

Submission

No 9

**INQUIRY INTO HEALTH CARE COMPLAINTS AND COMPLAINTS
HANDLING IN NSW**

Organisation: Health Consumers NSW

Name: Ms Sally Crossing

Date Received: 7/02/2012

Committee on the Health Care Complaints Commission
Parliament House
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**HEALTH
CONSUMERS
NSW**

Attn Ms Vicki Buchbach

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Dear Ms Buchbach

Health Consumers NSW (HCNSW) is the new peak health consumer organisation which provides an independent voice for people using health services in NSW.

We appreciate the opportunity to contribute to the Parliamentary Inquiry into Health Care Complaints and Complaints Handling in NSW.

This is obvious area of interest to HCNSW and its health consumer organisation members. As we were established only 12 months ago, we regret we are not in a position to provide evidential comment on this very important part of the NSW health care system. With more time, we would be able to survey our many members to provide some grass roots experiences and feedback. HCNSW would be happy to consider doing this if the Committee wishes.

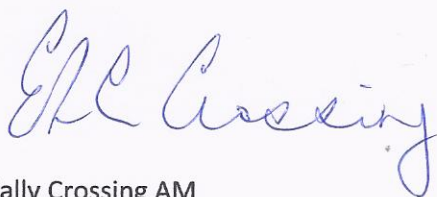
We would, however, like to make a brief comment on the following:

b) Consumer awareness and understanding of the complaint handling systems and processes available to them both within the hospital system and in relation to external systems.

Consumer awareness is the lynch pin for the effective functioning of the NSW Health Care Complaints Commission. HCNSW suggests that the Inquiry scope current communication / dissemination procedures within the public and private hospital systems and other health care sites, with a view to assessing their effectiveness, and possibly, gaps. HCNSW would be pleased to participate in the analysis of such an review.

HCNSW members support the present HCCC processes, seeing them as a valuable safeguard of the interests and welfare of NSW health consumers. We are very interested to hear the outcome of this Inquiry, and its recommendations for fine-tuning of the processes.

Yours sincerely



Sally Crossing AM
Chair, 3 February 2012