

Submitted to About the Act and Code Review  
Submitted on 2024-05-14 21:59:24

Your details

1 What is your name?

Name:  
[Redacted]

2 What is your email address?

[Redacted]

3 Are you submitting as an individual, or on behalf of an organisation or group?

I am submitting as an individual

4 How did you hear about this consultation?

Select from the following options:  
Traditional media

If you selected other, please specify below:  
email

Questions for individuals

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

Share 'one big thing' or upload a file

5 Are you here to tell us your 'one big thing'?

Your one big thing::

There are increasing resourcing pressures on the medical workforce in every role. It is essential to have a service to support the rights of patients to express concerns/make complaints, and the way in which this is conducted must also be balanced with respect for the rights of health professionals. Complaints create enormous stress and often require a disproportionately large amount of time to address compared to many other aspects of work. It is therefore essential that there is an adequate initial investigation and assessment system to ensure that those complaints that demand involvement from a health professional are valid and worthy of instigating this process. This may require an initial notes review from a person with adequate training and clinical understanding/experience to make such judgements. Our patients deserve care, respect and their rights to be upheld, as do our medial

workforce.

## 6 Upload a file

File upload:

No file uploaded

Not Answered

## Publishing and data protection

May we publish your submission?

Yes, but please remove my name/my organisation

Please note any part(s) of your submission you do not want published::

Reasons to withhold parts of your submission

Yes, I would like HDC to consider withholding parts of my submission from responses to OIA requests.:

No

I think these parts of my submission should be withheld, for these reasons: :

If needed, can we to contact you to follow up for more detail on your submission?

Yes, you can contact me

Would you like to receive updates about the review?

I'd like to receive updates about the review