

Submission

No 1

## INQUIRY INTO THE OPERATION OF THE HEALTH CARE COMPLAINTS ACT 1993

**Organisation:**

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I have had cause to make multiple complaints about Mr Pehm and Ms Mobbs in recent years. Many of these complaints I have made 'direct' to the Parliamentary Committee on the HCCC, and I ask that these letters all form part of my current submission to you.

The following is 'illustrative' only of outrageous delays and complications in the current HCCC processes.

I have just finished an Appeal about one (1) script I wrote for sleeping tablets to one (1) of my patients on one (1) day - the 24th October of 2002. It has taken six (6) years to finish with this matter!! Another minor matter of a Schedule form I wrote on a schizophrenic patient 4 1/2 years ago to divert him to hospital from his release from jail - rather than his going home again to bash his mother and sister again. And 4 1/2 years later our NSW HCCC is still dealing with the matter. Some 3 years ago I wrote a number of blood test forms for a manic depressive patient to get her thyroid hormone levels checked. She did not get the tests done and then complained that her thyroid hormone levels had fallen. The current HCCC has moved this very serious matter up to full Medical Tribunal hearings - at public expense.

What a system! It's too slow and too late to do any good to the doctor or to the public or to the Health system. None of this can be in the genuine "public interest".

The HCCC is still lawyer oriented (i.e. adversarial) and not resolution orientated. Look at the statistics!

Every patient and doctor should be given a genuine opportunity to resolve a dispute through mediation!

Complainants who have disabilities need special help. Some are psychiatric patients who need special assistance articulating their complaints. same with those who don't have English as a first language. These people need to be 'flagged' and assistance OFFERED. One grieving and seriously depressed mother (Mrs L) of a teenager who suicided, had her initial complaint to the HCCC rejected by Mr Pehm as unworthy of even doing an HCCC INVESTIGATION of the facts. The matter was then taken up by the NSW Coroner.

The findings of a "culture of distrust" identified in Jeff Hunter's Report on the HCCC in 1993 is still alive and well in the present-day HCCC. And the problem is centralised on the current leadership. Mr Pehm and Ms Mobbs must go. Mr Thurgood and Mr Coman are exceptional and must stay. Most of the rest of the staff seem to be quite good.

But you HAVE to do something!! The HCCC in NSW was one of the main reasons I decided to leave NSW.

Regards,

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