Complaint No.	Month	Month	Year	Year	Quarter	Complaint Received	Type of Complaint
0702.01	Jul-02	Jul	2002	02/03	2003 Qtr1	01/07/2002	telephone
0702.04	Jul-02	Jul	2002	02/03	2003 Qtr1	02/07/2002	Written
0702.02	Jul-02	Jul	2002	02/03	2003 Qtr1	08/07/2002	Written
0702.07	Jul-02	Jul	2002	02/03	2003 Qtr1	08/07/2002	Written
0702.11	Jul-02	Jul	2002	02/03	2003 Qtr1	10/07/2002	telephone
0702.08	Jul-02	Jul	2002	02/03	2003 Qtr1	12/07/2002	Written
0702.03	Jul-02	Jul	2002	02/03	2003 Qtr1	16/07/2002	telephone
0702.16	Jul-02	Jul	2002	02/03	2003 Qtr1	17/07/2002	telephone
0702.06	Jul-02	Jul	2002	02/03	2003 Qtr1	22/07/2002	Written
0702.12	Jul-02	Jul	2002	02/03	2003 Qtr1	26/07/2002	Written
0702.05	Jul-02	Jul	2002	02/03	2003 Qtr1	31/07/2002	telephone
0702.09	Jul-02	Jul	2002	02/03	2003 Qtr1	31/07/2002	Written
0802.01	Aug-02	Aug	2002	02/03	2003 Qtr1	02/08/2002	Written
0802.02	Aug-02	Aug	2002	02/03	2003 Qtr1	03/08/2002	Written
0802.03	Aug-02	Aug	2002	02/03	2003 Qtr1	06/08/2002	Written
0802.09	Aug-02	Aug	2002	02/03	2003 Qtr1	07/08/2002	Written
0802.07	Aug-02	Aug	2002	02/03	2003 Qtr1	08/08/2002	Written
0802.04	Aug-02	Aug	2002	02/03	2003 Qtr1	14/08/2002	Written
0802.08	Aug-02	Aug	2002	02/03	2003 Qtr1	15/08/2002	telephone
0802.06	Aug-02	Aug	2002	02/03	2003 Qtr1	21/08/2002	Written
0802.05	Aug-02	Aug	2002	02/03	2003 Qtr1	27/08/2002	telephone
0902.09	Sep-02	Sep	2002	02/03	2003 Qtr1	02/09/2002	verbal
0902.02	Sep-02	Sep	2002	02/03	2003 Qtr1	04/09/2002	Written
0902.08	Sep-02	Sep	2002	02/03	2003 Qtr1	04/09/2002	telephone
0902.01	Sep-02	Sep	2002	02/03	2003 Qtr1	05/09/2002	Written
0902.03	Sep-02	Sep	2002	02/03	2003 Qtr1	05/09/2002	Written
0902.04	Sep-02	Sep	2002	02/03	2003 Qtr1	09/09/2002	telephone
0902.06	Sep-02	Sep	2002	02/03	2003 Qtr1	10/09/2002	telephone
0902.10	Sep-02	Sep	2002	02/03	2003 Qtr1	11/09/2002	Written
0902.11	Sep-02	Sep	2002	02/03	2003 Qtr1	13/09/2002	Written
0902.05	Sep-02	Sep	2002	02/03	2003 Qtr1	18/09/2002	verbal
0902.12	Sep-02	Sep	2002	02/03	2003 Qtr1	19/09/2002	telephone
0902.07	Sep-02	Sep	2002	02/03	2003 Qtr1	23/09/2002	telephone
0902.13	Sep-02	Sep	2002	02/03	2003 Qtr1	26/09/2002	verbal
0902.14	Sep-02	Sep	2002	02/03	2003 Qtr1	30/09/2002	Written
1002.01	Oct-02	Oct	2002	02/03	2003 Qtr2	01/10/2002	verbal
1002.14	Oct-02	Oct	2002	02/03	2003 Qtr2	03/10/2002	verbal
1002.06	Oct-02	Oct	2002	02/03	2003 Qtr2	11/10/2002	Written
1002.03	Oct-02	Oct	2002	02/03	2003 Qtr2	15/10/2002	telephone
1002.05	Oct-02	Oct	2002	02/03	2003 Qtr2	17/10/2002	telephone
1002.10	Oct-02	Oct	2002	02/03	2003 Qtr2	17/10/2002	telephone
1002.03	Oct-02	Oct	2002	02/03	2003 Qtr2	18/10/2002	Written
1002.11	Oct-02	Oct	2002	02/03	2003 Qtr2	18/10/2002	Written
1002.12	Oct-02	Oct	2002	02/03	2003 Qtr2	22/10/2002	telephone
1002.04	Oct-02	Oct	2002	02/03	2003 Qtr2	23/10/2002	verbal
1002.13	Oct-02	Oct	2002	02/03	2003 Qtr3	23/10/2002	Written
1002.07	Oct-02	Oct	2002	02/03	2003 Qtr2	24/10/2002	Written
1002.08	Oct-02	Oct	2002	02/03	2003 Qtr2	25/10/2002	telephone
1002.05	Oct-02	Oct	2002	02/03	2003 Qtr2	29/10/2002	verbal
1102.02	Nov-02	Nov	2002	02/03	2003 Qtr2	04/11/2002	verbal
1102.01	Nov-02	Nov	2002	02/03	2003 Qtr2	08/11/2002	Written
1102.07	Nov-02	Nov	2002	02/03	2003 Qtr2	11/11/2002	Written
1102.12	Nov-02	Nov	2002	02/03	2003 Qtr2	11/11/2002	telephone
1102.09	Nov-02	Nov	2002	02/03	2003 Qtr2	18/11/2002	Written
