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APPENDIX A – COMPLAINT STATISTICS

Table 16.1 – Complaints received by issue category 2008-09 to 2011-12

Issue category	2008-09		2009-10		2010-11		2011-12	
	No.	%	No.	%	No.	%	No.	%
Treatment	2,799	40.4%	2,504	42.9%	4,048	48.8%	3,350	46.2%
Communication/information	1,432	20.7%	897	15.4%	1,048	12.6%	1,096	15.1%
Professional conduct	725	10.5%	687	11.8%	928	11.2%	795	11.0%
Medication	514	7.4%	368	6.3%	389	4.7%	482	6.6%
Environment/management of facilities	225	3.2%	246	4.2%	327	3.9%	304	4.2%
Fees/costs	256	3.7%	255	4.4%	318	3.8%	300	4.1%
Grievance processes	183	2.6%	92	1.6%	351	4.2%	221	3.0%
Access	173	2.5%	202	3.5%	332	4.0%	194	2.7%
Consent	155	2.2%	176	3.0%	123	1.5%	133	1.8%
Reports/certificates	168	2.4%	144	2.5%	139	1.7%	132	1.8%
Medical records	142	2.0%	143	2.4%	139	1.7%	130	1.8%
Discharge/transfer arrangements	159	2.3%	127	2.2%	146	1.8%	116	1.6%
Total	6,931	100.0%	5,841	100.0%	8,288	100.0%	7,253	100.0%

Counted by issues raised in complaint

Appendices

Table 16.2 – Breakdown of complaints received 2011-12

Issue category name	Issue name	No.	%
Treatment	Inadequate treatment	1,553	21.4%
	Diagnosis	453	6.2%
	Unexpected treatment outcome/complications	322	4.4%
	Delay in treatment	220	3.0%
	Inadequate/inappropriate consultation	152	2.1%
	Rough and painful treatment	131	1.8%
	Inadequate prosthetic equipment	128	1.8%
	No/inappropriate referral	100	1.4%
	Inadequate care	90	1.2%
	Wrong/inappropriate treatment	45	0.6%
	Excessive treatment	45	0.6%
	Infection control	44	0.6%
	Coordination of treatment/results follow-up	43	0.6%
	Attendance	16	0.2%
	Withdrawal of treatment	6	0.1%
	Public/private election	1	0.0%
	Experimental treatment	1	0.0%
Treatment total		3,350	46.2%
Communication/information	Attitude/manner	770	10.6%
	Inadequate information provided	229	3.2%
	Incorrect/misleading information provided	81	1.1%
	Special needs not accommodated	16	0.2%
Communication/information total		1,096	15.1%
Professional conduct	Illegal practice	124	1.7%
	Competence	113	1.6%
	Breach of guideline/law	88	1.2%
	Inappropriate disclosure of information	81	1.1%
	Impairment	74	1.0%
	Sexual misconduct	72	1.0%
	Boundary violation	61	0.8%
	Assault	53	0.7%
	Discriminatory conduct	39	0.5%
	Breach of condition	37	0.5%
	Misrepresentation of qualifications	34	0.5%
	Financial fraud	18	0.2%
	Annual declaration not lodged/incomplete/wrong or misleading	1	0.0%
Professional conduct total		795	11.0%
Medication	Prescribing medication	328	4.5%
	Dispensing medication	97	1.3%
	Administering medication	44	0.6%
	Supply/security/storage of medication	13	0.2%
Medication total		482	6.6%

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Table 16.2 – Breakdown of complaints received 2011-12 (continued)

Issue category name	Issue name	No.	%
Environment/management of facilities	Administrative processes	116	1.6%
	Statutory obligations/accreditation standards not met	63	0.9%
	Staffing and rostering	54	0.7%
	Physical environment of facility	37	0.5%
	Cleanliness/hygiene of facility	34	0.5%
Environment/management of facilities total		304	4.2%
Fees/costs	Billing practices	260	3.6%
	Financial consent	24	0.3%
	Cost of treatment	16	0.2%
Fees/costs total		300	4.1%
Grievance processes	Inadequate/no response to complaint	220	3.0%
	Reprisal/retaliation as result of complaint lodged	1	0.0%
Grievance processes total		221	3.0%
Access	Refusal to admit or treat	145	2.0%
	Service availability	21	0.3%
	Waiting lists	21	0.3%
	Access to facility	7	0.1%
Access total		194	2.7%
Consent	Consent not obtained or inadequate	97	1.3%
	Involuntary admission or treatment	24	0.3%
	Uninformed consent	12	0.2%
Consent total		133	1.8%
Reports/certificates	Accuracy of report/certificate	108	1.5%
	Refusal to provide report/certificate	12	0.2%
	Timeliness of report/certificate	10	0.1%
	Report written with inadequate or no consultation	1	0.0%
	Cost of report/certificate	1	0.0%
Reports/certificates total		132	1.8%
Medical records	Access to/transfer of records	65	0.9%
	Record keeping	58	0.8%
	Records management	7	0.1%
Medical records total		130	1.8%
Discharge/transfer arrangements	Inadequate discharge	109	1.5%
	Delay	6	0.1%
	Patient not reviewed	1	0.0%
Discharge/transfer arrangements total		116	1.6%
Grand total		7,253	100.0%

Counted by issues raised in complaint

Appendices

Table 16.3 – Complaints received about health practitioners 2007-08 to 2011-12

Health practitioner	2007-08		2008-09		2009-10		2010-11		2011-12	
	No.	%	No.	%	No.	%	No.	%	No.	%
Registered health practitioner										
Medical practitioner	1,145	64.7%	1,270	61.3%	1,263	56.2%	1,337	52.0%	1,488	57.0%
Dental practitioner	194	11.0%	307	14.8%	443	19.7%	590	23.0%	482	18.5%
Nurse/midwife	224	12.6%	254	12.3%	221	9.8%	227	8.8%	228	8.7%
Pharmacist	9	0.5%	21	1.0%	22	1.0%	100	3.9%	104	4.0%
Psychologist	77	4.3%	84	4.1%	132	5.9%	113	4.4%	97	3.7%
Chiropractor	15	0.8%	29	1.4%	24	1.1%	26	1.0%	27	1.0%
Optometrist	5	0.0%	18	0.9%	15	0.7%	21	0.8%	27	1.0%
Physiotherapist	15	0.8%	25	1.2%	23	1.0%	20	0.8%	19	0.7%
Podiatrist	8	0.5%	9	0.4%	14	0.6%	10	0.4%	16	0.6%
Osteopath	2	0.1%	1	0.0%	3	0.1%	5	0.2%	8	0.3%
Total registered health practitioners	1,694	95.7%	2,018	96.6%	2,160	96.0%	2,449	95.3%	2,492	95.7%
Previously registered health practitioner										
Medical practitioner	44	2.5%	14	0.7%	2	0.1%	6	0.2%	8	0.3%
Dental practitioner	–	0.0%	–	0.0%	1	0.0%	–	0.0%	–	0.0%
Podiatrist	–	0.0%	1	0.0%	–	0.0%	1	0.0%	–	0.0%
Nurse/midwife	–	0.0%	2	0.1%	–	0.0%	–	0.0%	–	0.0%
Total previously registered health practitioners	44	2.5%	17	0.8%	3	0.1%	7	0.3%	8	0.3%
Unregistered health practitioner										
Administration/clerical staff	–	0.0%	7	0.3%	16	0.7%	13	0.5%	12	0.5%
Alternative health provider	10	0.6%	2	0.1%	6	0.3%	19	0.7%	12	0.5%
Social worker	2	0.1%	6	0.3%	8	0.4%	12	0.5%	11	0.4%
Counsellor/therapist	1	0.1%	8	0.4%	6	0.3%	8	0.3%	10	0.4%
Assistant in nursing	–	0.0%	1	0.0%	2	0.1%	14	0.5%	9	0.3%
Residential care worker	2	0.1%	–	0.0%	1	0.0%	5	0.2%	6	0.2%
Cosmetic therapist	n/a	0.0%	–	0.0%	–	0.0%	1	0.0%	4	0.2%
Occupational therapist	–	0.0%	1	0.0%	3	0.1%	3	0.1%	4	0.2%
Acupuncturist	2	0.1%	–	0.0%	2	0.1%	–	0.0%	3	0.1%
Massage therapist	n/a	0.0%	4	0.2%	8	0.4%	6	0.2%	3	0.1%
Traditional Chinese medicine practitioner	–	0.0%	2	0.1%	2	0.1%	–	0.0%	3	0.1%
Psychotherapist	3	0.2%	1	0.0%	2	0.1%	4	0.2%	2	0.1%
Speech therapist	–	0.0%	2	0.1%	–	0.0%	–	0.0%	2	0.1%
Audiologist	n/a	0.0%	n/a	0.0%	n/a	0.0%	1	0.0%	1	0.0%
Dental technician	4	0.2%	2	0.1%	10	0.4%	8	0.3%	1	0.0%
Dietitian/nutritionist	1	0.1%	1	0.0%	2	0.1%	–	0.0%	1	0.0%
Doula	–	0.0%	–	0.0%	–	0.0%	–	0.0%	1	0.0%
Naturopath	2	0.1%	2	0.1%	3	0.1%	1	0.0%	1	0.0%
Radiographer	3	0.2%	3	0.1%	2	0.1%	2	0.1%	1	0.0%
Sonographer	–	0.0%	–	0.0%	–	0.0%	–	0.0%	1	0.0%
Ambulance personnel	–	0.0%	–	0.0%	–	0.0%	1	0.0%	–	0.0%
Health education officer	1	0.1%	–	0.0%	–	0.0%	–	0.0%	–	0.0%

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Appendices

Table 16.3 – Complaints received about health practitioners 2007-08 to 2011-12 (continued)

