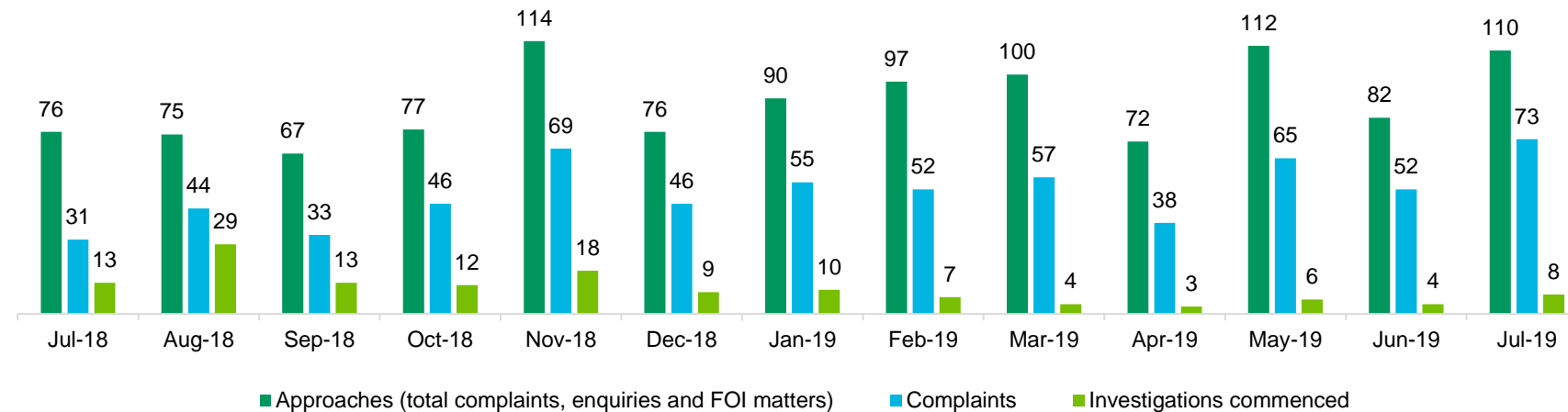


Monthly complaints report

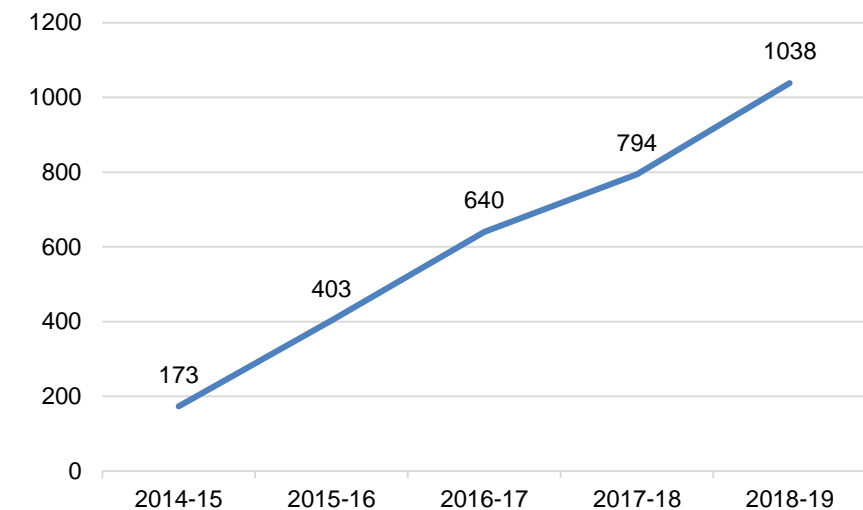
Reporting period: 1 July 2019 to 31 July 2019

Approaches to the NHPOPC



Approach	July 2019	July 2018
Enquiries	36	45
Complaints	73	31
FOI matters	1	–
Total	110	76

Approaches to the NHPOPC since 2014–15



Case study

Nindy's daughter, Anna, passed away shortly after being diagnosed with a terminal illness. Nindy believed Anna's illness should have been diagnosed earlier and she made a notification about the practitioner who had been providing treatment to Anna. The relevant Board decided to take no further action against the practitioner and Nindy complained to the NHPOPC.

The NHPOPC's investigation identified some issues with the handling of Nindy's notification: not all the supporting information Nindy provided to AHPRA was forwarded to the Board for its consideration, AHPRA did not explain to Nindy what aspects of her notification were being investigated, and there were long delays in AHPRA's communication with Nindy.

AHPRA acknowledged these issues. AHPRA agreed to provide guidance to staff and decision-makers regarding when it may be appropriate to not present to the relevant Board all supporting material provided by a notifier. AHPRA also advised that guidance is being prepared for staff regarding the way in which issues in a notification are captured, recorded and communicated to all parties.

Complaints by profession

July 2019

Type of complaints

July 2019

Medical	40
Nursing	15
Psychology	9
Dental	5
Pharmacy	2
Occupational Therapy	1
Paramedicine	1
Total	73

Handling of notification – complaint by notifier	47
Registration – delay	14
Registration – process or policy	5
Handling of notification – complaint by a practitioner	3
Registration – fees	2
Breach of privacy/Handling of personal information	1
Other	1
Total	73

Investigations

July 2019

Outcomes on investigations

July 2019

Open investigations	54
Investigations commenced	8
Investigations finalised	11
Warm transfers to AHPRA	23

Formal comments provided to AHPRA/National Board	5
Assisted resolution	3
Further explanation provided to the complainant by the NHPOPC	3
Total	11