

Submitted to About the Act and Code Review
Submitted on 2024-06-26 13:54:18

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:
Word of mouth

If you selected other, please specify below:
From other people who are also experiencing major delays in having their complaint seen to, due to pressures and under resourcing at HDC

Questions for individuals

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

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[Redacted]

[Redacted]

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[Redacted]

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Share ‘one big thing’ or upload a file

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

Your one big thing::

-- HDC needs to be adequately funded and resourced to do their mahi. Long delays in complaints being investigated is stressful for both patients and healthcare workers. --

Under resourcing and pressures on the health system are understandably leading to more complaints to HDC. The health system needs more funding and staff in order for health workers to be able to do their jobs. Workers and patients are suffering. In the meantime, when things go wrong and mistakes are made, HDC is not sufficiently funded or resourced to investigate and address complaints. My complaint has been sitting awaiting action for almost 2

years and still hasn't even got to the stage of a letter being sent to the healthcare provider. Who knows how many subsequent patients have fallen victim to the same mistreatment over that 2 year period, while the complaint sits waiting to be considered?

6 Upload a file

File upload:

No file uploaded

This file is a submission

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

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:

Yes, the Act's principles of 'fair, simple, speedy, and efficient' for resolving complaints aren't being met and this needs to change. Personally, my complaint has been waiting close to 2 years for someone to look at it.

Yes, more should be done to help all New Zealanders to speak up for themselves and raise concerns BOTH directly with providers and to HDC, including with the help of advocates. There needs to be more awareness of the complaints process and especially where to get support to navigate this for people who do not feel equipped to do it on their own.

Yes, should concentrate on complaints that need attention most but the criteria and prioritisation framework should be transparent, and people should be able to better understand where their complaint is at in the process.

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:

HDC should be better funded/resourced to conduct thematic reviews rather than only addressing complaints one by one. For example, outcomes for maternity care (and in turn maternal mental health and suicide) in New Zealand are terrible - what insights/trends can we learn from taking a thematic view on complaints in this space?

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

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:

Promotion to raise awareness of how people can complain is important. Also, raising awareness of the assistance that's available to help people who don't feel able to navigate the complaints process on their own.

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:

The current delays to complaint processing are unacceptable and actually make the process far more stressful - to the point it's more stressful to be left waiting for the outcome of the complaint, vs just withdrawing the complaint and giving up just to put it behind you.

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

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:

Sounds like a good idea, but HDC would need to be adequately funded to accommodate this. The Government can't expect more work for the same/less money.

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:

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:

Proposals all sound sensible

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?

Yes, you can contact me

Would you like to receive updates about the review?

I'd like to receive updates about the review