

20 August 2018

Committee on the Health Care Complaints Commission
Cosmetic Health Service Complaints in New South Wales

Thank you for the opportunity to appear before the Committee on the Health Care Complaints Commission on 1 August 2018 for the Inquiry into cosmetic health service complaints in NSW.

In addition to the responses made by AMA (NSW) representatives Clinical A/Prof Saxon Smith and Dr Danielle McMullen during the inquiry, AMA (NSW) would like to submit the following information to questions take on notice during the hearing.

- 1.) The Hon. MARK PEARSON: Has there been consideration that what these unregistered operators are doing in respect of the consumer could be considered to be misleading and deceptive conduct under the Australian Consumer and Competition Commission, considering the evidence that is coming in about how often things can go wrong or expectations are not fulfilled? Is it possible that there is a misleading and deceptive process in place by these operators or so-called surgeons and so-called practitioners?

AMA (NSW) is not a regulatory body, nor does it have the jurisdiction to receive, assess, investigate, resolve, or prosecute complaints relating to health service providers in NSW. Complaints from members of the public are referred to the Health Care Complaints Committee.

- 2.) The Hon. WALT SECORD: Dr McMullen, where does the AMA NSW stand on the current discussions about people calling themselves cosmetic surgeons when they do not have the qualifications to call themselves a cosmetic surgeon?

The issue of who should and should not be allowed to call themselves a surgeon is a complicated one and something not limited to the practise of medicine.

Podiatric surgeons, for example, are not doctors, do not practise medicine and yet they are allowed to call themselves surgeons.

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It is absolutely worth looking at ways we can ensure people are better informed about treatments they are going to receive through things like making naming conventions clearer.

However, this is a complicated issue.

- 3.) The Hon. WALT SECORD: Would you have AMA members who would have medical training or would be calling themselves cosmetic surgeons?

Dr McMULLEN: I cannot answer that today. We can take that on notice.

The Hon. WALT SECORD: If you do, can you tell us how many there are?

All AMA (NSW) members have medical training and are registered by the Australian Health Practitioner Regulation Agency.

Our database categorises members based on craft group and discipline. We currently have three members who are listed under the craft group as 'specialists' and have identified 'cosmetic surgery' as their discipline. In addition, we have one member who is listed under the craft group 'physicians' and has identified 'cosmetic surgery' as her discipline.

- 4.) The Hon. WALT SECORD: Has it come to your attention? Are you aware of any members who have basic medical training, general practitioners [GPs], but would be engaging in activity in which they would call themselves cosmetic surgeons?

The AMA (NSW) does not currently have any members who have listed 'general practitioner' as their craft group, who have also listed 'cosmetic surgeon' as their discipline.

- 5.) Mr AUSTIN EVANS: Not so much have people identified that through you, but if people are representing themselves and in line with what those colleges and societies are asking for, does the AMA have an opinion one way or the other on that—whether that should be banned as a title?

Please refer to AMA (NSW)'s response to question 2.

Yours sincerely,



Ms Fiona Davies
CEO, AMA (NSW)