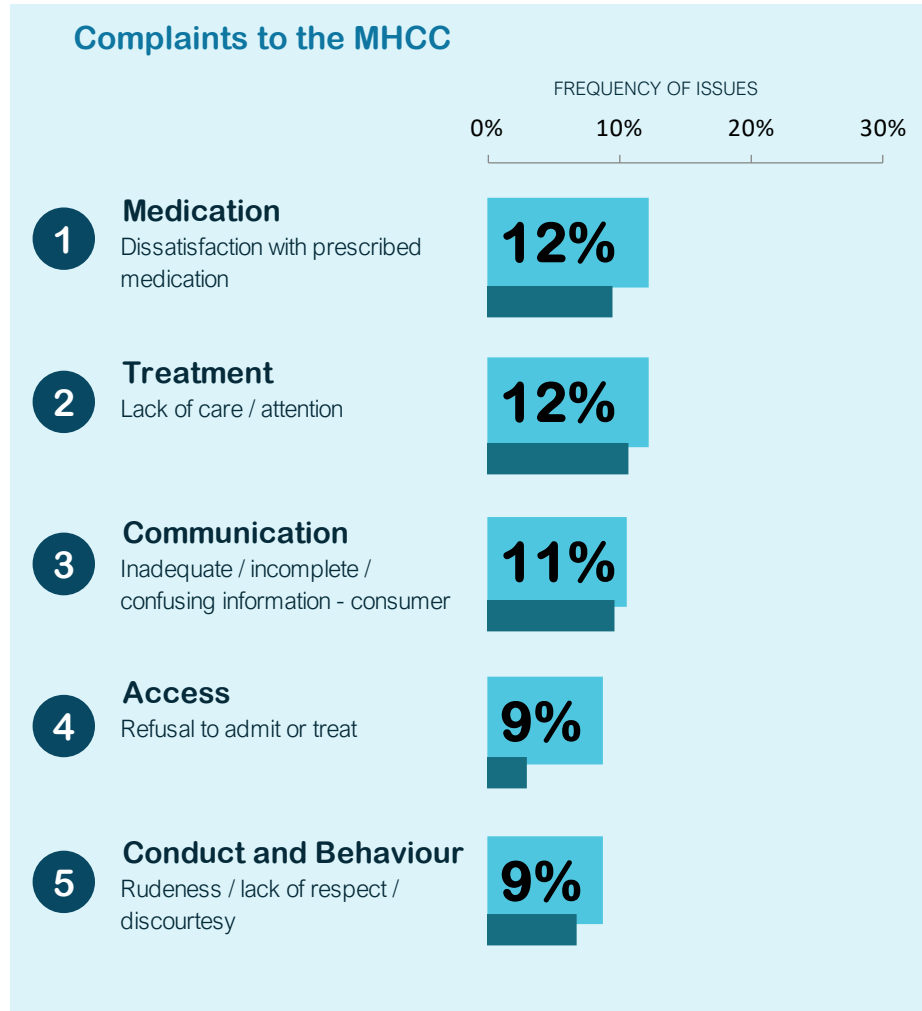


What were complaints about? 2022-23

Most frequent Level 3 issues raised about St Vincent's Hospital

Complaints about St Vincent's Hospital		Sector-wide complaints	
●	to the MHCC (n=57)	●	to the MHCC (n=1442)
●	to the service (n=52)	●	to the service (n=1671)

- The issues most frequently raised in complaints made to the MHCC about St Vincent's Hospital were dissatisfaction with prescribed medication, lack of care / attention, and inadequate / incomplete / confusing information provided to the consumer.
- The issues most frequently raised in complaints made directly to the service were unsafe / premature discharge, illicit drugs in the facility, disagreements with treatment orders, and inadequate treatment.