Health practitioner	2007-08		2008-09		2009-10		2010-11		2011-12	
	No.	%	No.	%	No.	%	No.	%	No.	%
Herbalist	n/a	0.0%	–	0.0%	–	0.0%	2	0.1%	–	0.0%
Home/respice care worker	1	0.1%	–	0.0%	–	0.0%	–	0.0%	–	0.0%
Homeopath	n/a	0.0%	2	0.1%	1	0.0%	–	0.0%	–	0.0%
Hypnotherapist	n/a	0.0%	–	0.0%	1	0.0%	3	0.1%	–	0.0%
Natural therapist	–	0.0%	2	0.1%	1	0.0%	1	0.0%	–	0.0%
Optical dispenser	–	0.0%	1	0.0%	3	0.1%	–	0.0%	–	0.0%
Reflexologist	n/a	0.0%	–	0.0%	1	0.0%	–	0.0%	–	0.0%
Total unregistered health practitioners	32	1.8%	47	2.3%	80	3.6%	104	4.0%	88	3.4%
Unknown health practitioner	1	0.1%	8	0.4%	6	0.3%	10	0.4%	17	0.7%
Total unknown health practitioners	1	0.1%	8	0.4%	6	0.3%	10	0.4%	17	0.7%
Grand total	1,771	100.0%	2,090	100.0%	2,249	100.0%	2,570	100.0%	2,609	100.0%

Counted by provider indentified in complaint

Table 16.4 – Complaints received about medical practitioners by service areas 2007-08 to 2011-12

Service area	2008-09		2009-10		2010-11		2011-12	
	No.	%	No.	%	No.	%	No.	%
General medicine	560	44.7%	559	45.1%	662	49.7%	622	41.8%
Surgery	156	12.5%	153	12.3%	163	12.2%	217	14.6%
Psychiatry	61	4.9%	46	3.7%	57	4.3%	85	5.7%
Medico-legal	61	4.9%	58	4.7%	59	4.4%	74	5.0%
Emergency medicine	69	5.5%	72	5.8%	51	3.8%	56	3.8%
Cosmetic services	22	1.8%	17	1.4%	17	1.3%	43	2.9%
Mental health	29	2.3%	49	4.0%	18	1.4%	42	2.8%
Obstetrics	48	3.8%	47	3.8%	27	2.0%	36	2.4%
Gynaecology	39	3.1%	22	1.8%	28	2.1%	29	1.9%
Dermatology	13	1.0%	25	2.0%	20	1.5%	28	1.9%
Ophthalmology	12	1.0%	9	0.7%	24	1.8%	28	1.9%
Gastroenterology	8	0.6%	10	0.8%	21	1.6%	25	1.7%
Anaesthesia	23	1.8%	15	1.2%	20	1.5%	23	1.5%
Paediatric medicine	17	1.4%	16	1.3%	25	1.9%	22	1.5%
Cardiology	15	1.2%	17	1.4%	12	0.9%	18	1.2%
Neurology	10	0.8%	10	0.8%	9	0.7%	17	1.1%
Other service area	127	10.1%	138	11.1%	108	8.1%	123	8.3%
Total	1,270	100.0%	1,263	100.0%	1,337	100.0%	1,488	100.0%

Counted by provider identified in complaint

Appendices

Table 16.5 – Complaints received about registered and previously registered health practitioners by issue category 2011-12

Issue category	Registered health practitioner											Total	
	Medical practitioner	Dental practitioner	Nurse/midwife	Psychologist	Pharmacist	Chiropractor	Optometrist	Physiotherapist	Podiatrist	Osteopath	No.	%	
Treatment	1,275	581	67	28	–	14	31	16	16	3	2,031	47.3%	
Professional conduct	292	45	175	59	31	19	2	11	5	7	646	15.0%	
Communication/information	433	70	47	21	19	5	2	4	1	–	602	14.0%	
Medication	199	5	28	–	62	–	1	–	–	–	295	6.9%	
Fees/costs	81	94	–	6	6	6	4	–	4	–	201	4.7%	
Reports/certificates	88	1	1	14	1	–	–	2	–	–	107	2.5%	
Grievance processes	38	45	7	3	5	1	1	1	2	–	103	2.4%	
Access	67	8	2	2	5	–	–	–	–	–	84	2.0%	
Medical records	58	9	11	–	1	1	–	–	–	–	80	1.9%	
Consent	44	20	2	1	–	1	–	–	1	1	70	1.6%	
Environment/management of facilities	18	14	1	7	10	1	2	–	–	–	53	1.2%	
Discharge/transfer arrangements	21	–	2	–	–	–	–	–	–	–	23	0.5%	
Total	2,614	892	343	141	140	48	43	34	29	11	4,295	99.8%	
	Previously registered health practitioner												
Professional conduct	4	–	–	–	–	–	–	–	–	–	4	0.1%	
Treatment	4	–	–	–	–	–	–	–	–	–	4	0.1%	
Medical records	1	–	–	–	–	–	–	–	–	–	1	0.0%	
Medication	1	–	–	–	–	–	–	–	–	–	1	0.0%	
Total	10	–	–	–	–	–	–	–	–	–	10	0.2%	
Grand total	2,622	892	343	141	140	48	43	34	29	11	4,305	100%	

No. of practitioners with NSW as principal place of practice as at 30.6.2012

	28,972	5,989	95,836	8,274	10,066	1,511	1,553	6,888	946	510	160,545
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Counted by issues raised in complaint

Table 16.6 – Complaints received about unregistered and unknown health practitioners by issue category 2011-12

Issue category	Unregistered and unknown health practitioner																			Total				
	Alternative health provider	Social worker Administration/ clerical staff	Counselor/therapist	Assistant in nursing Residential care worker	Acupuncturist	Cosmetic therapist Occupational therapist	Chinese medicine practitioner	Massage therapist	Speech pathologist	Audiologist	Dietitian/nutritionist	Psychotherapist	Radiographer	Sonographer	Dental technician	Doula	Naturopath	Unknown practitioner	No.	%				
Professional conduct	9	7	7	8	5	7	1	2	2	1	4	–	–	–	1	–	1	1	–	–	7	63	44.4%	
Treatment	1	3	–	2	5	1	4	3	2	1	–	2	1	1	–	–	–	–	–	1	–	4	31	21.8%
Communication/information	2	5	4	4	1	–	1	–	–	–	–	1	1	1	–	1	1	–	–	–	2	24	16.9%	
Environment/management of facilities	1	1	1	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	3	7	4.9%	
Medication	2	–	–	–	1	–	–	–	–	–	1	–	–	–	–	–	–	–	–	–	–	4	2.8%	
Reports/certificates	–	–	–	–	–	–	–	–	1	–	–	–	–	–	–	–	–	–	–	–	3	4	2.8%	
Consent	1	–	–	–	–	–	–	–	–	–	–	–	–	–	1	–	–	–	–	–	–	3	2.1%	
Access	–	–	1	–	–	–	–	–	–	–	–	–	–	1	–	–	–	–	–	–	–	2	1.4%	
Fees/costs	1	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	1	2	1.4%	
Discharge/transfer arrangements	–	1	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	1	0.7%	
Grievance processes	–	–	1	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	1	0.7%	
Total	17	17	14	14	12	8	6	5	5	4	4	4	4	2	2	2	2	2	2	1	1	19	142	100.0%

Counted by issues raised in complaint

Appendices

Table 16.7 – Complaints received about health organisations 2007-08 to 2011-12

Health organisation	2007-08		2008-09		2009-10		2010-11		2011-12	
	No.	%	No.	%	No.	%	No.	%	No.	%
Public hospital	763	56.2%	620	48.8%	614	48.5%	763	49.7%	698	45.9%
Correction and detention facility	106	7.8%	138	10.9%	127	10.0%	136	8.9%	171	11.2%
Medical centre	70	5.2%	83	6.5%	69	5.5%	69	4.5%	97	6.4%
Private hospital	55	4.1%	62	4.9%	81	6.4%	71	4.6%	82	5.4%
Pharmacy	59	4.3%	68	5.4%	53	4.2%	62	4.0%	60	3.9%
Community health service	43	3.2%	43	3.4%	33	2.6%	47	3.1%	60	3.9%
Dental facility	22	1.6%	39	3.1%	32	2.5%	55	3.6%	51	3.4%
Aged care facility	48	3.5%	41	3.2%	39	3.1%	38	2.5%	49	3.2%
Psychiatric hospital/unit	26	1.9%	26	2.0%	8	0.6%	17	1.1%	32	2.1%
Medical practice	24	1.8%	29	2.3%	22	1.7%	29	1.9%	31	2.0%
Radiology facility	10	0.7%	12	0.9%	27	2.1%	21	1.4%	28	1.8%
Area Health Service/Local Health District	27	2.0%	37	2.9%	37	2.9%	30	2.0%	23	1.5%
Government department	4	0.3%	8	0.6%	5	0.4%	23	1.5%	23	1.5%
Ambulance service	24	1.8%	23	1.8%	30	2.4%	36	2.3%	21	1.4%
Pathology centre/lab	17	1.3%	10	0.8%	16	1.3%	22	1.4%	17	1.1%
Aboriginal health centre	n/a	0.0%	n/a	0.0%	4	0.3%	2	0.1%	9	0.6%
Alternative health service	5	0.4%	1	0.1%	12	0.9%	22	1.4%	9	0.6%
Health fund	5	0.4%	1	0.1%	7	0.6%	14	0.9%	8	0.5%
Day procedure centre	4	0.3%	5	0.4%	7	0.6%	9	0.6%	6	0.4%
Drug and alcohol service	4	0.3%	6	0.5%	6	0.5%	10	0.7%	5	0.3%
Optometrist facility	7	0.5%	3	0.2%	4	0.3%	6	0.4%	5	0.3%
Podiatry practice	–	0.0%	–	0.0%	–	0.0%	–	0.0%	3	0.2%
Supported accommodation services	9	0.7%	2	0.2%	4	0.3%	7	0.5%	3	0.2%
Nursing agency	4	0.3%	–	0.0%	1	0.1%	–	0.0%	2	0.1%
Psychology facility	–	0.0%	–	0.0%	–	0.0%	2	0.1%	2	0.1%
Rehabilitation facility	10	0.7%	2	0.2%	5	0.4%	2	0.1%	2	0.1%
Blood bank	1	0.1%	–	0.0%	1	0.1%	2	0.1%	1	0.1%
Multi-purpose service	4	0.3%	–	0.0%	3	0.2%	1	0.1%	1	0.1%
Physiotherapy facility	2	0.1%	1	0.1%	4	0.3%	5	0.3%	1	0.1%
Chiropractic facility	2	0.1%	–	0.0%	1	0.1%	7	0.5%	–	0.0%
Optical laboratory	1	0.1%	n/a	0.0%	n/a	0.0%	n/a	0.0%	–	0.0%
Other/unknown organisation	1	0.1%	10	0.8%	14	1.1%	26	1.7%	21	1.4%
Total	1,357	100.0%	1,270	100.0%	1,266	100.0%	1,534	100.0%	1,521	100.0%

