

Complaints Resolution Procedure

Complaints – Policy

Paddington Doctors understands that despite our best intentions, we and the practitioners who consult from our clinic may be unable to satisfy everybody all the time. We see patient feedback, both positive and negative as an opportunity to maximise strengths and to address weaknesses. Patient feedback is always invited and accepted appreciatively.

Complaints – Procedure

Opportunities are available for patients and other visitors to tell us how we are doing. We will collect systematic patient experience feedback at least every 3 years as part of our accreditation process.

Paddington Doctors provides patients with information on how to provide feedback.

We have a complaints resolution process and we make the contact details for NSW health complaints agencies readily available to patients if we are unable to resolve their concerns.

Patients have a right to complain and where possible patients and others are encouraged to raise any concerns directly with the relevant team member so that there is an opportunity to understand and resolve the matter. All complaints made will be handled appropriately as per this policy..

Patients and others have opportunities to register their complaints either verbally to staff or in writing. Patients may complain anonymously through the use of a pseudonym or an anonymised email address.

Please note however that if you wish to make an anonymous complaint with no contact details, although your anonymity will be preserved and respected, it may not be possible to act on the complaint, inform you of the complaint's outcome, nor obtain further information to resolve the complaint.

We make every effort to respond to and resolve complaints at the time the patient or other people such as carers (relative, friend, other consumer) makes them known to us.

Under the Health Services (Conciliation & Review) Act 1987 people with complaints are encouraged to try to resolve them directly with the health service provider. If a satisfactory outcome is not achieved, then the complaint can go directly to the Health Services Commissioner for action. The public may also call the Office of the Health Services Commissioner at any time concerning a query or to report a complaint.

The NSW Health Care Complaints Commission may be reached on:

1800 043 159

or by going to:

<http://www.hccc.nsw.gov.au/Complaints/How-To-Make-a-Complaint/Default/default.aspx>

Under national and state privacy laws: Commonwealth Privacy Act – Privacy Amendment (Private Sector) Act 2000 and APP, MMC must provide and adhere to a complaints process for privacy issues and those related to the APPs/Health Privacy Principles (HPPs).

All staff are prepared to address complaints as they arise. Depending on the nature of the complaint and advice received from medical indemnity company, complaints are recorded and actioned, with a copy placed in the patient's medical record if related to patient care.

All clinical staff are aware of their professional and legal obligations regarding the mandatory reporting of unprofessional conduct.

When receiving complaints staff keep in mind the following to minimise further patient anxiety and hostility, possibly leading to litigation.

Handling of Complaints

- *Dr Simon Kerr is responsible for feedback collection and analysis and handling complaints and coordinates the investigation and resolution of complaints*
- *Please submit all complaints to pm@paddingtondoctors.com*
- *A paper complaints form is available at reception on request.*
- *Use the Acknowledgment of Complaint letter provided and respond to complaints in writing within 2 working days*
- *If the complaint is of a medical nature it will be referred to the relevant GP for review*
- *Where a complaint is made against a staff member we will provide them with an opportunity to discuss the details in a private setting*
- *We will make an assessment on whether the circumstances have adversely affected the patients care*
- *All complaints will be recorded and investigated. Any actions taken will be placed in the patient's medical record if related to patient care and/or entered into the complaints file*
- *If the matter cannot be resolved amicably, we will advise the complainant about how to contact the Health Complaints Commissioner.*
- *We will deal with all complaints within 28 days of acknowledgement of receipt of the complaint.*

The National Privacy Commissioner can receive complaints concerning privacy issues. Complaints here will have a response within 28 days.

*National Privacy Commissioner
Privacy hotline 1300 363 992
GPO Box 5218
Sydney NSW 2001
<http://www.privacy.gov.au/complaints>*

Members of the public may make a notification to Australian Health Practitioner Regulation Agency (AHPRA) <http://www.ahpra.gov.au/> (AHPRA) about the conduct, health or performance of a practitioner or the health of a student. Practitioners, employers and education providers are all mandated by law to report notifiable conduct relating to a registered practitioner or student to AHPRA.