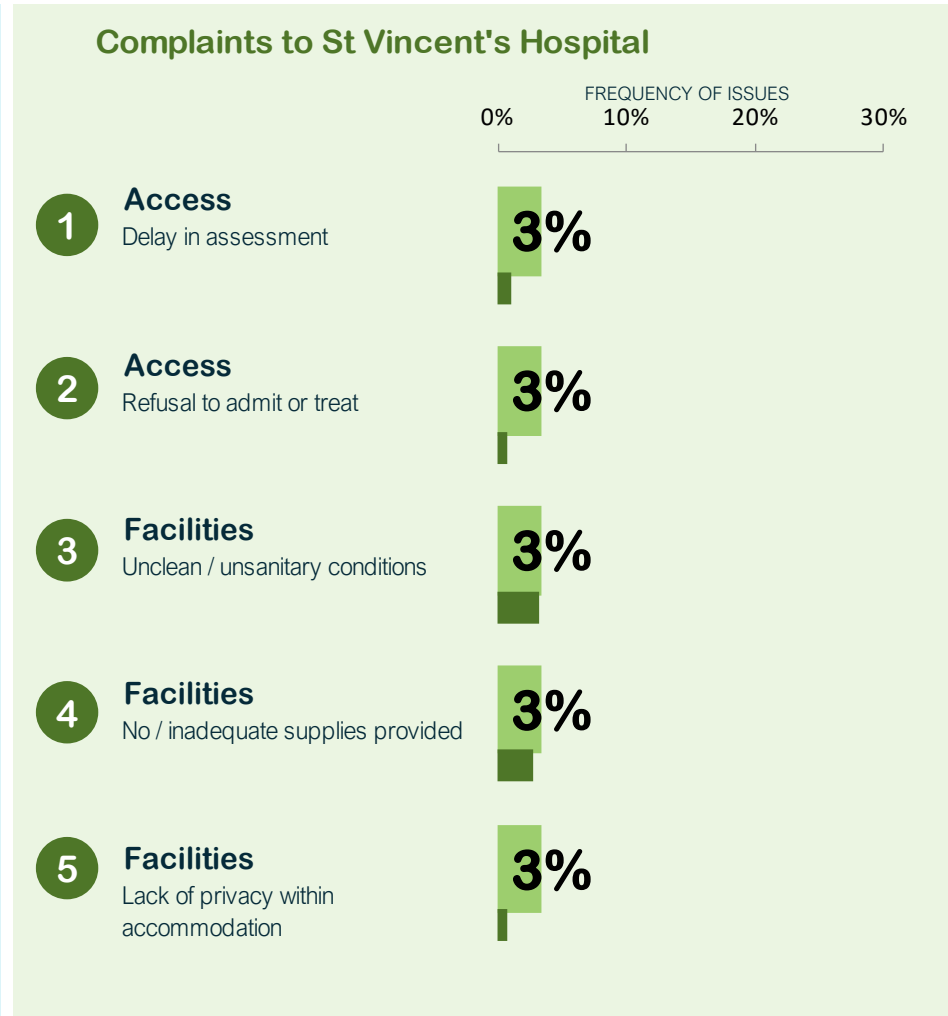
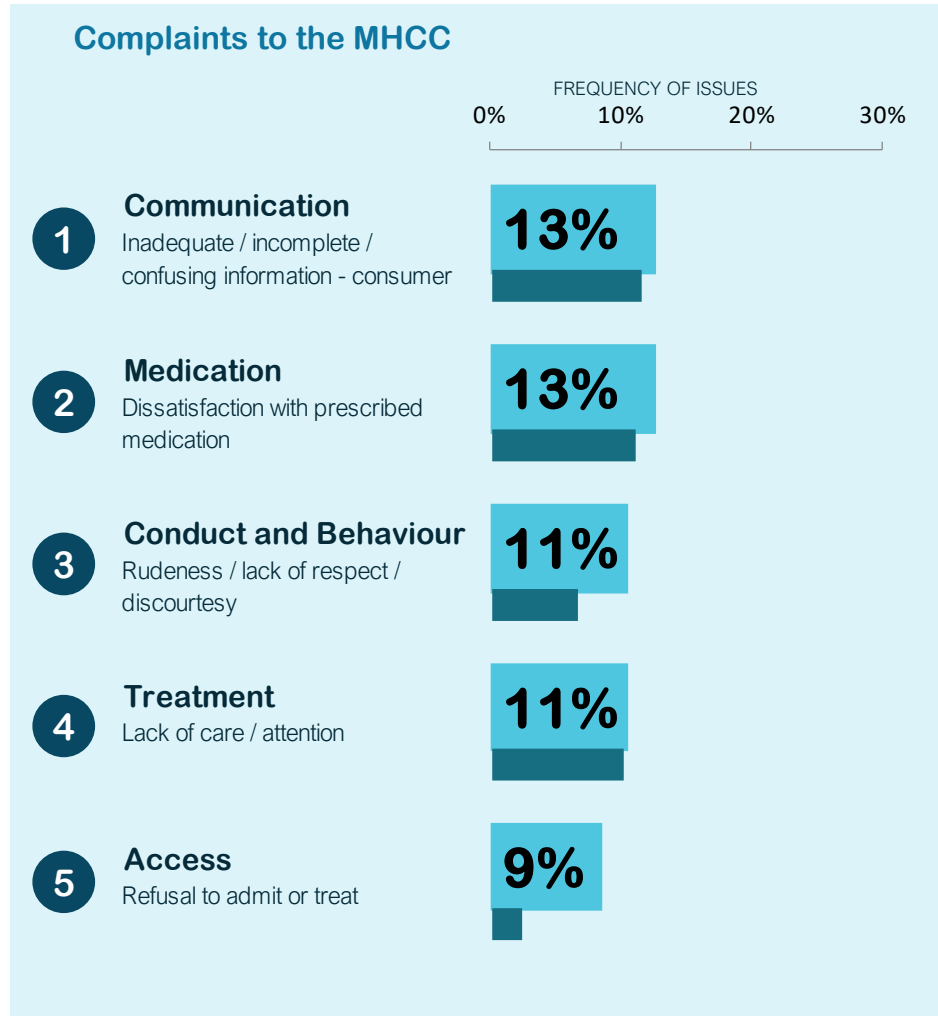