Counted by provider identified in complaint

Appendices

Table 16.8 – Complaints received about public hospitals by service area 2007-08 to 2011-12

Service area	2007-08		2008-09		2009-10		2010-11		2011-12	
	No.	%	No.	%	No.	%	No.	%	No.	%
Emergency medicine	180	23.6%	158	25.5%	192	31.3%	206	26.9%	174	24.9%
Surgery	69	9.0%	85	13.7%	102	16.6%	92	13.2%	134	19.2%
Mental health	24	3.1%	80	12.9%	90	14.7%	84	11.0%	66	9.5%
General medicine	196	25.7%	110	17.7%	32	5.2%	87	11.3%	57	8.2%
Obstetrics	28	3.7%	33	5.3%	53	8.6%	64	8.3%	33	4.7%
Administration	7	0.9%	16	2.6%	10	1.6%	16	2.3%	21	3.0%
Palliative care	10	1.3%	8	1.3%	9	1.5%	14	1.8%	20	2.9%
Cardiology	18	2.4%	6	1.0%	9	1.5%	17	2.2%	17	2.4%
Respiratory/thoracic medicine	2	0.3%	–	0.0%	6	1.0%	7	0.9%	17	2.4%
Paediatric medicine	16	2.1%	9	1.5%	9	1.5%	32	4.2%	15	2.1%
Midwifery	–	0.0%	7	1.1%	4	0.7%	7	0.9%	14	2.0%
Gynaecology	14	1.8%	11	1.8%	2	0.3%	9	1.2%	13	1.9%
Gastroenterology	3	0.4%	2	0.3%	1	0.2%	11	1.4%	12	1.7%
Oncology	7	0.9%	5	0.8%	3	0.5%	14	1.8%	11	1.6%
Aged care	–	0.0%	6	1.0%	11	1.8%	5	0.7%	9	1.3%
Geriatrics/gerontology	68	8.9%	9	1.5%	5	0.8%	16	2.1%	9	1.3%
Neurology	–	0.0%	2	0.3%	10	1.6%	8	1.0%	9	1.3%
Non-health related	–	0.0%	4	0.6%	8	1.3%	4	0.5%	7	1.0%
Radiology	1	0.1%	4	0.6%	4	0.7%	3	0.4%	7	1.0%
Other service area	120	15.7%	65	10.5%	54	8.8%	67	8.8%	53	7.6%
Total	763	100%	620	100%	614	100%	763	100%	698	100%

Counted by provider identified in complaint

Table 16.9 – Complaints received about public hospitals by Local Health District for 2011-12

Local Health District	No.	%	Number of emergency department attendances	Number of discharges from hospital	Number of outpatient services
Hunter New England Local Health District	107	15.3%	386,772	208,327	2,513,430
South Western Sydney Local Health District	83	11.9%	231,254	195,822	2,392,271
South Eastern Sydney Local Health District	61	8.7%	196,347	155,593	3,119,445
Western Sydney Local Health District	58	8.3%	151,538	153,174	2,638,446
Northern Sydney Local Health District	57	8.2%	173,566	123,943	1,794,620
Nepean Blue Mountains Local Health District	44	6.3%	107,285	68,762	859,211
Sydney Local Health District	43	6.2%	149,577	141,894	1,877,944
Western NSW Local Health District	41	5.9%	204,765	82,708	1,140,021
Northern NSW Local Health District	35	5.0%	183,585	97,772	994,908
Central Coast Local Health District	33	4.7%	113,531	77,288	964,078
Murrumbidgee Local Health District	31	4.4%	116,636	65,578	980,141
Illawarra Shoalhaven Local Health District	31	4.4%	136,933	98,840	1,259,327
Mid North Coast Local Health District	22	3.2%	115,793	68,485	570,008
Southern NSW Local Health District	17	2.4%	108,672	46,603	548,216
Sydney Children's Hospital Network	12	1.7%	88,539	47,709	929,723
St Vincent's Health Network	11	1.6%	42,891	41,169	562,338
Far West Local Health District	6	0.9%	29,997	8,423	161,745
Outside of NSW	5	0.7%	–	–	–
Unknown hospital	1	0.1%	–	–	–
Total	698	100.0%	2,537,681	1,682,090	23,305,872

Counted by provider identified in complaint

Excludes complaints about Justice Health facilities

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Table 16.10 – Issues raised in all complaints received about health organisations by organisation type 2011-12

Health organisation type	Issue category													Total	
	Treatment	Communication/ information	Environment/management of facilities	Medication	Grievance processes	Access	Fees/costs	Discharge/transfer arrangements	Professional conduct	Consent	Medical records	Reports/certificates	No.	%	
Public															
Hospital	741	287	102	46	42	46	7	76	21	24	16	9	1,417	50.5%	
Correction and detention facility	132	19	4	56	4	18	-	2	3	1	4	3	246	8.8%	
Community health service	39	15	8	9	2	9	-	-	5	6	1	3	97	3.5%	
Psychiatric hospital	23	11	7	5	3	-	-	3	2	8	-	-	62	2.2%	
Ambulance service	12	7	1	1	2	2	5	-	-	1	-	-	31	1.1%	
Area Health Service/Local Health District	10	3	7	1	2	3	3	-	1	1	-	-	31	1.1%	
Government department	5	3	9	1	1	4	2	-	-	-	1	1	27	1.0%	
Dental facility	12	1	1	1	1	2	-	-	-	-	-	-	18	0.6%	
Aboriginal health centre	2	5	1	-	-	1	-	-	2	-	-	-	11	0.4%	
Pathology centres/labs	1	1	-	-	1	-	1	-	1	3	-	-	8	0.3%	
Supported accommodation services	4	-	-	2	-	-	-	-	-	-	-	-	6	0.2%	
Radiology facility	3	1	-	-	-	-	-	-	-	-	-	-	4	0.1%	
Drug and alcohol service	-	-	-	1	-	-	-	-	-	-	-	-	1	0.0%	
Rehabilitation facility	-	1	-	-	-	-	-	-	-	-	-	-	1	0.0%	
Other/unknown organisation	1	1	1	-	1	-	1	-	-	-	-	-	5	0.2%	
Public health organisation total	985	355	141	123	59	85	19	81	35	44	22	16	1,965	70.0%	
Private															
Hospital	87	26	20	11	11	2	11	9	1	1	6	-	185	6.6%	
Medical centre	47	31	23	3	6	9	17	-	10	2	15	-	163	5.8%	
Aged care facility	59	17	20	9	9	-	-	1	3	4	-	-	122	4.3%	
Pharmacy	1	8	8	28	2	3	11	-	11	-	-	-	72	2.6%	
Dental facility	28	3	4	-	5	1	16	-	2	2	3	-	64	2.3%	
Medical practice	16	7	3	1	7	4	7	-	3	1	-	-	49	1.7%	
Radiology facility	10	8	6	-	3	-	2	-	2	4	-	3	38	1.4%	
Correction and detention facility	12	2	1	5	-	1	-	-	-	-	1	-	22	0.8%	
Pathology centres/labs	7	1	4	-	2	-	3	-	-	-	1	1	19	0.7%	
Alternative health service	7	3	3	-	1	-	2	-	1	-	-	-	17	0.6%	
Day procedure centre	5	1	-	-	3	-	3	1	-	1	1	-	15	0.5%	
Health fund	-	-	3	-	2	-	4	-	1	-	-	-	10	0.4%	
Optometrist facility	3	1	-	-	1	-	-	-	3	1	-	-	9	0.3%	
Drug and alcohol service	2	2	2	1	-	1	-	-	-	-	-	-	8	0.3%	
Podiatry practice	1	-	-	-	3	1	-	-	-	-	-	-	5	0.2%	
Aboriginal health centre	2	1	-	-	-	-	-	-	-	-	-	-	3	0.1%	
Blood bank	1	1	-	-	1	-	-	-	-	-	-	-	3	0.1%	
Multi-purpose service	2	1	-	-	-	-	-	-	-	-	-	-	3	0.1%	
Psychology facility	1	-	-	-	-	-	-	-	1	-	-	1	3	0.1%	
Nursing agency	1	-	-	-	-	1	-	-	-	-	-	-	2	0.1%	
Psychiatric hospital	-	-	-	-	1	-	1	-	-	-	-	-	2	0.1%	
Rehabilitation facility	1	-	1	-	-	-	-	-	-	-	-	-	2	0.1%	
Physiotherapy facility	-	-	-	-	-	-	-	-	1	-	-	-	1	0.0%	
Supported accommodation services	1	-	-	-	-	-	-	-	-	-	-	-	1	0.0%	
Other/unknown organisation	5	2	5	1	1	-	1	-	8	-	-	-	23	0.8%	
Private health organisation total	299	115	103	59	58	23	78	11	47	16	27	5	841	30.0%	
Grand total	1,284	470	244	182	117	108	97	92	82	60	49	21	2,806	100.0%	

Counted by issues raised in complaint

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Table 16.11 – Issues raised in all complaints received by service area 2011-12

