

Question 1

Verification of qualifications for registered practitioners (page 10)

Response

Verification of qualifications for registered practitioners is not the responsibility of the Commission. This occurs as part of the registration process for a practitioner, which is conducted at the national level. The Australian Health Practitioner Regulation Agency (AHRPA) has overall responsibility for the registration process, whilst the National Boards and some other bodies, such as the Australian Medical Council and the Educational Commission for Foreign Medical Graduates, are also involved.

Question 2

Number of complaints for each LHD on a per presentation/service basis (page 13)

Response

Table 1 below shows the number of emergency department attendances, discharges and outpatient services delivered by each LHD per complaint received by the Commission. This data is taken from Table A.8 in the Commission's AR 2015-16.

The Commission advises that significant caution should be used when using such analysis for several reasons:

- there is likely to be some crossover between emergency department attendees and number of discharges i.e people who present at the emergency department and who are then admitted.
- most importantly, the services provided by each LHD will vary significantly by type, mode of delivery and complexity so a direct comparison between them is extremely difficult.
- The complaints received by the Commission are in relation to a range of services provided by the LHD

Table 1:

Local Health District	Emergency department attendances, discharges and outpatient services delivered per complaint received
Metro	
South Western Sydney	19,952
Western Sydney	18,575
South Eastern Sydney	21,404
Sydney	23,782
Northern Sydney	24,100
Nepean Blue Mountains	15,712
Central Coast	15,953
Illawarra Shoalhaven	19,908
Sydney Children's Hospital Network	30,442
St Vincent's Health Network	19,291
Non-metro	
Hunter New England	17,426
Northern NSW	15,137
Western NSW	20,874
Mid North Coast	16,065
Southern NSW	20,614
Murrumbidgee	37,013
Albury Wodonga Health (network with Victoria)	n/a
Far West	48,211

Question 3

Number of complaints received about privacy breaches (page 15)

Response

For 2015-16 there were nine (9) complaints that following their assessment, it was appropriate to refer to the Information and Privacy Commission for its consideration.

Question 4

Breakdown of regional versus metropolitan for complaints about access by mental health patients. (page 17)

Response

The breakdown is provided as below in Table 2:

Table 2:

Location	Mental Health Complaints		All complaints	
	No.	%	No	%
Metropolitan	139	62.6%	840	55.4%
Non-Metropolitan	49	22.1%	480	31.7%
Address Not Coded	30	13.5%	173	11.4%
Interstate	4	1.8%	21	1.4%
International	0	0.0%	1	0.1%
Total	222	100.0%	1,515	100.0