1102.13	Nov-02	Nov	2002	02/03	2003 Qtr2	19/11/2002	telephone
1102.10	Nov-02	Nov	2002	02/03	2003 Qtr2	20/11/2002	telephone
1102.04	Nov-02	Nov	2002	02/03	2003 Qtr2	22/11/2002	telephone
1102.06	Nov-02	Nov	2002	02/03	2003 Qtr2	22/11/2002	Written
1102.08	Nov-02	Nov	2002	02/03	2003 Qtr2	25/11/2002	Written
1102.03	Nov-02	Nov	2002	02/03	2003 Qtr2	27/11/2002	verbal
1102.05	Nov-02	Nov	2002	02/03	2003 Qtr2	29/11/2002	verbal
1102.11	Nov-02	Nov	2002	02/03	2003 Qtr2	29/11/2002	Written
1202.13	Dec-02	Dec	2002	02/03	2003 Qtr2	03/12/2002	telephone
1202.01	Dec-02	Dec	2002	02/03	2003 Qtr2	06/12/2002	verbal
1202.04	Dec-02	Dec	2002	02/03	2003 Qtr2	10/12/2002	telephone
1202.15	Dec-02	Dec	2002	02/03	2003 Qtr2	11/12/2002	telephone
1202.02	Dec-02	Dec	2002	02/03	2003 Qtr2	13/12/2002	verbal

NAME, ADDRESS AND TELEPHONE CONTACT DETAILS OF COMPLAINANT

Complaint by	Source of Complaint	External Source	Issue (summary)	Department/ Service Area	Unit	Section or Ward	Administrative Unit	Level of Complaint	Issue Category	Description	Immediate or Clinical Resolution (110 words max)	Consequence (110 words max)	Action Taken (110 words max)	Complaint Upheld	Date Complaint Resolved	Date Date Complaint Resolved	Actual Days Taken to Resolve Complaint
relative	Relative/Carer	n/a	Access	Elective Surgery	ASPIC			Routine	Access	Waiting times for surgery	4 (unlikely)	2 (minor)	L (low risk)	Explanation given	unknown	3-Jul-02	2
consumer			Access	Dental	OTHER-Comm	Minister		Routine	Access	Access to dental services	4 (unlikely)	2 (minor)	L (low risk)	Policy amended	unknown	7-Aug-02	38
consumer			Access	MHU	BIMHS	Minister		Routine	Access	Access to mental health.	4 (unlikely)	3 (minor)	L (low risk)	Explanation given	unknown	17-Jul-02	12
consumer			Communication	BWU	BFU	A/DMS		Routine	Communication	Poor communication by Doctor	4 (unlikely)	2 (minor)	L (low risk)	Explanation given	unknown	10-Jul-02	1
relative			Treatment	DEM	DEM	DM		Routine	Treatment	Several allegations made about treatment partner received	3 (moderate)	3 (moderate)	M (moderate risk)	Concern Registered	unknown	20-Aug-02	41
consumer			Access	Mt Perry	RURAL	Minister		Routine	Access	Mt. Perry residence, services and DON position	5 (rare)	1 (insignificant)	L (low risk)	Explanation given	unknown	7-Aug-02	25
consumer			Privacy/Discrimination	DEM	DEM	DON		Routine	Privacy/Discrimination	Confidential information released	4 (unlikely)	2 (minor)	L (low risk)	Explanation given	unknown	15-Jul-02	2
consumer			Communication	Breastscreen	COMMUNITY	Manager		Routine	Communication	Nurse's manner rude and abrupt				apology given	unknown	23-Jul-02	7
relative			Treatment	MHU	BIMHS	Minister		Substantial	Treatment	Claims negligence over sister's death.	3 (moderate)	3 (moderate)	M (moderate risk)	Explanation given	unknown	7-Aug-02	18
consumer			Treatment	DEM	DEM	A/DMS			Treatment	Given oral analgesia. Wanted nurse to give narcotic analgesia for migraine. Had not been seen by Medical Officer.				Unresolved	unknown	14-Aug-2002	17
consumer			Treatment	DEM	DEM	A/DMS		Routine	Treatment	Infection not detected at DEM	4 (unlikely)	2 (minor)	L (low risk)	Explanation given	unknown	31-Jul-02	0
consumer	External Source	MP - Burnett	Access	PTS	MED SERV	Minister		Routine	Access	Ineligible for travel assistance	4 (unlikely)	2 (minor)	L (low risk)	Explanation given	unknown	7-Aug-02	8