Service area	Issue category												Total	
	Treatment	Communication/information	Professional conduct	Medication	Environment/management of facilities	Fees/costs	Grievance processes	Access	Consent	Reports/certificates	Medical records	Discharge/transfer arrangements	No.	%
General medicine	674	280	206	161	36	45	27	73	8	29	59	13	1,611	22.2%
Dentistry	612	73	43	6	21	106	45	11	22	1	10	–	950	13.1%
Surgery	513	119	30	23	34	18	22	16	10	3	4	26	818	11.3%
Emergency medicine	294	100	20	17	24	4	6	14	2	2	1	21	505	7.0%
Mental health	176	57	60	51	16	2	13	15	24	8	14	14	450	6.2%
Aged care	102	39	51	26	19	–	14	1	7	3	2	3	267	3.7%
Pharmacy/pharmacology	4	31	43	94	17	17	7	9	–	1	2	–	225	3.1%
Psychiatry	72	23	24	34	4	4	3	5	6	3	5	2	185	2.6%
Medico-legal	27	39	15	–	2	4	2	–	–	51	4	–	144	2.0%
Psychology	26	20	59	–	7	4	3	2	1	8	1	–	131	1.8%
Obstetrics	86	22	5	1	3	3	1	1	3	–	1	4	130	1.8%
Cosmetic services	40	9	27	4	2	9	7	–	3	1	1	–	103	1.4%
Gynaecology	61	13	6	2	1	3	–	2	3	–	–	4	95	1.3%
Administration	4	14	10	–	30	12	6	2	1	1	5	1	86	1.2%
Radiology	31	13	8	–	9	4	3	2	4	4	2	–	80	1.1%
Non-health related	3	15	37	2	14	3	3	1	–	–	1	–	79	1.1%
Ophthalmology	45	8	5	1	3	7	2	1	5	–	1	1	79	1.1%
Gastroenterology	44	13	6	2	1	1	2	2	–	–	–	5	76	1.0%
Dermatology	38	10	6	2	1	6	5	–	5	–	1	–	74	1.0%
Paediatric medicine	42	13	5	3	1	1	–	1	2	1	2	3	74	1.0%
Cardiology	39	12	4	5	2	1	2	1	2	3	–	1	72	1.0%
Drug and alcohol	15	10	11	17	2	1	1	8	–	–	2	2	69	1.0%
Palliative care	29	18	2	3	3	–	4	3	–	–	–	2	64	0.9%
Neurology	30	14	–	1	9	1	4	–	1	–	1	1	62	0.9%
Respiratory/thoracic medicine	31	12	–	1	3	2	1	2	3	–	–	5	60	0.8%
Midwifery	29	7	7	1	3	1	3	1	–	1	1	–	54	0.7%
Rehabilitation medicine	15	12	4	3	3	1	2	6	1	–	1	3	51	0.7%
Chiropractice	14	5	19	–	2	7	1	–	1	–	1	–	50	0.7%
Oncology	20	15	3	1	3	–	2	–	1	–	–	1	46	0.6%
Optometry	32	2	3	1	2	3	2	–	–	–	–	–	45	0.6%
Pathology	16	4	2	–	7	6	3	–	3	2	1	–	44	0.6%
Anaesthesia	23	5	3	2	–	4	–	2	1	–	–	–	40	0.6%
Prosthetics and orthotics	21	4	1	–	–	4	7	–	–	–	–	–	37	0.5%
Podiatry	17	1	5	–	–	4	5	1	1	–	–	–	34	0.5%
Physiotherapy	16	3	14	–	–	–	1	–	–	–	–	–	34	0.5%
Ambulance service	12	7	1	1	–	5	2	2	1	–	–	–	31	0.4%
Geriatrics/gerontology	13	7	–	2	2	–	2	1	2	1	–	–	30	0.4%

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Table 16.11 – Issues raised in all complaints received by service area 2011-12 (continued)

Service area	Issue category												Total	
	Treatment	Communication/information	Professional conduct	Medication	Environment/management of facilities	Fees/costs	Grievance processes	Access	Consent	Reports/certificates	Medical records	Discharge/transfer arrangements	No.	%
Renal medicine	7	6	1	1	1	-	2	1	2	-	-	2	23	0.3%
Alternative health	1	5	7	1	3	1	-	-	2	-	-	-	20	0.3%
Reproductive medicine	8	4	1	1	-	1	-	-	2	-	2	-	19	0.3%
Personal care	8	1	-	1	3	1	1	2	-	-	-	-	17	0.2%
Immunology	6	2	3	2	-	-	-	1	-	-	-	-	14	0.2%
Intensive care	5	4	-	1	-	-	-	-	2	-	1	-	13	0.2%
Osteopathy	4	-	7	-	-	-	-	-	1	-	-	1	13	0.2%
Acupuncture	8	2	1	-	-	-	1	-	-	-	1	-	13	0.2%
Counselling	1	2	8	-	-	-	-	-	-	1	-	-	12	0.2%
Pain management	3	2	1	1	-	-	-	1	-	1	1	-	10	0.1%
Rheumatology	3	2	-	1	-	1	-	1	-	-	1	-	9	0.1%
Endocrinology	3	1	1	1	-	1	-	-	-	-	1	-	8	0.1%
Early childhood	1	1	2	1	2	-	-	1	-	-	-	-	8	0.1%
Nephrology	3	2	-	1	-	-	1	-	-	-	-	-	7	0.1%
Haematology	4	-	-	1	-	-	-	-	-	-	-	1	6	0.1%
Psychotherapy	2	2	2	-	-	-	-	-	-	-	-	-	6	0.1%
Massage therapy	1	-	3	-	1	-	-	-	-	-	-	-	5	0.1%
Infectious diseases	3	-	-	-	2	-	-	-	-	-	-	-	5	0.1%
Forensic pathology	1	1	-	-	1	-	-	-	-	1	-	-	4	0.1%
Developmental disability	-	-	1	-	-	-	-	-	-	2	-	-	3	0.0%
Speech therapy	2	1	-	-	-	-	-	-	-	-	-	-	3	0.0%
Occupational therapy	1	-	1	-	-	-	-	-	-	1	-	-	3	0.0%
Traditional Chinese medicine	-	1	-	1	-	-	-	-	-	-	-	-	2	0.0%
Health education/information	-	2	-	-	-	-	-	-	-	-	-	-	2	0.0%
Natural therapy	-	-	1	-	-	1	-	-	-	-	-	-	2	0.0%
Family planning	1	-	-	-	-	-	-	-	-	-	-	-	1	0.0%
Radiography	1	-	-	-	-	-	-	-	-	-	-	-	1	0.0%
Hypnotherapy	-	1	-	-	-	-	-	-	-	-	-	-	1	0.0%
Occupational health	-	-	1	-	-	-	-	-	-	-	-	-	1	0.0%
Other/unknown	7	5	9	1	5	1	3	2	1	3	-	-	37	0.5%
Total	3,350	1,096	795	482	304	300	221	194	133	132	130	116	7,253	100.0%

Counted by issues raised in complaint

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Table 16.12 – Source of complaints 2007-08 to 2011-12

Source	2007-08		2008-09		2009-10		2010-11		2011-12	
	No.	%	No.	%	No.	%	No.	%	No.	%
Consumer	1,070	39.7%	1,224	44.5%	1,479	48.8%	1,863	52.7%	1,999	56.2%
Family or friend	608	22.6%	554	20.1%	560	18.5%	722	20.4%	737	20.7%
Professional council	668	24.8%	809	29.4%	841	27.7%	711	20.1%	646	18.2%
Health professional	22	0.8%	24	0.9%	35	1.2%	74	2.1%	55	1.5%
Government department	188	7.0%	25	0.9%	30	1.0%	43	1.2%	23	0.6%
Consumer organisation	27	1.0%	11	0.4%	0	0.0%	8	0.2%	21	0.6%
Department of Health (State and Commonwealth)	19	0.7%	30	1.1%	25	0.8%	25	0.7%	20	0.6%
Legal representative	28	1.0%	18	0.7%	20	0.7%	30	0.8%	16	0.5%
Parliament/Minister	39	1.4%	27	1.0%	33	1.1%	19	0.5%	14	0.4%
Court	10	0.4%	8	0.3%	3	0.1%	5	0.1%	8	0.2%
College	–	0.0%	–	0.0%	–	0.0%	10	0.3%	2	0.1%
Professional association	1	0.0%	–	0.0%	–	0.0%	4	0.1%	–	0.0%
Other	14	0.5%	22	0.8%	5	0.2%	21	0.6%	14	0.4%
Total	2,694	100.0%	2,752	100.0%	3,031	100.0%	3,535	100.0%	3,555	100.0%

Counted by complainant (formula updated 2012)

Table 16.13 – Outcome of assessment of complaints 2007-08 to 2011-12

Assessment decision	2007-08		2008-09		2009-10		2010-11		2011-12	
	No.	%	No.	%	No.	%	No.	%	No.	%
Discontinued	982	34.0%	1,291	38.5%	1,447	41.2%	1,978	48.6%	2,017	49.2%
Referred to professional council	572	19.8%	755	22.5%	806	22.9%	790	19.4%	753	18.4%
Referred to the Commission's Resolution Service*	772	26.7%	728	21.7%	735	20.9%	686	16.8%	615	15.0%
Referred for local resolution	41	1.4%	56	1.7%	41	1.2%	206	5.1%	239	5.8%
Investigation by Commission	260	9.0%	270	8.1%	223	6.3%	184	4.5%	194	4.7%
Resolved during assessment	206	7.1%	188	5.6%	206	5.9%	166	4.1%	180	4.4%
Referred to another body/person	56	1.9%	61	1.8%	54	1.5%	63	1.5%	105	2.6%
Total	2,889	100.0%	3,349	100.0%	3,512	100.0%	4,073	100.0%	4,103	100.0%

Counted by provider identified in complaint

* In previous years, the two resolution options of assisted resolution and conciliation were reported separately. Due to the restructure of the Resolution Section in July 2009, complaints are now referred to the Resolution Service and a decision is made as part of the resolution process whether assisted resolution or conciliation is the more appropriate form of trying to resolve the complaint.

