

Submission  
No 1

**INQUIRY INTO HEALTH OUTCOMES AND ACCESS TO  
HEALTH AND HOSPITAL SERVICES IN RURAL,  
REGIONAL AND REMOTE NEW SOUTH WALES**

**Name:** Name suppressed  
**Date Received:** 20 September 2020

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Partially  
Confidential

The Health Care Complaints Commission (HCCC) and the Medical Council of NSW (MCNSW) do not have the required powers to hold doctors accountable and keep rural and regional patients safe. In January 2020 I witnessed a rural GP cut a lesion from an elderly patient's eyelid against her will. I reported this to the HCCC and MCNSW.

The HCCC stated "After considering all of the information, we have decided not to take any further action. This is because we were unable to substantiate the allegations."

The HCCC was unable to substantiate the allegations because the doctor virtually refused to cooperate " advised that as he has not been informed of the identity of the patient or the complainant, he is not in a position to provide medical records or to specifically answer the allegation that he performed a minor surgical procedure without consent". I have attached the correspondence from the HCCC.

The HCCC closed the complaint without ever speaking to the elderly woman who had her eyelid cut without consent.

I believe the lack of power held by the HCCC and MCNSW means substandard health service providers can continue to practice unsupervised and unchallenged in regional and rural NSW. I believe if the HCCC and MCNSW had adequate authority and direction we would have fewer cases like that of gynaecologist Emil Gayed who harmed patients for years without reprimand.