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**HEALTH QUALITY AND COMPLAINTS
COMMISSION SELECT COMMITTEE****Sheridan Groth**

From: webmaster@parliament.qld.gov.au
Sent: Wednesday, 1 August 2007 9:00 PM
To: Health Quality Complaints Committee
Subject: Health Quality and Complaints Commission Select Committee - Submission

SUBMISSION FROM

Name: Beryl Crosby
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SUBMISSION

Dear Committee

I am writing this submission on behalf of myself and my observations.

I have two concerns about the future of the HQCC.

I firstly need to state that i am a member of the Consumer Advisory Committee of the HQCC and i do feel that they are doing a good job considering the short amount of time that they have been in operation.

My first concern is that the HQCC may not have enough resources to handle the amount of complaints that they receive. I have had feedback from a few patients about the delay in response times, one patient was told by the complaints person that they were sorry that they had not got back to her as they were "flat out".

This was one of the concerns that i had raised with John Youngman last year before the HQCC was operational and i was told of complaints department staff numbers. Their response then was that they could not anticipate how many complaints they may receive, so of course this is of concern if the HQCC is going to be effective.

My second concern is that the HQCC does not have enough power.

A code of health rights and responsibilities will be on the agenda soon, I am hoping it will be this year and i fear that if it is not an enforceable code it will be powerless.

The old health rights commission admitted that they were a "Toothless Tiger" Mr Cakes words, and they came under heavy criticism from patients in Bundaberg and at the Commission of Enquiry.

It would be a disaster to have spent all this time energy and money on setting up the HQCC and not give them enough resources and power to do the job properly.

I thank you for the opportunity of submitting my views.

2/08/2007