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Table 16.14 – Outcome of complaints assessed by issues identified in complaint 2011-12

Issue category	Issue name	Outcome							Total	
		Discontinued	Referred to the Commission's Resolution Service	Referred to professional council	Referred for local resolution	Investigation by Commission	Resolved during assessment	Referred to another body	No.	%
Treatment	Inadequate treatment	696	376	322	76	55	59	16	1,600	21.9%
	Diagnosis	239	118	84	7	16	12	1	477	6.5%
	Unexpected treatment outcome/complications	159	117	49	1	19	11	1	357	4.9%
	Delay in treatment	79	62	8	47	5	16	4	221	3.0%
	Inadequate/inappropriate consultation	93	6	27	1	7	5	1	140	1.9%
	Rough and painful treatment	69	20	32	5	–	5	1	132	1.8%
	Inadequate prosthetic equipment	39	8	60	–	–	15	–	122	1.7%
	No/inappropriate referral	45	25	18	4	5	2	2	101	1.4%
	Inadequate care	32	41	15	6	–	1	6	101	1.4%
	Coordination of treatment/results follow-up	19	12	9	1	4	4	–	49	0.7%
	Wrong/inappropriate treatment	21	6	13	1	3	2	–	46	0.6%
	Infection control	14	12	15	2	1	–	1	45	0.6%
	Excessive treatment	15	3	20	–	2	2	–	42	0.6%
	Attendance	11	3	–	1	1	1	–	17	0.2%
	Withdrawal of treatment	1	2	–	–	–	–	–	3	0.0%
Public/private election	1	–	–	–	–	–	–	1	0.0%	
Treatment total		1,533	811	672	152	118	135	33	3,454	47.2%
Communication/information	Attitude/manner	444	108	103	48	4	42	4	753	10.3%
	Inadequate information provided	72	96	13	8	6	8	4	207	2.8%
	Incorrect/misleading information provided	38	10	5	3	–	4	2	62	0.8%
	Special needs not accommodated	6	7	1	2	1	3	–	20	0.3%
Communication/information total		560	221	122	61	11	57	10	1,042	14.2%
Professional conduct	Illegal practice	66	1	33	2	21	–	8	131	1.8%
	Competence	36	1	50	–	21	2	4	114	1.6%
	Inappropriate disclosure of information	54	6	16	6	1	3	–	86	1.2%
	Breach of guideline/law	28	–	22	1	12	–	19	82	1.1%
	Sexual misconduct	26	1	15	–	33	–	1	76	1.0%
	Impairment	19	–	39	–	12	–	–	70	0.9%
	Boundary violation	26	–	21	–	14	–	1	62	0.8%
	Discriminatory conduct	29	8	7	1	–	3	1	49	0.7%
	Assault	23	3	9	–	12	–	–	47	0.6%
	Breach of condition	12	–	2	–	20	1	4	39	0.5%
	Misrepresentation of qualifications	14	–	4	–	1	–	12	31	0.4%
	Financial fraud	10	–	3	–	1	–	2	16	0.2%
Annual declaration not lodged/incomplete/wrong or misleading	–	–	–	–	–	–	1	1	0.0%	
Professional conduct total		343	20	221	10	148	9	53	804	11.0%
Medication	Prescribing medication	160	46	53	27	14	11	8	319	4.4%
	Dispensing medication	19	1	49	1	3	3	4	80	1.1%
	Administering medication	15	6	12	3	2	3	1	42	0.6%
	Supply/security/storage of medication	3	1	2	1	–	–	1	8	0.1%
Medication total		197	54	116	32	19	17	14	449	6.1%

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Table 16.14 – Outcome of complaints assessed by issues identified in complaint 2011-12 (continued)

Issue category	Issue name	Outcome							Total	
		Discontinued	Referred to the Commission's Resolution Service	Referred to professional council	Referred for local resolution	Investigation by Commission	Resolved during assessment	Referred to another body	No.	%
Environment/management of facilities	Administrative processes	65	6	3	13	2	8	15	112	1.5%
	Statutory obligations/accreditation standards not met	26	19	9	9	–	3	4	70	1.0%
	Staffing and rostering	25	14	2	5	–	4	6	56	0.8%
	Physical environment of facility	11	8	2	13	–	1	3	38	0.5%
	Cleanliness/hygiene of facility	19	7	5	3	–	1	1	36	0.5%
Environment/management of facilities total		146	54	21	43	2	17	29	312	4.3%
Fees/costs	Billing practices	174	9	49	7	2	19	2	262	3.6%
	Financial consent	21	–	3	2	2	3	–	31	0.4%
	Cost of treatment	10	–	–	–	–	–	–	10	0.1%
Fees/costs total		205	9	52	9	4	22	2	303	4.1%
Grievance processes	Inadequate/no response to complaint	123	43	47	9	2	16	4	244	3.3%
	Reprisal/retaliation as result of complaint lodged	–	–	–	1	–	–	–	1	0.0%
Grievance processes total		123	43	47	10	2	16	4	245	3.3%
Access	Refusal to admit or treat	94	17	11	13	1	11	–	147	2.0%
	Service availability	9	7	–	7	–	6	–	29	0.4%
	Waiting lists	2	5	1	7	–	3	–	18	0.2%
	Access to facility	4	1	–	2	–	1	–	8	0.1%
Access total		109	30	12	29	1	21	–	202	2.8%
Reports/certificates	Accuracy of report/certificate	83	6	20	2	1	1	–	113	1.5%
	Refusal to provide report/certificate	8	1	–	1	–	1	–	11	0.2%
	Timeliness of report/certificate	6	–	–	–	–	4	–	10	0.1%
	Report written with inadequate or no consultation	1	–	–	–	–	1	–	2	0.0%
	Cost of report/certificate	1	–	–	–	–	–	–	1	0.0%
Reports/certificates total		99	7	20	3	1	7	–	137	1.9%
Medical records	Access to/transfer of records	42	2	5	1	–	10	–	60	0.8%
	Record keeping	30	2	18	1	7	1	1	60	0.8%
	Records management	4	–	1	–	1	1	–	7	0.1%
Medical records total		76	4	24	2	8	12	1	127	1.7%
Discharge/transfer arrangements	Inadequate discharge	30	64	2	9	1	8	1	115	1.6%
	Delay	1	2	–	1	3	–	–	7	0.1%
	Patient not reviewed	1	–	–	–	–	–	–	1	0.0%
	Mode of transport	–	1	–	–	–	–	–	1	0.0%
Discharge/transfer arrangements total		32	67	2	10	4	8	1	124	1.7%
Consent	Consent not obtained or inadequate	40	15	17	3	12	3	–	90	1.2%
	Involuntary admission or treatment	14	3	–	2	–	1	–	20	0.3%
	Uninformed consent	9	–	1	–	1	–	1	12	0.2%
Consent total		63	18	18	5	13	4	1	122	1.7%
Grand total		3,486	1,338	1,327	366	331	325	148	7,321	100.0%

Counted by issues raised in complaint

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Table 16.15 – Outcome of assessment of complaints by service area 2011-12

Service area	Outcome							Total	
	Discontinued	Referred to professional council	Referred to Commission's Resolution Service	Referred for local resolution	Investigation by Commission	Resolved during assessment	Referred to another body	No.	%
General medicine	523	181	78	62	52	34	14	944	23.0%
Dentistry	198	243	20	5	15	37	18	536	13.1%
Surgery	178	24	129	25	20	14	3	393	9.6%
Emergency medicine	96	24	81	31	7	17	–	256	6.2%
Mental health	135	14	46	34	6	10	2	247	6.0%
Pharmacy/pharmacology	66	67	2	1	3	8	5	152	3.7%
Aged care	63	20	17	3	16	1	21	141	3.4%
Psychiatry	70	14	5	5	9	3	1	107	2.6%
Psychology	36	51	–	–	1	–	4	92	2.2%
Medico-legal	74	7	–	–	–	2	2	85	2.1%
Obstetrics	19	6	30	4	11	2	1	73	1.8%
Administration	44	3	4	10	–	7	2	70	1.7%
Cosmetic services	35	7	1	–	3	–	14	60	1.5%
Non-health related	39	5	1	6	6	–	2	59	1.4%
Gynaecology	24	8	17	1	1	2	–	53	1.3%
Radiology	33	3	7	2	1	4	1	51	1.2%
Paediatric medicine	22	3	12	2	5	2	–	46	1.1%
Cardiology	16	2	19	2	3	1	1	44	1.1%
Drug and alcohol	14	4	3	16	2	3	1	43	1.0%
Ophthalmology	25	3	9	1	–	1	4	43	1.0%
Gastroenterology	15	4	14	1	3	2	1	40	1.0%
Dermatology	23	10	1	–	–	1	–	35	0.9%
Chiropractice	10	11	–	–	9	1	2	33	0.8%
Respiratory/thoracic medicine	10	1	15	1	–	3	–	30	0.7%
Palliative care	7	1	17	3	–	–	–	28	0.7%
Pathology	22	–	2	–	–	4	–	28	0.7%
Optometry	20	4	–	2	–	1	–	27	0.7%
Neurology	14	2	6	3	–	1	–	26	0.6%
Anaesthesia	12	2	6	–	4	1	–	25	0.6%
Ambulance service	9	–	9	5	1	–	–	24	0.6%
Midwifery	6	4	9	2	1	1	–	23	0.6%
Rehabilitation medicine	11	1	8	1	1	1	–	23	0.6%
Geriatrics/gerontology	8	1	10	2	–	–	–	21	0.5%
Physiotherapy	13	5	–	–	1	–	1	20	0.5%
Podiatry	10	3	–	–	3	3	–	19	0.5%
Oncology	7	–	7	1	1	2	1	19	0.5%
Prosthetics and orthotics	7	6	1	–	–	4	–	18	0.4%

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Table 16.15 – Outcome of assessment of complaints by service area 2011-12 (continued)

Service area	Outcome							Total	
	Discontinued	Referred to professional council	Referred to Commission's Resolution Service	Referred for local resolution	Investigation by Commission	Resolved during assessment	Referred to another body	No.	%
Personal care	9	–	2	–	1	2	1	15	0.4%
Alternative health	14	–	–	–	1	–	–	15	0.4%
Counselling	9	–	–	1	–	1	–	11	0.3%
Renal medicine	3	–	8	–	–	–	–	11	0.3%
Osteopathy	2	3	1	–	3	–	1	10	0.2%
Reproductive medicine	6	–	1	–	1	–	–	8	0.2%
Rheumatology	4	1	1	–	–	1	–	7	0.2%
Acupuncture	7	–	–	–	–	–	–	7	0.2%
Immunology	4	2	–	1	–	–	–	7	0.2%
Intensive care	1	–	5	–	1	–	–	7	0.2%
Early childhood	4	–	1	–	–	1	–	6	0.1%
Endocrinology	5	–	–	–	–	–	–	5	0.1%
Pain management	3	–	1	1	–	–	–	5	0.1%
Forensic pathology	2	1	–	1	–	–	–	4	0.1%
Haematology	1	–	2	–	–	–	–	3	0.1%
Massage therapy	2	–	–	–	1	–	–	3	0.1%
Nephrology	1	–	2	–	–	–	–	3	0.1%
Occupational therapy	2	–	1	–	–	–	–	3	0.1%
Psychotherapy	3	–	–	–	–	–	–	3	0.1%
Traditional Chinese medicine	2	–	–	–	–	–	–	2	0.0%
Natural therapy	2	–	–	–	–	–	–	2	0.0%
Infectious diseases	–	–	1	1	–	–	–	2	0.0%
Developmental disability	1	–	1	–	–	–	–	2	0.0%
Family planning	1	–	–	–	–	–	–	1	0.0%
Health education/information	1	–	–	–	–	–	–	1	0.0%
Sport medicine	–	–	–	–	–	–	1	1	0.0%
Radiography	1	–	–	–	–	–	–	1	0.0%
Occupational health	1	–	–	–	–	–	–	1	0.0%
Other/unknown service area	12	2	2	3	1	2	1	23	0.6%
Total	2,017	753	615	239	194	180	105	4,103	100.0

