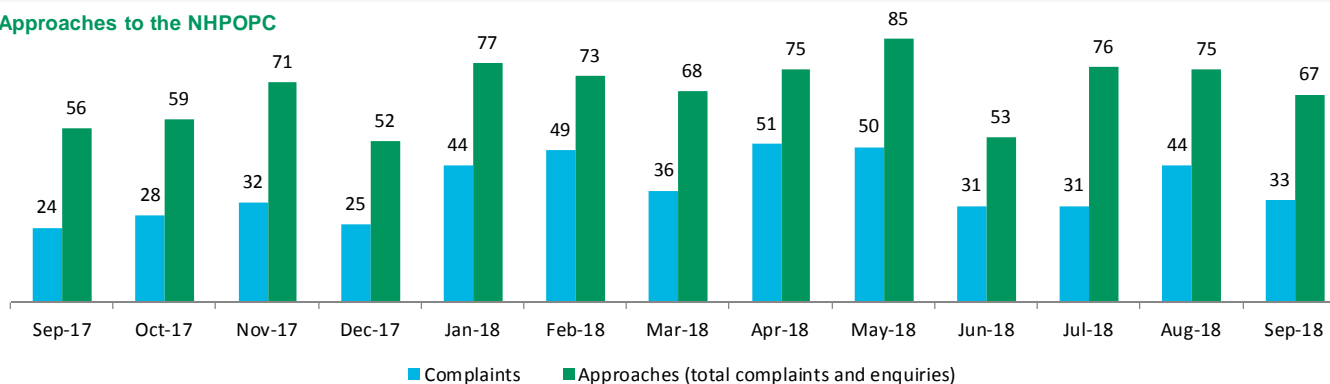


Monthly complaints report

Reporting period: 1 September 2018 to 30 September 2018

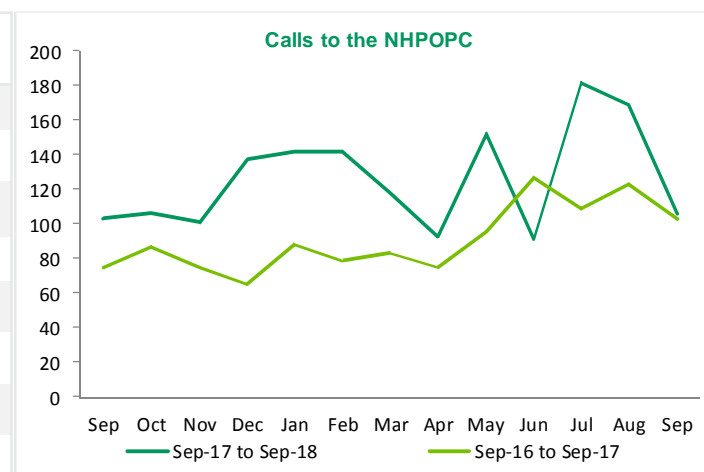
Approaches to the NHPOPC



Approach	September 2018	July 2018 – September 2018	September 2017	July 2017 – September 2017
Enquiries	34 ↑	110 ↑	32	83
Complaints	33 ↑	108 ↑	24	98
Total	67 ↑	218 ↑	56	181

Complaints by entity	September 2018
AHPRA	16
AHPRA and Medical Board	12
AHPRA and Nursing and Midwifery Board	4
AHPRA and Dental Board	1
Total	33

Type of complaint	September 2018
Handling of notification – complaint by notifier	15
Handling of notification – complaint by practitioner	6
Registration process or policy	6
Freedom of Information	2
Registration delay	2
General health regulation concerns	1
Handling of notification – complaint by general public	1
Total	33



Investigations	September 2018	July 2018 – September 2018
Open investigations	78	n/a
Investigations commenced	13	55
Investigations finalised	18	31
Warm transfers to AHPRA	7	19

Outcomes on investigations	September 2018	July 2018 – September 2018
Further explanation provided to the complainant by the NHPOPC	11	20
Formal comments provided to AHPRA/National Board	5	9
Assisted resolution	2	2
Total	18	31

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 was distressed by the Board's decision to take no further action against a doctor who had provided treatment to her child. The complainant also raised concerns regarding AHPRA's communication and its response to additional evidence she had provided about the matter.

The NHPOPC's investigation found that AHPRA's management of the notification could have been better. In particular, AHPRA failed to provide meaningful progress updates to the complainant. It was also apparent that AHPRA did not manage the complainant's expectations as to what issues could be considered by the Board. In order to resolve the complainant's concerns, the NHPOPC collaborated with AHPRA to provide the complainant with further information about the reasons for the Board's decision.

In response to the NHPOPC's investigation, AHPRA advised that it is developing additional guidance for staff on how to manage new information after a Board has already considered a matter. AHPRA also advised of its ongoing commitment to training staff, focusing on the specialist and tailored skills required to communicate with notifiers and health practitioners during the notifications process.