Issues raised by consumers 2022-23

Most frequent Level 3 issues raised about St Vincent's Hospital

Complaints about St Vincent's Hospital		Sector-wide complaints	
● to the MHCC (n=47)		● to the MHCC (n=1074)	
● to the service (n=29)		● to the service (n=1039)	

- Inadequate / incomplete / confusing information and dissatisfaction with prescribed medication were the most frequently occurring issues in complaints made by consumers to the MHCC about St Vincent's Hospital.
- There were no standout issues among complaints made by consumers directly to the service.



Issues raised by carers 2022-23

Most frequent Level 3 issues raised about St Vincent's Hospital

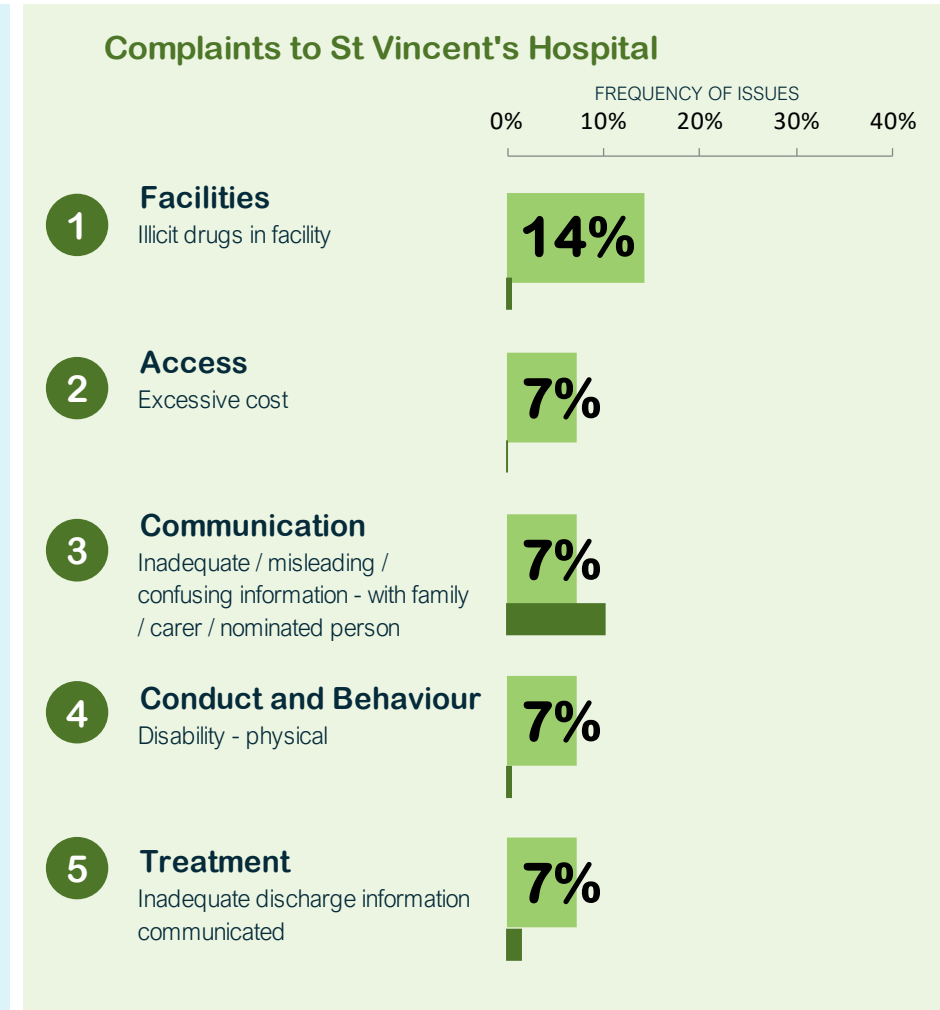
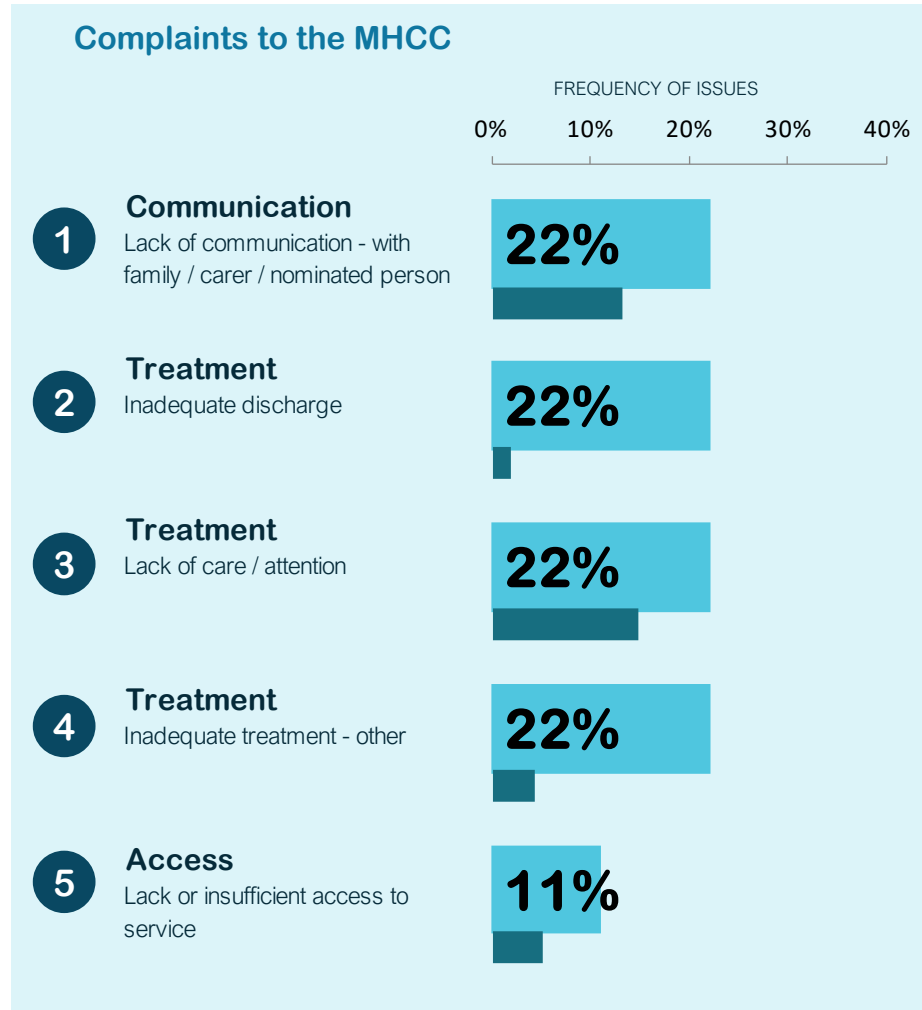
Complaints about St Vincent's Hospital

