Speech by

Michael Crandon

MEMBER FOR COOMERA

Hansard Tuesday, 24 May 2011

MEDICAL RECORDS

Mr CRANDON (Coomera—LNP) (8.40 pm): On 15 March I received an email from constituents regarding their medical files. John and Shirley were patients of a doctor at the Queensland Medical Centre in Pascoe Road, Ormeau. The medical centre closed suddenly last year. There was a message saying that it would reopen in January. They tracked down their doctor at another surgery, but he advised them that he could not have their records transferred as he could not access them. They called the Health Quality and Complaints Commission and the Privacy Commissioner and were told that this issue fell outside their jurisdiction.

In a nutshell, these people are concerned that they do not have access to their previous medical history. Shirley has had cancer in the past. They have made it clear that there is no issue with their doctor. So they came to me for help. I emailed the Minister for Health on 16 March enclosing a copy of John and Shirley's email. I requested urgent assistance and received acknowledgement from the minister's office the same day.

Six weeks later, on 29 April, we sent a follow-up email to the Minister for Health. We received an acknowledgement from the minister's office, but it said that Paul Lucas was still the health minister. We rang the health minister's office and pointed out their little error. They thanked us very much for pointing that little error out and went on to say that they were going to look into our request and see how much longer it would be. On 12 May we still had had no response from the minister. I received an email from my constituent asking me to chase the minister up. On that day we rang the minister's office and spoke to a staffer. She said that she would have another staffer ring us. We did not receive a call back.

On 16 May we rang the minister's office to speak to the staffer. She was busy. We left a message for her to ring us. She did not. On 19 May, now nine weeks later, John advised that his new doctor needs the old medical files. He has also advised that the doctor who has taken over the Ormeau surgery has confirmed that he cannot access the records, either.

On that day we rang the staffer again. We were put through to another staffer because the original one was too busy. We gave him details of the constituents. He promised to look at the case and come back to us. Having not heard from this new staffer, we rang and asked for his email address. We sent all of the information to him. We rang and left a further message as late as this morning. As at four o'clock this afternoon we still have had no response from this new staffer.

Ten weeks have passed in relation to this urgent case. It is an absolute disgrace. I call on the minister to intervene in this matter and help these people receive the medical records they desperately need to receive. Minister, have your staff do their job.