

**Question on Notice  
No. 728  
Asked on 12 May 2005**

MR COPELAND asked the Minister for Health (MR NUTTALL) —

**QUESTION:**

With reference to Australian and overseas trained doctors who are currently working within or have recently departed the Queensland health system —

Will he detail, since March 2005, complaints that have been made and investigations or analysis that have been, or are being, undertaken into the medical and clinical practice of these doctors?

**ANSWER:**

As I indicated in my previous answers to questions on notice nos. 481 and 489, there is currently no central point for the collection of complaints in Queensland Health. However, a State-wide web based information system is currently being developed to assist in the management and tracking of complaints and consumer feedback.

As at 26 May 2005, the Medical Board of Queensland has advised me that since the end of March 2005 it has received 79 written complaints relating to medical practitioners. These complaints are being dealt with in accordance with the provisions of the *Health Practitioners (Professional Standards) Act 1999* (the Act).

In addition, the Board has received a total of 338 telephone enquiries, 256 via a Hotline set up for the purpose of receiving complaints and 82 through the normal general enquiries number. The Board has pointed out that it can only conduct an investigation into a complaint about a registrant primarily when it is received in writing.

The Board has advised that the statistics above are based on the availability of data from its current systems.