- to the MHCC (n=9)
- to the service (n=14)

Sector-wide complaints

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

- The issues most frequently raised in complaints made by carers to the MHCC about St Vincent's Hospital mostly related to Treatment, including inadequate discharge, lack of care / attention and inadequate treatment. Carers also mentioned lack of communication with them in their complaints to the MHCC.
- The top issue raised by carers to St Vincent's Hospital was illicit drugs in the facility.



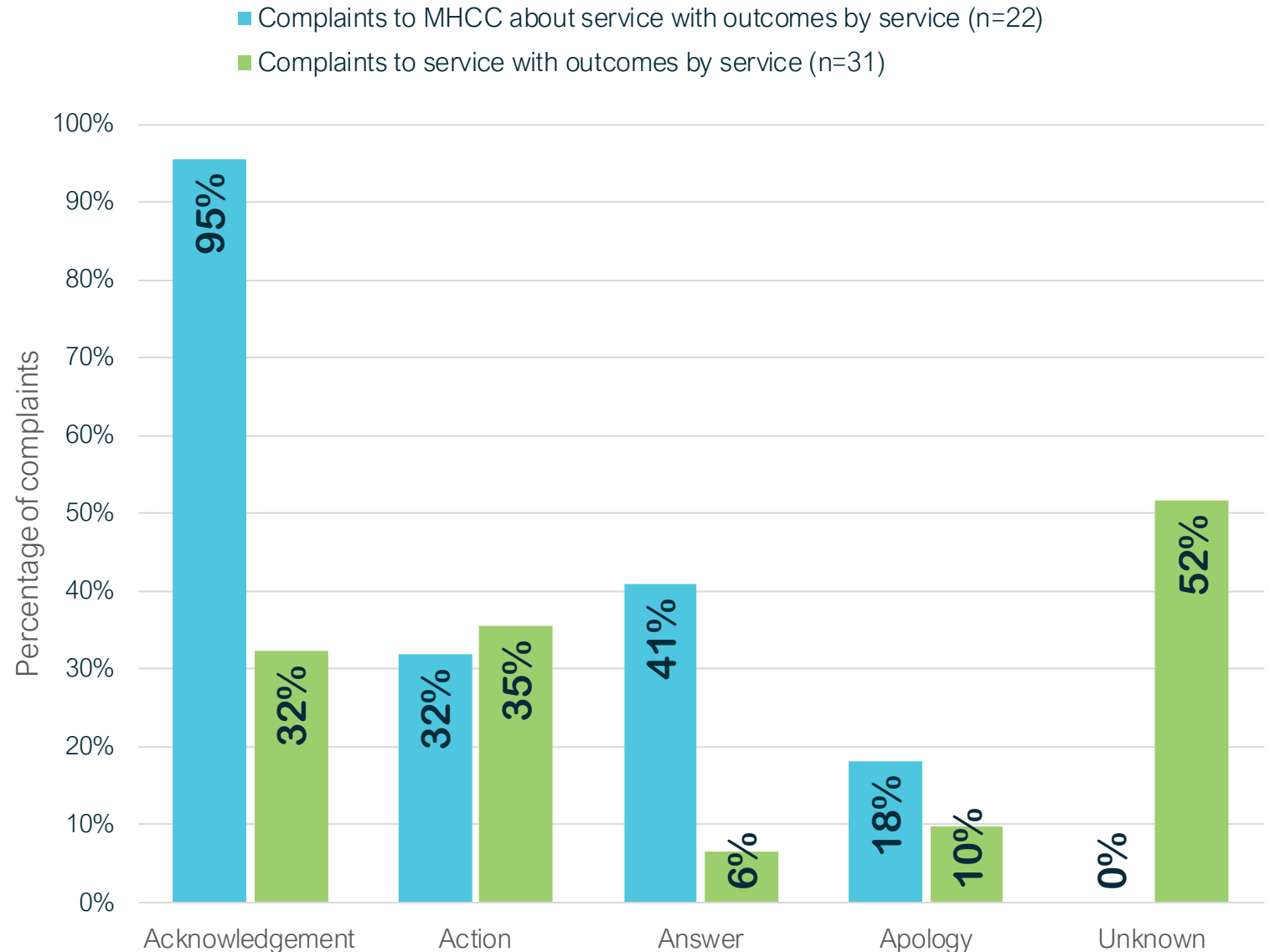


Outcomes of complaints

What were the outcomes of complaints? 2022-23

