

Submitted to About the Act and Code Review  
Submitted on 2024-07-03 10:00:38

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 on behalf of an organisation/group

4 How did you hear about this consultation?

Select from the following options:

Through my job

If you selected other, please specify below:

Questions for individuals

[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:

[Redacted]

2 Type of organisation/group (if applicable)

Organisation - type of organisation/group/ropū :  
Health and/or disability services provider (please specify below)

Please feel free to provide any further detail below:

[Redacted]

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:

As a Doctor who has had a (minor) complaint and others who have had formal complaints against them, I am concerned about the stress that this causes. Even if the complaint is not significant, the way it makes the Doctor feel, the length of time it takes to be resolved, wondering when you are going to be contacted again...

You feel completely powerless, vulnerable and lose your confidence, even if it is one patient encounter out of Tens of thousands of patients you have managed over your career.

I've heard comments that with the current stress Doctors are under, that another complaint would be enough to cause you to leave the profession.

How can we better support/ protect well meaning Doctors from all this.

The rights all seem to be on the patients side, with so many different avenues of making a complaint, and none where we can complain about a patients behavior.

## 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