Counted by provider identified in complaint

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Table 16.16 – Outcome of assessment of complaints by type of health service provider 2011-12

Health service provider type	Outcome							Total	
	Discontinued	Referred to professional council	Referred to Commission's Resolution Service	Referred for local resolution	Investigation by Commission	Resolved during assessment	Referred to another body	No.	%
Medical practitioner	869	276	142	–	102	37	35	1,461	35.6%
Hospital	259	–	368	119	9	50	1	806	19.6%
Dental practitioner	168	238	18	–	15	32	16	487	11.9%
Nurse/midwife	88	77	5	1	35	–	2	208	5.1%
Correction and detention facility	63	–	14	86	–	5	–	168	4.1%
Psychologist	44	54	–	–	1	2	1	102	2.5%
Pharmacist	39	49	1	–	3	4	1	97	2.4%
Medical centre	79	1	4	–	–	10	1	95	2.3%
Community health service	28	–	15	9	–	3	–	55	1.3%
Aged care facility	22	–	10	1	1	–	20	54	1.3%
Dental facility	33	9	–	1	1	8	1	53	1.3%
Pharmacy	23	18	1	–	–	4	4	50	1.2%
Psychiatric hospital/unit	20	–	6	6	–	1	–	33	0.8%
Medical practice	21	2	1	–	–	4	1	29	0.7%
Chiropractor	10	8	–	–	7	1	1	27	0.7%
Radiology facility	20	–	2	–	–	3	–	25	0.6%
Government department	18	–	3	–	–	1	2	24	0.6%
Ambulance service	9	–	10	5	–	–	–	24	0.6%
Local Health District	11	–	1	10	–	2	–	24	0.6%
Optometrist	18	4	–	–	–	1	–	23	0.6%
Physiotherapist	15	5	–	–	–	–	–	20	0.5%
Pathology centres/labs	13	–	1	–	–	4	–	18	0.4%
Podiatrist	9	2	–	–	3	2	–	16	0.4%
Alternative health provider	13	–	–	–	1	–	1	15	0.4%
Counsellor/therapist	8	–	–	–	–	1	3	12	0.3%
Social worker	12	–	–	–	–	–	–	12	0.3%
Administration/clerical staff	7	–	–	–	2	–	2	11	0.3%
Health fund	8	–	–	–	–	–	1	9	0.2%
Aboriginal health centre	2	–	3	1	–	1	1	8	0.2%
Assistant in nursing	2	1	–	–	4	–	–	7	0.2%
Previously registered medical practitioner	5	–	–	–	–	–	2	7	0.2%
Chiropractor and osteopath	1	1	–	–	4	–	–	6	0.1%
Day procedure centre	6	–	–	–	–	–	–	6	0.1%
Optometrist facility	6	–	–	–	–	–	–	6	0.1%
Osteopath	2	2	–	–	1	–	1	6	0.1%

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Table 16.16 – Outcome of assessment of complaints by type of health service provider 2011-12 (continued)

Health service provider type	Outcome							Total	
	Discontinued	Referred to professional council	Referred to Commission's Resolution Service	Referred for local resolution	Investigation by Commission	Resolved during assessment	Referred to another body	No.	%
Alternative health centre	4	-	-	-	-	-	-	4	0.1%
Alternative health practice	3	-	-	-	-	1	-	4	0.1%
Chiropractic facility	1	3	-	-	-	-	-	4	0.1%
Cosmetic therapist	3	-	-	-	-	-	1	4	0.1%
Drug and alcohol service	3	-	1	-	-	-	-	4	0.1%
Occupational therapist	4	-	-	-	-	-	-	4	0.1%
Acupuncturist	3	-	-	-	-	-	-	3	0.1%
Massage therapist	1	-	-	-	2	-	-	3	0.1%
Podiatry practice	1	1	-	-	-	1	-	3	0.1%
Psychotherapist	2	1	-	-	-	-	-	3	0.1%
Rehabilitation facility	2	-	1	-	-	-	-	3	0.1%
Residential care worker	2	-	-	-	1	-	-	3	0.1%
Supported accommodation services	2	-	1	-	-	-	-	3	0.1%
Blood bank	1	-	1	-	-	-	-	2	0.0%
NSW Ministry of Health	1	-	-	-	-	1	-	2	0.0%
Nursing agency	1	-	1	-	-	-	-	2	0.0%
Audiologist	-	-	1	-	-	-	-	1	0.0%
Traditional Chinese medicine practitioner	1	-	-	-	-	-	-	1	0.0%
Dental technician	-	-	-	-	1	-	-	1	0.0%
Dietitian/nutritionist	1	-	-	-	-	-	-	1	0.0%
Naturopath	1	-	-	-	-	-	-	1	0.0%
Physiotherapy facility	-	-	-	-	-	-	1	1	0.0%
Psychology facility	1	-	-	-	-	-	-	1	0.0%
Radiographer	-	-	1	-	-	-	-	1	0.0%
Sonographer	1	-	-	-	-	-	-	1	0.0%
Speech pathologist	1	-	-	-	-	-	-	1	0.0%
Other/unknown organisation	16	-	3	-	1	1	1	22	0.5%
Other/unknown health practitioner	10	1	-	-	-	-	5	16	0.4%
Total	2,017	753	615	239	194	180	105	4,103	100.0%

Counted by provider identified in complaint

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Table 16.17 – Time taken to assess complaints 2007-08 to 2011-12

	2007-08	2008-09	2008-09	2009-10	2011-12
Percentage of complaints assessed within 60 days	88.2%	88.9%	82.3%	84.6%	88.1%
Average days to assess complaints	39	42	46	43	43

Counted by provider identified in complaint

Table 16.18 – Requests for review of assessment decision 2007-08 to 2011-12

	2007-08	2008-09	2008-09	2009-10	2011-12
Requests for review of assessment decision	230	281	278	305	292
Percentage out of all assessments finalised	8.0%	8.4%	7.9%	7.5%	7.1%

Counted by provider identified in complaint

Table 16.19 – Requests for review of assessment decision 2007-08 to 2011-12

Review result	2007-08		2008-09		2009-10		2010-11		2011-12	
	No.	%	No.	%	No.	%	No.	%	No.	%
Original assessment decision confirmed	216	89.3%	261	96.0%	252	94.4%	281	93.7%	267	88.7%
Assessment decision varied	26	10.7%	11	4.0%	15	5.6%	19	6.3%	34	11.3%
Total	242	100.0%	272	100.0%	267	100.0%	300	100.0%	301	100.0%

Counted by provider identified in complaint

Table 16.20 – Outcome of assisted resolutions 2007-08 to 2011-12

Outcome	2007-08		2007-08		2009-10		2010-11		2011-12			
	No.	%	No.	%	No.	%	No.	%	No.	%		
Resolution did proceed	Resolved	Resolved	228	38.9%	244	39.4%	216	39.1%	262	40.4%	239	36.6%
		Partially resolved	124	21.2%	167	26.9%	119	21.5%	143	22.0%	152	23.3%
	Not resolved	Not resolved	81	13.8%	103	16.6%	99	17.9%	88	13.6%	54	8.3%
Resolution did proceed total			433	73.9%	514	82.9%	434	78.5%	493	76.0%	445	68.1%
Resolution did not proceed			153	26.1%	106	17.1%	119	21.5%	156	24.0%	208	31.9%
Grand total			586	100.0%	620	100.0%	553	100.0%	649	100.0%	653	100.0%

Counted by provider identified in complaint

Table 16.21 – Outcome of conciliations 2007-08 to 2011-12

Outcome	2007-08		2007-08		2009-10		2010-11		2011-12			
	No.	%	No.	%	No.	%	No.	%	No.	%		
Conciliation process did proceed	Resolved	Agreement reached at conciliation meeting	63	30.4%	43	18.9%	26	18.2%	21	47.7%	18	81.8%
		Complaint resolved with the assistance of the Registry	17	8.2%	15	6.6%	6	4.2%	1	2.3%	-	0.0%
	Not Resolved	Consent withdrawn	25	12.1%	34	14.9%	20	14.0%	4	9.1%	2	9.1%
		Parties did not reach agreement during conciliation meeting	16	7.7%	10	4.4%	6	4.2%	-	0.0%	2	9.1%
		The conciliation was helpful in clarifying concerns	10	4.8%	27	11.8%	8	5.6%	10	22.7%	-	0.0%
Total conciliation process did proceed			131	63.3%	129	56.6%	66	46.2%	36	81.8%	22	100.0%
Conciliation process did not proceed	Conciliation did not proceed	75	36.2%	99	43.4%	77	53.8%	8	18.2%	-	0.0%	
	Complaint resolved prior to conciliation	1	0.5%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	
Total conciliation process did not proceed			76	36.7%	99	43.4%	77	53.8%	8	18.2%	-	0.0%
Grand total			207	100.0%	228	100.0%	143	100.0%	44	100.0%	22	100.0%

Counted by provider identified in complaint

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Table 16.22 – Time taken to complete resolution processes 2007-08 to 2011-12

Time taken to complete	2007-08		2008-09		2009-10		2010-11		2011-12	
	No.	%	No.	%	No.	%	No.	%	No.	%
0-1 months	152	19.2%	176	20.8%	145	20.8%	143	20.6%	143	21.2%
1-2 months	197	24.8%	230	27.1%	168	24.1%	149	21.5%	123	18.2%
2-3 months	129	16.3%	129	15.2%	118	17.0%	103	14.9%	122	18.1%
3-4 months	90	11.3%	90	10.6%	85	12.2%	66	9.5%	83	12.3%
4-5 months	64	8.1%	48	5.7%	48	6.9%	59	8.5%	52	7.7%
5-6 months	33	4.2%	53	6.3%	45	6.5%	41	5.9%	50	7.4%
6-7 months	28	3.5%	31	3.7%	32	4.6%	32	4.6%	28	4.1%
7-8 months	25	3.2%	17	2.0%	14	2.0%	36	5.2%	21	3.1%
8-9 months	11	1.4%	14	1.7%	9	1.3%	19	2.7%	21	3.1%
9-10 months	10	1.3%	15	1.8%	13	1.9%	9	1.3%	7	1.0%
10-11 months	11	1.4%	4	0.5%	3	0.4%	6	0.9%	11	1.6%
11-12 months	14	1.8%	12	1.4%	3	0.4%	7	1.0%	4	0.6%
>12 months	29	3.7%	29	3.4%	12	1.7%	23	3.3%	10	1.5%
Total	793	100.0%	848	100.0%	696	100.0%	693	100.0%	675	100.0%