consumer			Access	Other	OTHER-Comm	DCHS		Routine	Access	Access to vaccination for meningococal	4 (unlikely)	2 (minor)	L (low risk)	Explanation given	unknown	8-Aug-02	6
consumer			Communication	DEM	DEM	A/DMS		Routine	Communication	Poor communication by Doctor	4 (unlikely)	2 (minor)	L (low risk)	Explanation given	unknown	8-Aug-02	6
relative			Access	Other	OTHER-Misc	A/DMS		Routine	Access	Delay in transfer to TPCH	4 (unlikely)	2 (minor)	L (low risk)	Explanation given	unknown	7-Aug-02	1
relative			Privacy/Discrimination	Medical	MED DIV	DM		Substantial	Privacy/Discrimination	Overhead derogatory comments made by staff about aunt.	4 (unlikely)	5 (moderate)	L (low risk)	Explanation given	unknown	30-Aug-02	23
friend/other			Access	Renal	MED DIV	A/DMS		Routine	Access	Canceled procedure for renal patient	3 (moderate)	3 (moderate)	M (moderate risk)	Explanation given	unknown	14-Aug-02	6
relative			Treatment	Medical	MED DIV	A/DMS		Substantial	Treatment	Allegations of negligence due to death of husband - CVA	4 (unlikely)	3 (moderate)	M (moderate risk)	Explanation given	unknown	16-Aug-02	2
relative			Access	DEM	DEM	A/DMS		Substantial	Access	Excessive waiting times in DEM	3 (moderate)	3 (moderate)	M (moderate risk)	apology given	unknown	20-Aug-02	5
friend/other			Access	DEM	DEM	A/DMS		Routine	Access	QAS won't transfer patients overnight	4 (unlikely)	2 (minor)	L (low risk)	policy amended	unknown	9-Sep-02	10
relative			Treatment	Rehab	MED DIV	DM		Routine	Treatment	Concerned that mother fell - wants to know why	4 (unlikely)	2 (minor)	L (low risk)	Concern Registered	unknown	29-Aug-02	2
consumer			Privacy/Discrimination	MHU	BIMHS	Director		Routine	Privacy/Discrimination	Visited out of MHU - feels has been discriminated against and mistreated.	3 (moderate)	3 (moderate)	L (low risk)	Explanation given	unknown	1-Oct-02	29
consumer			Treatment	DEM	DEM	A/DMS		Minor	Treatment	Rough treatment, staff rude and discourteous	4 (unlikely)	2 (minor)	L (low risk)	Explanation given	unknown	5-Sep-02	1
relative			Access	Other	OTHER-Misc	A/DMS		Routine	Access	Concerned re delay in mother having angios at TPCH	3 (moderate)	3 (moderate)	M (moderate risk)	Explanation given	unknown	5-Sep-02	1
consumer			Access	Optometrical	CORP SERV	A/DMS		Minor	Access	Wants a pair of graduated glasses	5 (rare)	1 (insignificant)	M (moderate risk)	Explanation given	unknown	11-Sep-02	6
relative			Access	DEM	DEM	A/DMS		Minor	Access	Excessive wait for medication in Dem	4 (unlikely)	2 (minor)	L (low risk)	Explanation given	unknown	13-Sep-02	5
consumer			Privacy/Discrimination	SOPD	DAS	A/DMS		Minor	Privacy/Discrimination	Privacy not respected during clinic visit	4 (unlikely)	2 (minor)	L (low risk)	Explanation given	unknown	11-Sep-02	2
relative			Communication	DEM	DEM	A/DMS		Minor	Communication	Insufficient advice re how to cope at home - long wait for services	4 (unlikely)	2 (minor)	L (low risk)	Explanation given	unknown	13-Sep-02	3
consumer			Communication	BWU	BFU			Routine	Communication	Unhappy with Doctor's advice and treatment at ante-natal clinic	3 (moderate)	3 (moderate)	M (moderate risk)	Concern Registered	unknown	11-Nov-02	51
