



Tuesday 19 November 2013

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# Media Statement

## LEON ATKINSON-MacEWEN

### Health Complaints Commissioner

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#### Annual Report 2012-13

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The Tasmanian Health Complaints Commissioner, Leon Atkinson-MacEwen, today tabled his Annual Report before both Houses of Parliament. This is Mr Atkinson-MacEwen's second report in this role.

His report lists the following highlights –

- continued improvements in the quality of healthcare in Tasmania as a result of the assessment, investigation and conciliation of complaints
- continuous process improvement to streamline and accelerate handling of complaints within the Office
- no increase in complaints received
- a 22 per cent increase in complaints closed
- a 24 per cent decrease in complaints carried forward from 2012-13 into 2013-14
- a 33 per cent increase in complaints closed as having been resolved in assessment
- a 44 per cent decrease in cases referred to conciliation
- often significant (and unacceptable) delays in receiving information from providers and decisions from the Australian Health Practitioner Regulation Agency that then adds significant delay to the assessment and resolution of complaints.

“Over the reporting year, as a consequence of our complaint management processes, I have noted a number of significant improvements in the delivery of health services as a result of actions taken by health providers (either on their own initiative or resulting from recommendations made by this Office in assessment, conciliation or investigation). I would

like to thank the healthcare providers we have worked with for their continued commitment towards improving the delivery of services in 2012-13. I would also like to thank my Health Complaints staff for the quality of their work, for their dedication, and for sustaining their remarkable levels of activity over a very busy year”.

The full report can be seen on the Health Complaint Commissioner’s website at [www.healthcomplaints.tas.gov.au](http://www.healthcomplaints.tas.gov.au).

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