Counted by provider identified in complaint

Table 16.23 – Outcomes of investigations 2007-08 to 2011-12

Investigation outcome	2007-08		2008-09		2009-10		2010-11		2011-12		
	No.	%	No.	%	No.	%	No.	%	No.	%	
Health organisation	Comments or recommendations	55	65.5%	39	63.9%	33	94.3%	22	91.7%	9	81.8%
	No further action	29	34.5%	22	36.1%	2	5.7%	2	8.3%	2	18.2%
Health organisation total		84	100.0%	61	100.0%	35	100.0%	24	100.0%	11	100.0%
Health practitioner	Referred to Director of Proceedings	129	50.8%	100	50.0%	141	59.5%	109	60.9%	131	62.1%
	Referred to professional council	35	13.8%	36	18.0%	44	18.6%	37	20.7%	41	19.4%
	No further action	63	24.8%	45	22.5%	32	13.5%	21	11.7%	30	14.2%
	Public statement/prohibition order	n/a	0.0%	2	1.0%	4	1.7%	6	3.4%	7	3.3%
	Comments to the practitioner	24	9.4%	16	8.0%	14	5.9%	6	3.4%	2	0.9%
	Referred to Director of Public Prosecutions	3	1.2%	1	0.5%	2	0.8%	–	0.0%	–	0.0%
Health practitioner total		254	100.0%	200	100.0%	237	100.0%	179	100.0%	211	100.0%
Grand total		338	100.0%	261	100.0%	272	100.0%	203	100.0%	222	100.0%

Counted by provider identified in complaint

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Table 16.24 – Investigations into health organisations and health practitioners finalised 2007-08 to 2011-12

		2007-08		2008-09		2009-10		2010-11		2011-12	
Investigation outcome		No.	%	No.	%	No.	%	No.	%	No.	%
Health organisation	Public hospital	63	24.8%	46	23.0%	30	12.7%	20	11.2%	8	3.6%
	Other/health organisations	–	0.0%	–	0.0%	–	0.0%	–	0.0%	2	0.9%
	Private hospital	6	2.4%	4	2.0%	2	0.8%	–	0.0%	1	0.5%
	Aged care facility	4	1.6%	2	1.0%	1	0.4%	–	0.0%	–	0.0%
	Ambulance service	–	0.0%	–	0.0%	–	0.0%	–	0.0%	–	0.0%
	Area Health Service/Local Health District	3	1.2%	3	1.5%	2	0.8%	–	0.0%	–	0.0%
	College/association	2	0.8%	–	0.0%	–	0.0%	2	1.1%	–	0.0%
	Community health service	1	0.4%	–	0.0%	–	0.0%	–	0.0%	–	0.0%
	Correction and detention facility	2	0.8%	–	0.0%	–	0.0%	–	0.0%	–	0.0%
	Dental facility	–	0.0%	1	0.5%	–	0.0%	–	0.0%	–	0.0%
	Drug and alcohol service	–	0.0%	1	0.5%	–	0.0%	1	0.6%	–	0.0%
	Medical centre	1	0.4%	1	0.5%	–	0.0%	–	0.0%	–	0.0%
	Medical practice	–	0.0%	–	0.0%	–	0.0%	1	0.6%	–	0.0%
	Pathology centre/lab	1	0.4%	2	1.0%	–	0.0%	–	0.0%	–	0.0%
	Radiology practice	1	0.4%	1	0.5%	–	0.0%	–	0.0%	–	0.0%
Health organisation total	84	24.9%	61	23.4%	35	12.9%	24	11.8%	11	5.0%	
Health practitioners	Medical practitioner	150	44.4%	112	42.9%	149	54.8%	98	48.3%	124	55.9%
	Nurse/midwife	75	22.2%	69	26.4%	53	19.5%	37	18.2%	47	21.2%
	Pharmacist	2	0.6%	–	–	12	4.4%	5	2.5%	9	4.1%
	Dental practitioner	2	0.6%	1	0.4%	5	1.8%	5	2.5%	6	2.7%
	Psychologist	9	2.7%	6	2.3%	3	1.1%	7	3.4%	5	2.3%
	Administration/clerical staff	–	0.0%	–	0.0%	1	0.4%	2	1.0%	3	1.4%
	Assistant in nursing	–	0.0%	–	0.0%	–	0.0%	2	1.0%	3	1.4%
	Chiropractor	3	0.9%	1	0.4%	6	2.2%	7	3.4%	3	1.4%
	Alternative health provider	6	1.8%	1	0.4%	1	0.4%	3	1.5%	2	0.9%
	Naturopath	2	0.6%	–	0.0%	–	0.0%	1	0.5%	2	0.9%
	Dental technician	–	0.0%	–	0.0%	–	0.0%	–	0.0%	1	0.5%
	Hypnotherapist	–	0.0%	–	0.0%	–	0.0%	–	0.0%	1	0.5%
	Massage therapist	–	0.0%	1	0.4%	1	0.4%	2	1.0%	1	0.5%
	Osteopath	–	0.0%	1	0.4%	–	0.0%	–	0.0%	1	0.5%
	Podiatrist	1	0.3%	2	0.8%	–	0.0%	2	1.0%	1	0.5%
	Residential care worker	–	0.0%	–	0.0%	–	0.0%	1	0.5%	1	0.5%
	Traditional Chinese medicine practitioner	–	0.0%	–	0.0%	1	0.4%	–	0.0%	1	0.5%
	Acupuncturist	–	0.0%	–	0.0%	–	0.0%	1	0.5%	–	0.0%
	Ambulance personnel	2	0.6%	–	0.0%	–	0.0%	–	0.0%	–	0.0%
	Dental technician	–	0.0%	–	0.0%	–	0.0%	1	0.5%	–	0.0%
	Homeopath	n/a	0.0%	1	0.4%	–	0.0%	–	0.0%	–	0.0%
	Natural therapist	–	0.0%	–	0.0%	1	0.4%	–	0.0%	–	0.0%
	Optometrist	–	0.0%	1	0.4%	–	0.0%	1	0.5%	–	0.0%
	Physiotherapist	2	0.6%	1	0.4%	3	1.1%	3	1.5%	–	0.0%
	Psychotherapist	–	0.0%	1	0.4%	1	0.4%	1	0.5%	–	0.0%
	Radiographer	–	0.0%	2	0.8%	–	0.0%	–	0.0%	–	0.0%
	Health practitioner total	254	75.1%	200	76.6%	237	87.1%	179	88.2%	211	95.0%
Grand total	338	100.0%	261	100.0%	272	100.0%	203	100.0%	222	100.0%	

Counted by provider identified in complaint

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Table 16.25 – Investigations finalised by issue category 2008-09 to 2011-12

	2008-09		2009-10		2010-11		2011-12	
	No.	%	No.	%	No.	%	No.	%
Professional conduct	145	37.6%	163	33.1%	158	43.3%	208	56.8%
Treatment	170	44.0%	196	39.8%	131	35.9%	106	29.0%
Medication	27	7.0%	53	10.8%	32	8.8%	26	7.1%
Communication/information	16	4.1%	39	7.9%	15	4.1%	7	1.9%
Medical records	6	1.6%	13	2.6%	10	2.7%	5	1.4%
Discharge/transfer arrangements	4	1.0%	11	2.2%	4	1.1%	4	1.1%
Fees/costs	–	0.0%	2	0.4%	4	1.1%	4	1.1%
Environment/management of facilities	7	1.8%	5	1.0%	5	1.4%	3	0.8%
Access	1	0.3%	–	0.0%	–	0.0%	1	0.3%
Consent	3	0.8%	7	1.4%	3	0.8%	1	0.3%
Reports/certificates	0	0.0%	1	0.2%	3	0.8%	1	0.3%
Grievance processes	7	1.8%	3	0.6%	–	0.0%	–	0.0%
Total	386	100.0	493	100.0	365	100.0	366	100.0%

Counted by issues raised in complaint

Table 16.26 – Outcome of investigations finalised by profession and organisation type 2011-12

Outcome	Health practitioner																Total		
	Medical practitioner	Nurse/midwife	Pharmacist	Dental practitioner	Psychologist	Administration/clerical staff	Assistant in nursing	Chiropractor	Alternative health provider	Naturopath	Dental technician	Hypnotherapist	Massage therapist	Osteopath	Podiatrist	Psychotherapist	Residential care worker	No.	%
Referred to Director of Proceedings	87	28	7	5	3	–	–	–	–	–	–	–	–	–	1	–	–	131	62.1%
Referred to professional council	19	15	2	1	2	–	–	2	–	–	–	–	–	–	–	–	–	41	19.4%
No further action	18	4	–	–	–	1	1	1	1	–	1	–	–	1	–	1	1	30	14.2%
Public statement/prohibition order	–	–	–	–	–	2	–	–	1	2	–	1	1	–	–	–	–	7	3.3%
Comments to practitioner	–	–	–	–	–	–	2	–	–	–	–	–	–	–	–	–	–	2	0.9%
Total health practitioner	124	47	9	6	5	3	3	3	2	2	1	1	1	1	1	1	1	211	100.0%

Outcome	Health organisation			Total	
	Public hospital	Private hospital	Other organisation	No.	%
Recommendations	5	–	–	5	45.5%
Comments	3	1	–	4	36.4%
No further action	–	–	2	2	18.2%
Total health organisation	8	1	2	11	100.0%

Counted by provider identified in complaint

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Table 16.27 – Request for review of investigation decision 2007-08 to 2011-12

	2007-08	2008-09	2009-10	2010-11	2011-12
Request for review if investigation decision	15	4	2	3	4
Percentage out of all investigations finalised	4.4%	1.5%	0.7%	1.5%	1.8%

