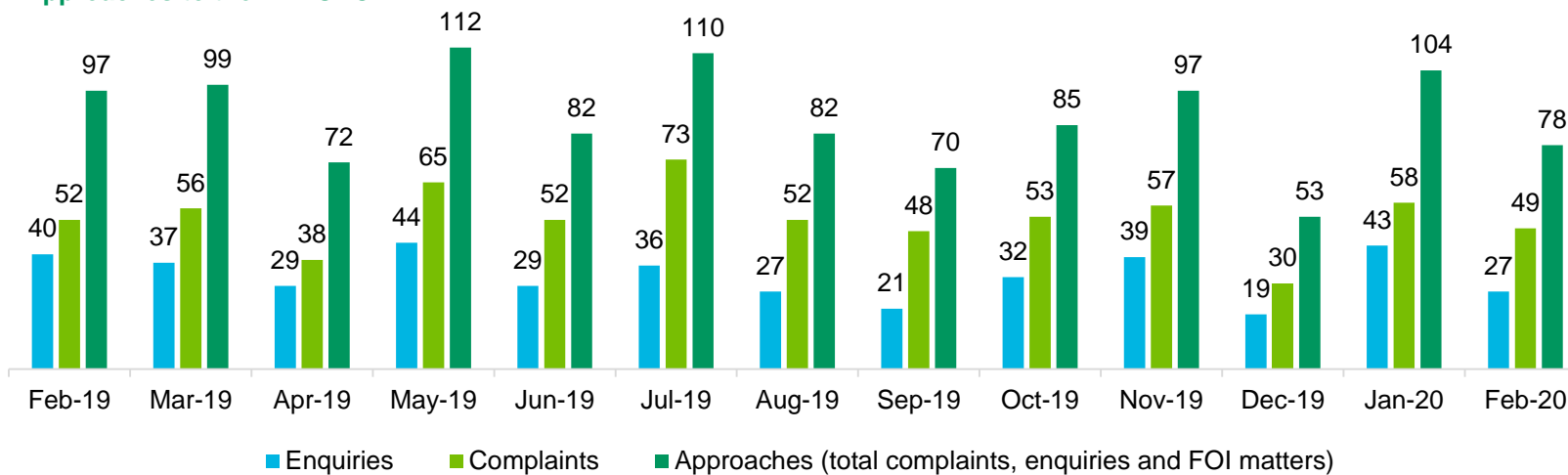


Monthly complaints report

Reporting period: 1 February 2020 to 29 February 2020

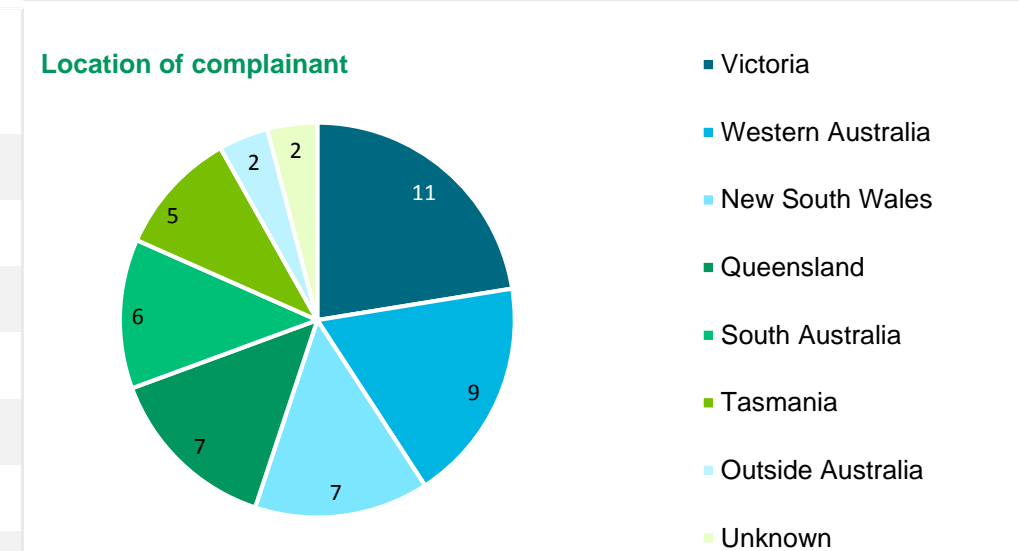
Approaches to the NHPOPC



Approach	February 2020	July 2019 – February 2020	February 2019	July 2018 – February 2019
Enquiries	27	244	40	281
Complaints	49	421	52	375
FOI matters	2	15	5	15
Total	78	680	97	671

Complaints by profession	February 2020
Medical	26
Nursing	9
Psychology	4
Dental	2
Unknown	2
Chinese Medicine	1
Chiropractic	1
Occupational Therapy	1
Optometry	1
Paramedicine	1
Physiotherapy	1
Total	49

Type of complaint	February 2020
Notification – complaint by notifier	20
Registration – process/policy	14
Notification – complaint by practitioner	5
Registration – delay	5
Other	2
Privacy/Handling of information	2
Notification – complaint by general public	1
Total	49



Outcomes on investigations	February 2020	July 2019 – February 2020
Investigated – explanation provided to complainant by NHPOPC	4	59
Investigated – assisted resolution	0	16
Investigated – s 12(4) comments provided to AHPRA/National Board	3	16
Investigated – apology provided	0	2
Total	7	93

Case study

Sarah made a notification to Ahpra and the Medical Board about a medical practitioner who provided care to her during a high-risk pregnancy. The Medical Board decided to take no further action after carrying out an investigation of the concerns Sarah had raised.

Sarah complained to the NHPOPC as she believed there was a conflict of interest between the person who wrote an expert opinion report about the management of her pregnancy and the practitioner she had notified about.

The NHPOPC ultimately formed the view that it had been reasonably open to the Medical Board to decide to take no further action. However, our investigation identified that Ahpra did not have clear processes in place for declaring and managing conflicts of interest in relation to expert opinion reports in cases where Ahpra did not commission the report itself. We provided feedback to Ahpra about this issue.

In response to our feedback, Ahpra acknowledged that a gap existed in its current processes when a expert opinion report is submitted to it by a third party. Ahpra advised that it will implement a conflict of interest check for such expert opinion reports in the future, so any declarations can be appropriately assessed and considered before the reports are presented to the relevant Board.

Investigations	February 2020	July 2019 – February 2020
Open investigations	41	N/A
Investigations commenced	14	77
Investigations finalised	7	93
Early resolution*/Warm transfers to Ahpra		
*Early resolution transfer process commenced 1 September 2019, replacing warm transfers	11	126