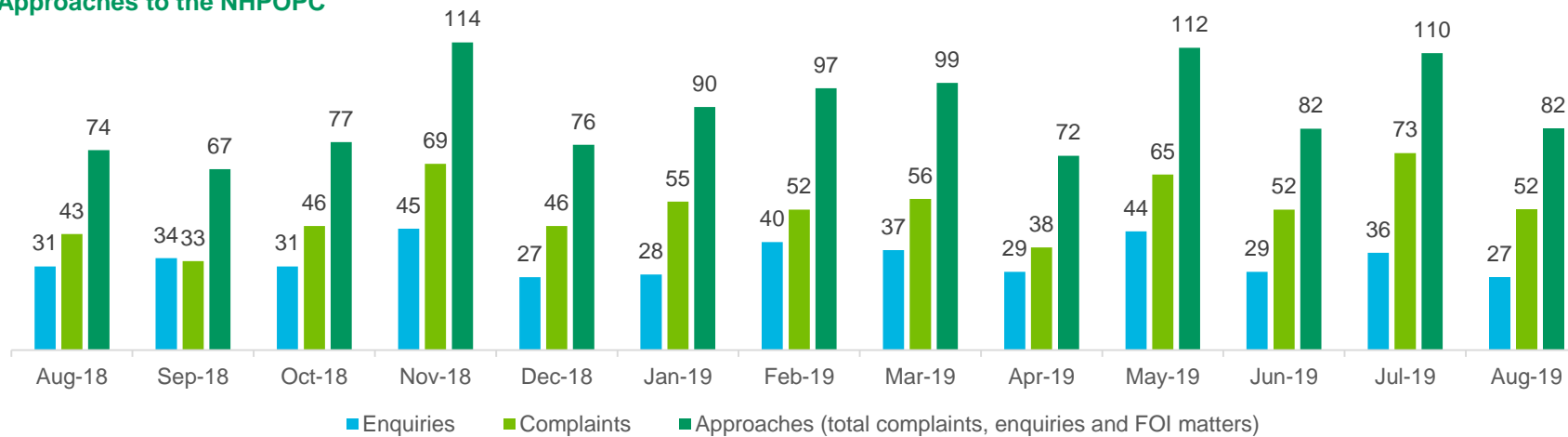


Monthly complaints report

Reporting period: 1 August 2019 to 31 August 2019

Approaches to the NHPOPC



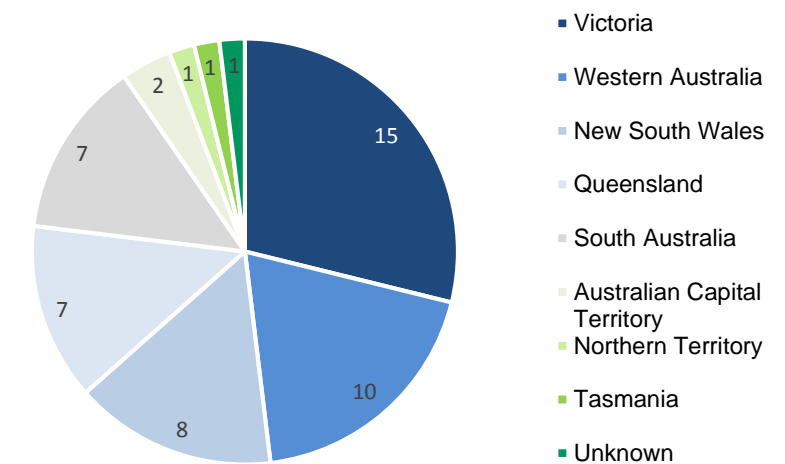
Approach	August 2019	July 2019 – August 2019	August 2018	July 2018 – August 2018
Enquiries	27 ↓	63 ↑	31	76
Complaints	52 ↑	125 ↑	43	74
FOI matters*	3	4	–	–
Total	82 ↑	192 ↑	74	150

*New function of the NHPOPC as of 1 December 2018

Complaints by profession	August 2019
Medical	24
Nursing	14
Dental	3
Psychology	3
Medical Radiation Practice	2
Pharmacy	2
Chiropractic	1
Optometry	1
Paramedicine	1
Unknown	1
Total	52

Type of complaint	August 2019
Handling of notification – complaint by notifier	20
Registration – delay	13
Handling of notification – complaint by a practitioner	10
Registration process or policy	7
General health regulation concerns	1
Registration fees	1
Total	52

Location of complainant



Investigations	August 2019	July 2019 – August 2019
Open investigations	60	n/a
Investigations commenced	21	29
Investigations finalised	15	24
Warm transfers to AHPRA	15	37

Outcomes on investigations	August 2019	July 2019 – August 2019
Further explanation provided to the complainant by the NHPOPC	10	13
Formal comments provided to AHPRA/National Board	3	6
Apology provided by AHPRA	1	1
Assisted resolution	1	1
Total	15	24

Case study

Trevor believed a medical practitioner failed to adequately manage and monitor his medical condition. He made a notification to AHPRA and, following an investigation, the Medical Board of Australia decided to take no further action.

Trevor raised concerns with us about the adequacy of the investigation into his notification and the explanation provided to him about the Board's decision. He also expressed disappointment with the length of time taken to finalise his notification, possibly because his matter was re-allocated to different AHPRA staff members on several occasions.

Our investigation found that, while AHPRA made reasonable attempts to communicate the Board's decision to Trevor, it could have been clearer about the issues that had been selected for investigation. We also determined that AHPRA did not provide regular updates to Trevor about the progress of the investigation, which was inconsistent with its legislative obligation to provide written updates at least every three months.

In order to resolve Trevor's concerns, AHPRA agreed to arrange for a clinical advisor to meet with Trevor to discuss the matter further. We provided positive feedback to AHPRA regarding his commitment to addressing Trevor's complaint.