

Submitted to About the Act and Code Review
Submitted on 2024-08-01 12:09:46

Your details

1 What is your name?

Name:

[Redacted]

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:

Social media

If you selected other, please specify below:

Questions for individuals

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

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[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 a medical practitioner. I have not personally received a complaint, but we are told that it is an inevitability that we will get a complaint in our working life, and yet we receive no support or training around managing this. I understand the HDC's role in protecting patients, but what about protecting those who have sacrificed years (studying and training through the prime of their lives) to serving patients and trying to do right by everyone? What about considering the institutional factors at play rather than singling out doctors for punishment?

I have seen so many of my colleagues get complaints and I am frankly appalled at how the HDC handles these. There is NO support for doctors dealing with complaints. Our work is so high pressure and high stakes at the best of times. To have some historical incident drudged up and thrown in your face is absolutely devastating. I have seen it ruin confidences, marriages, and sometimes lives. One of my close friends had a complaint that was unfairly leveled at him when it was an institutional/team documentation issue. He got NO support from any of his superiors and was left in the dark as to the processes, threatened with having to attend court, etc., right before a big trip he had been planning with his whanau. Furthermore, whenever we need to apply for renewal of our medical registration, this becomes an endless guillotine hovering over our heads as it gets drudged up year after year.

HDC needs to seriously re-evaluate how it approaches doctors who have had complaints. With so many of our number being lost to suicide, burnout rates skyrocketing, and morale at an all-time low, it is imperative you act kindly and fairly towards doctors and support them through what is likely to be one of the most stressful moments of their careers and sometimes lives to date.

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:

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:

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:

I have concerns about this "non-retaliation clause". What recourse do doctors have to protect themselves from abusive, persnickety people who seek out to destroy a given doctor's livelihood? Why are medical staff not actively encouraged to refuse care to patients who are abusive to us? There is a constant expectation that we should turn the other cheek or chalk bad behaviour up to factors such as pain, illness, poor health literacy, etc etc. But in fact we have almost no protections ourselves. Myself and my female colleagues are constantly battered with sexual innuendos (eg when placing catheters, performing genital/rectal examinations, or even just off the cuff) and if we chastise the patient or refuse to see that patient we are not protected.

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:

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:

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:

I think the government has a responsibility to ensure adequate support for medical staff dealing with complaints. Regardless of whether a complaint is or isn't borne out, or if there is an appeal, there should be welfare considerations for the staff members involved. Government-funded counselling and psychology sessions. I am really just so heartbroken over how many of our number are burning out and committing suicide in a chronically understaffed and underfunded system. The HDC needs to take some responsibility for how its actions impact on those it seeks to protect patients from.

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:

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

Please add your response below:

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:

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

Please add your response below:

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?

No, do not contact me

Would you like to receive updates about the review?