Closed complaints about St Vincent's Hospital

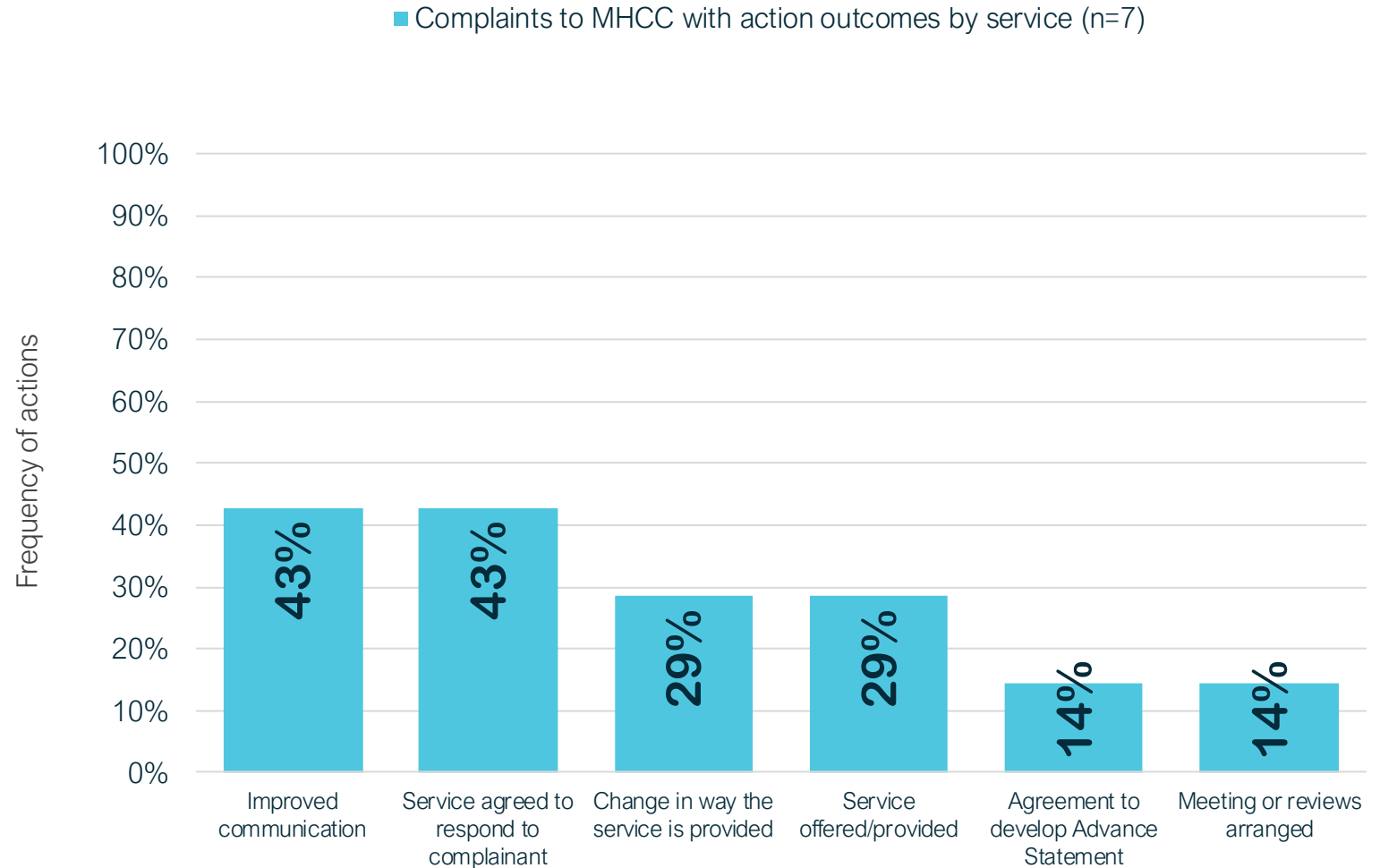
- Outcomes of complaints are framed in terms of the '4 A's' of complaint resolution - acknowledgement, action, answers and apology.
- This chart only includes complaints to the MHCC about St Vincent's Hospital that were assessed as being in scope for resolution or having a known service outcome. The 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.
- Common outcomes of complaints made directly to St Vincent's Hospital were responsive action and acknowledgement of the issue(s) raised by the complainant.



