

Submitted to About the Act and Code Review
Submitted on 2024-05-28 15:55:51

Your details

1 What is your name?

Name:
Felicity Molloy

2 What is your email address?

Email:
[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:
Through my job

If you selected other, please specify below:
New Zealand College of Chinese Medicine received the information

Questions for individuals

1 Which of these services do you engage with the most?

- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]

Questions for organisations/groups

1 Name of your organisation or group (if applicable)

Organisation:

2 Type of organisation/group (if applicable)

Organisation - type of organisation/group/ropū :

Please feel free to provide any further detail below:

Share 'one big thing' or upload a file

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

Your one big thing::

I am concerned that the patient/client experience is not triangulated with clinical experience at the point of entry to the commission. If these three parties were engaged in resolving direct experience, the issues of experience may become lucid - and help resolve them without conflict. For example, if a patient/client is aggressive or beyond the scope of practice of clinical staff, and stating as a way of reasoning there 'rights' to be there and that HDC is 'on their side', the safety of the clinic staff or front line worker may be made more vulnerable.

6 Upload a file

File upload:

No file uploaded

Not Answered

Topic 1: Supporting better and equitable complaint resolution

1.1 Did we cover the main issues about supporting better and equitable complaints resolution?

Please add your response below:

Yes - I think so - We propose changes to Right 10 to set more explicit expectations for provider complaint processes, including promoting the right to complain.

1.2 What do you think of our suggestions for supporting better and equitable complaint resolution, and what impacts could they have?

Please add your response below:

I like that you are listening to the bigger picture story thank you

1.3 What other changes, both legislative and non-legislative, should we consider for supporting better and equitable complaint resolution?

1.3 changes - supporting better and equitable complaint resolution:

Hmmm - are there considerations about age and gender - not so much diversity but more about giving voice to people at different life stages, and marginalized by gender difference - including the less visible hierarchies of Male / Female roles?

Topic 2: Making the Act and the Code more effective for, and responsive to, the needs of Māori

2.1 Did we cover the main issues about making the Act and Code more effective for, and responsive to, the needs of Māori?

Please add your response below:

Yes - the more we listen and respond to matauranga Māori and Te ao Māori the better.

2.2 What do you think about our suggestions for making the Act and the Code effective for, and responsive to, the needs of Māori, and what impacts could they have?

Please add your response below:

I wish for this country that we even up the statistics - actually reduce them all round by thinking about whanau centred care across the board - the impacts on wellbeing and the voice of those who cannot describe their condition - or needs for healing are still so extreme - and represented in the health statistics for Māori but maybe even more so in the way reports are presented - maintaining the marginalising force of colonising trajectories.

2.3 What other changes, both legislative and non-legislative, should we consider for making the Act and the Code effective for, and responsive to, the needs of Māori?

Please add your response below:

see above

Topic 3: Making the Act and the Code work better for tāngata whaikaha | disabled people

3.1 Did we cover the main issues about making the Act and the Code work better for tāngata whaikaha | disabled people?

Please add your response below:

Yes - I think so - it is difficult to name people by their disability - how do we reach around this and find out more about the individual? without categorically describing them as one thing or another!

3.2 What do you think of our suggestions for making the Act and the Code work better for tāngata whaikaha | disabled people, and what impacts could they have?

Please add your response below:

see above

3.3 What other changes, legislative and non-legislative, should we consider for making the Act and the Code work better for tāngata whaikaha | disabled people?

Please add your response below:

individuals are so vulnerable - as soon as they are categorized

Topic 4: Considering options for a right of appeal of HDC decisions

4.1 Have we covered the main issues about considering options for a right of appeal of HDC decisions?

Please add your response below:

Yes - I think there has been a lot of good work done.

4.2 What do you think about our suggestions for considering options for a right of appeal of HDC decisions, and what impact could they have?

Please add your response below:

hmmm - not sure what you mean?

4.3 What other options for a right of appeal of HDC decisions, both legislative and non-legislative, should we consider?

Please add your response below:

as per other suggestions.

Topic 5: Minor and technical improvements

5.1 What do you think about the issues and our suggestions for minor and technical improvements, and what impacts could they have?

Please add your response below:

I wonder if the online approach works for everyone - still. The brochures and hard copy notices are super effective - how could this survey for example be pinned to the wall as a rip off pad for people to immediately get working on it?

5.2 What other minor and technical improvements, both legislative and non-legislative, should we consider?

Please add your response below:

thankyou - I have run out of steam!

5.3 What are your main concerns about advancing technology and its impact on the rights of people accessing health and disability services?

Please add your response below:

see above - not everyone has access to computers - its troo.

5.4 What changes, both legislative and non-legislative, should we consider to respond to advancing technology?

Please add your response below:

hmmm - what does privacy - confidentiality - anonymity look like in advancing technology - how do we make people feel secure that their rights are preserved even as we know all about them!

Publishing and data protection

May we publish your submission?

Yes, you may publish my submission

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

It is a little loose in its writing form!

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: :

N/A

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