Counted by provider identified in complaint

Table 16.28 – Outcome of reviews of investigation decision 2007-08 to 2011-12

Outcome	2007-08		2008-09		2009-10		2010-11		2011-12	
	No.	%	No.	%	No.	%	No.	%	No.	%
Original investigation decision confirmed	15	100.0%	5	83.3%	2	100.0%	3	75.0%	2	66.7%
Re-opened for investigation	–	0.0%	1	16.7%	–	0.0%	1	25.0%	1	33.3%
Total	15	100.0%	6	100.0%	2	100.0%	4	100.0%	3	100.0%

Counted by provider identified in complaint

Table 16.29A – Time taken to complete investigation excluding time when investigation was paused 2007-08 to 2011-12

Time taken	2007-08		2008-09		2009-10		2010-11		2011-12	
	No.	%	No.	%	No.	%	No.	%	No.	%
0-1 months	4	1.2%	3	1.1%	1	0.4%	–	0.0%	2	0.9%
1-2 months	4	1.2%	5	1.9%	1	0.4%	3	1.5%	6	2.7%
2-3 months	9	2.7%	10	3.8%	4	1.5%	7	3.4%	20	9.0%
3-4 months	13	3.8%	22	8.4%	18	6.9%	6	3.0%	22	9.9%
4-5 months	15	4.4%	13	5.0%	26	9.9%	6	3.0%	17	7.7%
5-6 months	23	6.8%	26	10.0%	20	7.6%	23	11.3%	23	10.4%
6-7 months	16	4.7%	24	9.2%	30	11.0%	24	11.8%	19	8.6%
7-8 months	36	10.7%	27	10.3%	28	10.7%	24	11.8%	32	14.4%
8-9 months	27	8.0%	28	10.7%	27	10.3%	20	9.9%	22	9.9%
9-10 months	35	10.4%	17	6.5%	34	13.0%	30	14.8%	11	5.0%
10-11 months	27	8.0%	27	10.3%	19	7.3%	19	9.4%	12	5.4%
11-12 months	37	10.9%	25	9.6%	23	8.8%	21	10.3%	16	7.2%
12-18 months	84	24.9%	30	11.5%	36	13.2%	16	7.9%	19	8.6%
18-24 months	8	2.4%	4	1.5%	4	1.5%	4	2.0%	1	0.5%
24-30 months	–	0.0%	–	0.0%	1	0.4%	–	0.0%	–	0.0%
Total	338	100.0%	261	100.0%	272	100.0%	203	100.0%	222	100.0%
Average days taken	296		250		263		260		222	

Counted by provider identified in complaint

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Table 16.29B – Time taken to complete investigations 2007-08 to 2011-12

Time taken	2007-08		2008-09		2009-10		2010-11		2011-12	
	No.	%	No.	%	No.	%	No.	%	No.	%
0– 1 months	1	0.3%	2	0.8%	1	0.4%	–	0.0%	1	0.5%
1– 2 months	4	1.2%	5	1.9%	1	0.4%	3	1.5%	4	1.8%
2– 3 months	11	3.3%	7	2.7%	4	1.5%	5	2.5%	8	3.6%
3– 4 months	13	3.8%	19	7.3%	18	6.6%	6	3.0%	10	4.5%
4–5 months	15	4.4%	12	4.6%	25	9.2%	6	3.0%	8	3.6%
5– 6 months	22	6.5%	25	9.6%	17	6.3%	21	10.3%	19	8.6%
6– 7 months	14	4.1%	23	8.8%	28	10.3%	22	10.8%	18	8.1%
7– 8 months	35	10.4%	24	9.2%	26	9.6%	22	10.8%	30	13.5%
8– 9 months	25	7.4%	25	9.6%	27	9.9%	20	9.9%	20	9.0%
9–10 months	32	9.5%	18	6.9%	28	10.3%	32	15.8%	11	5.0%
10-11 months	27	8.0%	28	10.7%	19	7.0%	18	8.9%	10	4.5%
11-12 months	32	9.5%	24	9.2%	23	8.5%	21	10.3%	17	7.7%
12–18 months	94	27.8%	37	14.2%	43	15.8%	13	6.4%	35	15.8%
18–24 months	12	3.6%	12	4.6%	9	3.3%	11	5.4%	21	9.5%
24–30 months	1	0.3%	–	0.0%	2	0.7%	2	1.0%	3	1.4%
30–36 months	–	0.0%	–	0.0%	1	0.4%	1	0.5%	3	1.4%
>36 months	–	0.0%	–	0.0%	–	0.0%	–	0.0%	4	1.8%
Total	338	100.0%	261	100.0%	272	100.0%	203	100.0%	222	100.0%
Average days taken	309		274		278		285		340	

Counted by provider identified in complaint

Table 16.30 – Legal matters finalised 2007-08 to 2011-12

		2007-08		2008-09		2009-10		2010-11		2011-12	
		No.	%	No.	%	No.	%	No.	%	No.	%
Tribunal	Proved	36	45.6%	38	44.7%	46	47.4%	50	46.7%	39	41.5%
	Not proved	1	1.3%	–	0.0%	7	7.2%	7	6.5%	1	1.1%
	Withdrawn	–	0.0%	–	0.0%	–	0.0%	–	0.0%	4	4.3%
	Total	37	46.8%	38	44.7%	53	54.6%	57	53.3%	44	46.8%
Professional Standards Committee	Proved	18	22.8%	27	31.8%	21	21.6%	21	19.6%	25	26.6%
	Not proved	7	8.9%	1	1.2%	9	9.3%	6	5.6%	3	3.2%
	Terminated	–	0.0%	–	0.0%	–	0.0%	–	0.0%	2	2.1%
	Total	25	31.6%	28	32.9%	30	30.9%	27	25.2%	30	31.9%
Appeal		12	15.2%	13	15.3%	10	10.3%	14	13.1%	13	13.8%
Re-registration		4	5.1%	6	7.1%	4	4.1%	9	8.4%	7	7.4%
Board of Inquiry		1	1.3%	n/a	0.0%	n/a	0.0%	n/a	0.0%	n/a	0.0%
Grand total		79	100.0%	85	100.0%	97	100.0%	107	100.0%	94	100.0%

Counted by matter

Table 16.31 – Open complaints as at 30 June

Process	2008		2009		2010		2011		2012	
	No.	%	No.	%	No.	%	No.	%	No.	%
Open assessments	583	48.5%	597	49.7%	566	46.5%	611	48.9%	609	49.5%
Open legal processes	207	16.3%	200	16.7%	233	19.1%	227	18.2%	257	20.9%
Open resolution processes	152	11.9%	109	9.1%	169	13.9%	202	16.2%	172	14.0%
Open investigations	215	16.9%	227	18.9%	184	15.1%	170	13.6%	148	12.0%
Open reviews of assessment	18	1.4%	25	2.1%	35	2.9%	36	2.9%	25	2.0%
Open brief preparation	24	1.9%	4	0.3%	5	0.4%	11	0.9%	14	1.1%
Open conciliations	95	7.5%	42	3.5%	30	2.5%	4	0.3%	4	0.3%
Open reviews of investigation	3	0.2%	1	0.1%	1	0.1%	0	0.0%	1	0.1%
Total	1,297	100.0%	1,205	100.0%	1,223	100.0%	1,261	100.0%	1,230	100.0%

Counted by provider identified in complaint

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APPENDIX B – LIST OF EXPERT ADVISERS

The Commission would like to thank its expert advisers listed below who assist the Commission in its investigation of serious complaints about health service providers. The Commission would also like to thank those experts who provided telephone advice throughout the year that helped clarifying clinical issues during the assessment of the complaint.

Mr Robert Aarons	Dr Diana Farlow	Ms Janine Learmont	Ms Nadime Roumieh
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Dr Roger Allan	Prof Jennifer Fenwick	Dr Danform Lim	Ms Robyn Rudner
Dr Stephen Allnutt	Mr John Ferguson	Dr Peter Liu	Prof Richard Ruffin
Ms Deborah Armitage	Dr Dean Fisher	Dr Edward Loughman	Dr Anthony Sammels
Dr Mark Arnold	Prof John Fletcher	Mr Ashton Lucas	Prof John Saunders
Mr John Baker	Ms Vikki Fogarty	Dr Sara Lucas	Mrs Julie Scott
Dr Michael Baldwin	Dr Robert Ford	Dr Peter Lye	Dr Raymond Seidler
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Prof Bruce Brew	Dr Michael Giblin	Ms Toni McCallum Pardey	Dr John Sippe
Dr Geoffrey Brodie	Prof Lyn Gilbert	Dr Sallyann McCarthy	Dr George Skowronski
Dr Andrew Brooks	Dr Jonathan Gillis	Prof William McCarthy	Dr John Slaughter
Dr Richard Burns	Mrs Greta Goldberg	Dr Michael McGlynn	Dr Grahame Smith
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Mr William Cearns	Ms Maxine Goodman	Dr Alan Meagher	Dr Oscar Stanley
Dr Daniel Challis	Ms Amanda Gordon	Ms Rebekkah Middleton	Dr Michael Steiner
Dr Harry Champion	Prof James Greenwood	Dr Geoffrey Mifsud	Ms Helen Stevens
Prof Richard Chard	Mrs Sue Greig	Dr Antony Milch	Dr Janine Stevenson
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Dr Ian Chung	Dr John Harkness	Dr Peter Morse	Dr Joanna Sutherland
Mr Edward Clark	Ms Rachel Harris	Dr Ahman Moubayed	Ms Sally Sutherland-Fraser
Mr Peter Cleasby	Mr Steven Harris	Dr Muniswami Mudaliar	Dr Michael Talbot
Ms Vanessa Clements	Ms Bethne Hart	Ms Christine Muller	Dr Deniz Tek
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Ms Nerida Crocker	Dr Peter Holman	Mr Michael O'Donnell	Dr Hein Vandenbergh
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Dr John Curotta	Dr George Hopkins	Dr Matthew O'Meara	Dr Christopher Vickers
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Dr David Eisinger	Mr Raymond Khoury	Ms Patricia Reynolds	Prof Chris Zaslowski
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Dr John England	Ms Diana Knagge	Dr Patricia Robertson	
Dr Gregory Falk	Dr Mary Langcake	Ms Janette Robinson	
Dr David Farlow	Dr Pauline Langeluddecke	Dr Tuly Rosenfeld	

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