

Submitted to About the Act and Code Review
Submitted on 2024-06-05 11:51:00

Your details

1 What is your name?

Name:
Emma Farmer

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:

Questions for individuals

[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::

The consultation still takes a legal and adversarial approach to the relationship between providers and service users. This is a pakeha approach and does not end with satisfactory outcomes for either party. I think the code and act should be reviewed from a completely different view point.

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:

Changing the code will not make HDC more efficient. The key complaint is the length of time it takes to reach a decision. The code should have a time limitation of a requirement for HDC to reach a decision within say 12 months

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 think Clinical coordinators would be a good addition to 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:

A statute of limitations

Investigating events that occurred over 20 years ago is unlikely to result in satisfactory resolution

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:

I think taking a less European adversarial approach would benefit all parties. The current system is very eurocentric

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 don't believe the suggestions go far enough

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:

Taking a more timely approach. The long delays in resolution result in people losing faith in the system

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

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:

yes

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:

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:

I don't think this will add value for the majority of people. We have to get to the end at some point. I do think there should be a better complaints process about the work and timeliness of HDC investigations but this could go to the ombudsman

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:

Add delays and create further unmet expectations

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:

Better information about complaining to the ombudsman

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 am not in favor of increased secrecy, I don't think this is helpful and plays into the adversarial approach.

I think the written consent for sedation covers a lot of pain medications given in hospitals and could substantially add to the staff burden and reduce access to care

The serious risk of adverse event is difficult, for example there is a serious risk of adverse event when someone comes into hospital to have a baby, but there really aren't any options at this point unless we are planning to offer elective caesarean to everyone!

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:

This is the wild west and I don't have any suggestions

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, you may publish my submission

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