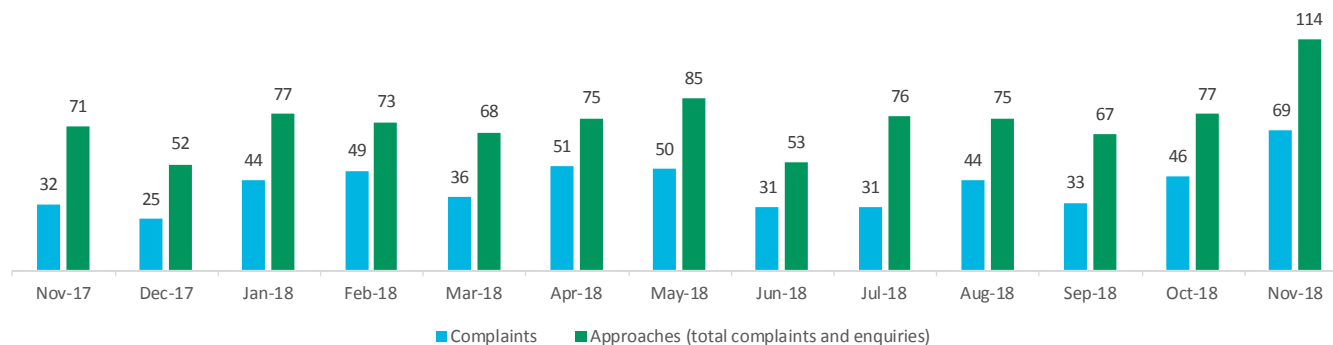


Monthly complaints report

Reporting period: 1 November 2018 to 30 November 2018

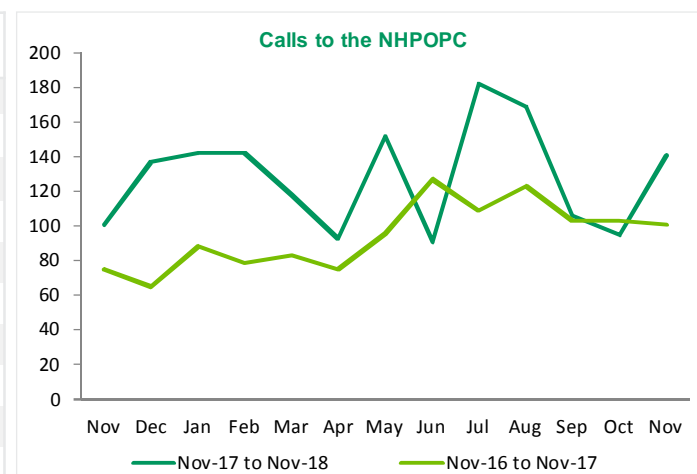
Approaches to the NHPOPC



Approach	November 2018	July 2018 – November 2018	November 2017	July 2017 – November 2017
Enquiries	45 ↑	186 ↑	39	153
Complaints	69 ↑	223 ↑	32	158
Total	114 ↑	409 ↑	71	311

Complaints by entity	November 2018
AHPRA	33
AHPRA and Medical Board	13
AHPRA and Nursing and Midwifery Board	11
AHPRA and Psychology Board	9
AHPRA and Dental Board	1
AHPRA and Podiatry Board	1
Other	1
Total	69

Type of complaint	November 2018
Handling of notification – complaint by notifier	30
Registration process or policy	17
Registration delay	13
Freedom of Information	2
Notification – complaint by practitioner	2
Other	2
Breach of privacy/handling of information	1
General health regulation concerns	1
Notification – complaint by general public	1
Total	69



Investigations	November 2018	July 2018 – November 2018
Open investigations	81	n/a
Investigations commenced	17	82
Investigations finalised	14	58
Warm transfers to AHPRA	19	49

Outcomes on investigations	November 2018	July 2018 – November 2018
Further explanation provided to the complainant by the NHPOPC	10	39
Formal comments provided to AHPRA/National Board	4	16
Assisted resolution	–	3
Total	14	58

Case study

The NHPOPC received a complaint regarding the handling of a notification by AHPRA and the Medical Board of Australia (the Board). The complainant felt that AHPRA and the Board failed to address all of his concerns and that AHPRA's communication was infrequent during the notification process.

The NHPOPC's investigation found that the regularity of AHPRA's communication with the complainant could have been better and that AHPRA was not proactive in providing investigation updates at three-monthly intervals (as is a legislative requirement). The NHPOPC also noted that AHPRA did not inform the complainant of the decision to limit the scope of its investigation, which would have better managed the complainant's expectations as to what aspects of his notification would be considered by the Board.

In response to the NHPOPC's comments, AHPRA advised of its revised approach to managing notifications, which includes highlighting to notifiers what elements of their notification will be investigated. AHPRA also reiterated its continued commitment to working with staff in relation to effective communication with notifiers and health practitioners throughout the notifications process.