

Submitted to About the Act and Code Review
Submitted on 2024-07-17 12:34:44

Your details

1 What is your 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:

Facebook

Questions for individuals

[Redacted]

[Redacted]

[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 was harmed/sustained a treatment injury by a health provider, Complex Reginal Pain Syndrome. I now live with a lifelong injury that affects my ability for daily tasks and has the potential to spread to other areas of my body, causing full-body CRPS. At the time of receiving treatment, I was not aware that the symptoms I was developing were a result of a treatment injury. Until I finally got a diagnosis with confirmation that it was caused by the treatment I received. It was confirmed by a different provider many months after the fact. During my time with the healthcare provider who caused the injury, my concerns about worsening symptoms were constantly being dismissed; I was told there was nothing wrong, I was just sensitive, I was not thoroughly examined and nor was it escalated when it became apparent that something significant had happened. Because of that time delay, the treatment window had been missed, and now I have to live with the consequences and side effects of my condition. By the time I knew what had happened to me and was finally able to put a name to my symptoms, it was past the six-month time frame for submitting a complaint with the HDC on that healthcare provider. I also felt confused and was not informed on how to lay a complaint or who it should go too.

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

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 believe that giving more prompts in certain situations, especially when one of the rights has been violated or when a healthcare provider may have caused harm, will result in more people feeling safer and more confident about making a complaint or sharing their story.

The complaints process is challenging; many don't know how to start or if they will be believed. Time may have passed before the patient knows harm or a right was violated by the healthcare provider. Often, all the patient sees at that appointment is one poster in their office informing them of their ten rights, and the ability to tell their healthcare provider after the fact or make a formal complaint is much harder, especially if they feel that their healthcare provider has dismissed them.

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:

Increase the time allowed to make complaints.

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:

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:

It clarifies specific procedures and grey areas that were not fully covered by the Act before, which will now give certainty to both parties.

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::

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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?