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 St Vincent's Hospital in response to complaints to the MHCC included:
 - improving communication
 - responding to the complainant
 - changing the way a service is provided
 - offering / providing service





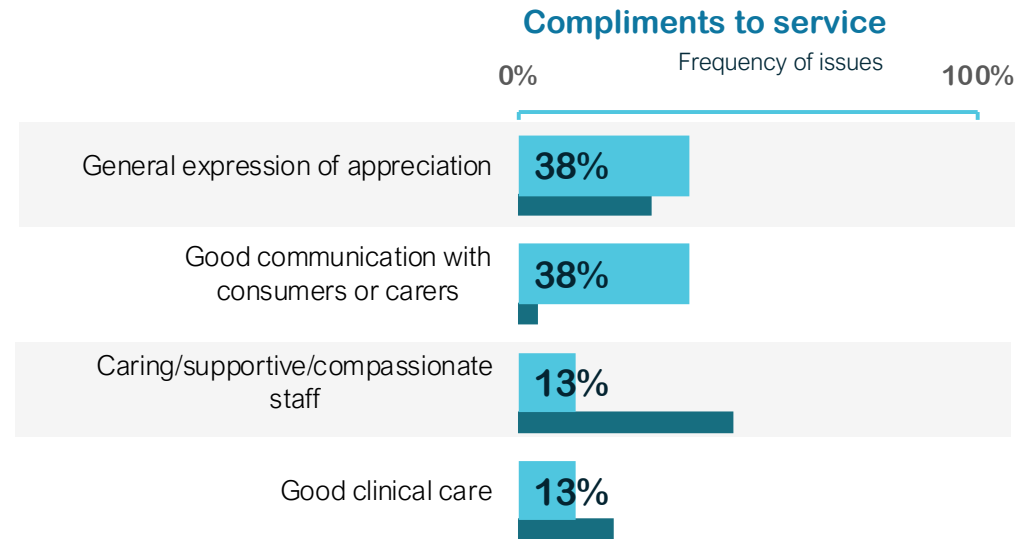
Themes in compliments

What were compliments about? 2022-23

● Compliments to St Vincent's Hospital (n=8) ● Compliments to services sector-wide (n=1041)

Issues raised in compliments about St Vincent's Hospital

- The most frequently raised compliment item was a general expression of appreciation.
- Other notable compliment issue were good communication with consumers (38%), caring / supportive / compassionate staff (13%) and good clinical care (13%).
- A considerable level of detail was provided by St Vincent's Hospital 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 St Vincent's Hospital increased slightly from 2021-22 to 2022-23, while the number of complaints made directly to the service remained unchanged.
- Consumers made the vast majority of complaints to the MHCC about St Vincent's Hospital and over half of the complaint's directly to the service.



Issues raised

- Issues raised in complaints to the MHCC about St Vincent's Hospital were consistent with those raised in complaints to the MHCC for the sector, with Treatment, Medication and Conduct & behaviour commonly raised in complaints.
- Issues raised in complaints directly to the service were inconsistent with those raised in complaints direct to services for the sector, with Treatment and Facilities proving 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.
- Common outcomes of complaints made directly to St Vincent's Hospital were responsive action and acknowledgement of the issue(s) raised by the complainant.
- The most common actions undertaken by St Vincent's Hospital in response to complaints to the MHCC were improving communication and responding to the complainant directly.