

Not Happy with your doctor?

... or health worker, nurse, dentist, hospital ...



In this fact sheet look for:

- I am not happy with a health service - What can I do?
- Talk to the health worker
- Talk to the manager
- Call the Health Care Complaints Commission

I am not happy with the doctor

Sometimes you may not be happy with the doctor or nurse.
You feel that they do not treat you well.
You feel that they don't understand your health problem.



Write down what happened



Mia's story

Mia was feeling unwell. She had a headache.

She went to the doctor and told him.

The doctor gave her some pills.

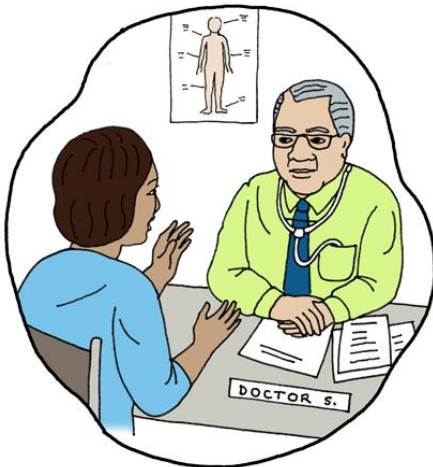
She told him that these pills made her sick last time.

The doctor didn't listen to her. He just gave her the same pills.

What can I do?

Sometimes a doctor or health worker does something we don't expect. This can make people feel confused, upset, angry, or sad. It's really important to speak up about it.

1. Talk to the doctor



2. Talk to the manager



3. Call the Health Care Complaints Commission



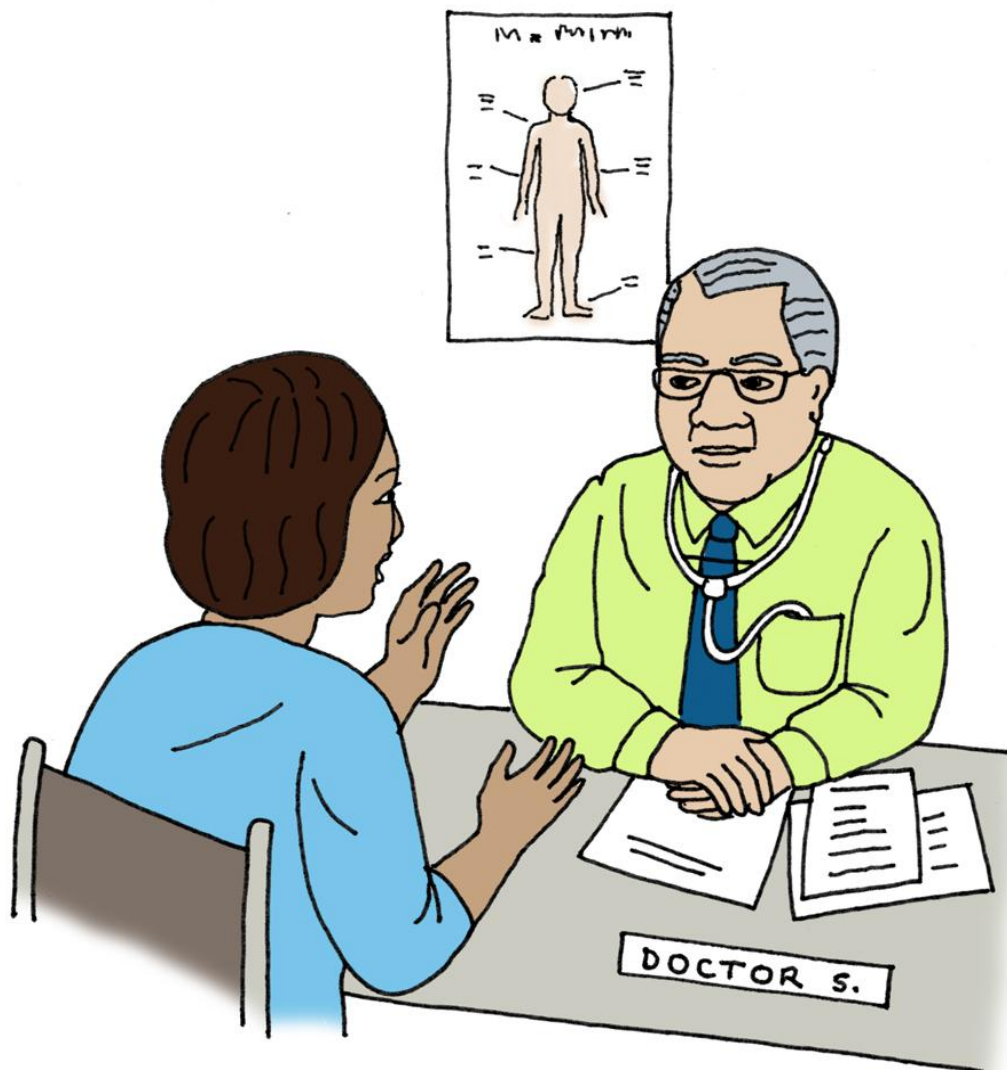
1. Talk to the doctor

If you are not happy, try talk to the doctor straight away.

Mia felt a bit confused. She was not sure what to do.

Then she decided to stand up for herself.

She said “Please listen to me. These pills are the wrong pills for me. They make me sick.”



Mia's doctor checked her file. He also checked medicine info.

He gave her different pills.

He also looked into why she was getting headaches.

Mia was glad she stood up for herself.

This doctor listened to Mia. But sometimes you may need to speak to someone else.

Sometimes you may want to talk to someone else



It can be hard to speak up.

You can ask someone to support you.

You can feel better about speaking up with practice.

If you can't say it straight away, you can talk to the doctor later.

Work out what you need to say. You could ask someone to help you.

- What happened?
- When did it happen?
- Who was there?
- What are you not happy about?



Then call the doctor. Say that you called because you are not happy.

Tell the doctor everything you planned.

Listen to what the doctor has to say about it.

Write down what the doctor says.



If you do not understand, tell the doctor.

Ask the doctor to explain it.

Tell the doctor how he can help you to understand.

2. Talk to the manager

You can also talk to the manager.

Work out what you need to say before you go.

You can bring someone to support you.




Every time you speak up, make sure you are ready with this info:

- What happened?
- When?
- Who was there?
- What are you not happy about?
- What should they do about it?

3. Call the Health Care Complaints Commission

You can also call the Health Care Complaints Commission.

The Commission deals with complaints about doctors, nurses, dentists, hospitals and medical centres.

-  Call them on **1800 043 159**. Tell them what you are not happy about.



If you decide to make a complaint to the Commission, they can help you to write it down.



If you want, you can have a support person with you
Depending on where you live, the Commission can meet with you.



If you want a language interpreter, call Interpreter service on **131 450** and ask them to call the Commission.



You can also use a TTY (telephone typewriter) on **02 9219 7555**.

What happens next?

- You write your complaint. A staff member or support person can help you to do that.
- The Commission will look at your complaint. They may ask you or the health worker more questions.
- You will hear from the Commission within 2 months to let you know what they will do about your complaint.

Contact the Commission



Address:

Health Care Complaints Commission
LMB 18
Strawberry Hills NSW 2010



Telephone:

1800 043 159 (toll free)
(02) 9219 7444



Fax:

(02) 9281 4585



Email:

hccc@hccc.nsw.gov.au

Website:

www.hccc.nsw.gov.au



TTY:

(02) 9219 7555