relative			Access	Other	OTHER-Misc	A/DMS		Minor	Access	concerned re transfer arrangements for wife	4 (unlikely)	2 (minor)	L (low risk)	Explanation given	unknown	19-Sep-02	8
consumer			Communication	Surgical	ASPIC	RN		Minor	Communication	Staff rude/discourteous	4 (unlikely)	2 (minor)	L (low risk)	Concern Registered	unknown	15-Sep-02	0
relative			Access	BWU	BFU	NPC - BFU		Minor	Access	Concerned that daughter cannot have midwives visit at home - feels that there is complications	4 (unlikely)	2 (minor)	L (low risk)	Explanation given	unknown	26-Sep-02	1
relative			Treatment	DEM	DEM	A/DMS		Minor	Treatment	Doctor seemed unconcerned, had to remove own ECG pads	4 (unlikely)	2 (minor)	L (low risk)	Explanation given	unknown	26-Sep-02	3
consumer			Access	ATODS	COMMUNITY	DCHS			Access	Staff should spend more time with clients instead of sitting in meetings. Government should place funds to employ more staff for Methadone Program.				Concern Registered	unknown	25-Sep-2002	0
relative			Communication	BWU	BFU	HRM			Communication	Client's clinic appointment cancelled. Spoken to abruptly when given explanation.				Concern Registered	unknown	04-Oct-2002	4
relative			Communication	PTS	MED SERV	A/DMS		Minor	Communication	Admin Officer accused wife of falsifying claim - was rude and abrupt	4 (unlikely)	2 (minor)	L (low risk)	Explanation given	unknown	7-Oct-02	3
consumer			Professional Conduct	MHU	BIMHS	PAC NPC			Professional Conduct	Money stolen while inpatient.				Explanation given	satisfied	28-Jan-2003	110
consumer			Access	SOPD	DAS	A/DMS		Routine	Access	Not on waiting list for surgery but believes that she should be	4 (unlikely)	2 (minor)	M (moderate risk)	Explanation given	unknown	11-Nov-02	31
relative			Treatment	SOPD	DAS	A/DMS		Minor	Treatment	Has been advised elsewhere that grandson needs procedure to release tongue tie. told by dr here that this is unnecessary	4 (unlikely)	2 (minor)	L (low risk)	Concern Registered	unknown	18-Oct-02	0
consumer			Access	ATODS	COMMUNITY	A/DMS		Routine	Access	Cannot get "takeaways" on weekend, feels that staff member has a grudge against her	3 (moderate)	3 (moderate)	M (moderate risk)	Concern Registered	unknown	25-Nov-02	39
relative			Access	Dental	OTHER-Comm	DCHS		Routine	Access	Access to methadone clinic	3 (moderate)	3 (moderate)	M (moderate risk)	services provided	satisfied	21-Oct-02	4
relative			Communication	Surgical	ASPIC	NPC - Surg		Routine	Communication	Mother told that pain pouch not be bad because she was asleep - treatment by nurse unprofessional	3 (moderate)	3 (moderate)	M (moderate risk)	apology given	unknown	24-Oct-02	8
consumer			Access	SOPD	DAS	A/DMS		Routine	Access	Waiting times for access to pain clinic	3 (moderate)	3 (moderate)	M (moderate risk)	Concern Registered	unknown	28-Oct-02	10
consumer			Access	Other	OTHER-Misc	A/DMS		Routine	Access	Difficulties making an appointment	4 (unlikely)	2 (minor)	L (low risk)	Explanation given	unknown	29-Oct-02	7
consumer			Communication	Breastscreen	COMMUNITY	DCHS		Routine	Communication	Became confused and agitated about FDI process	3 (moderate)	3 (moderate)	M (moderate risk)	Explanation given	satisfied	23-Oct-02	0
relative			Access	DEM	DEM	A/DMS		Routine	Access	Delay in transfer to ward	3 (moderate)	3 (moderate)	M (moderate risk)	Explanation given	unknown	11-Dec-02	40
consumer			Access	SOPD	DAS	A/DMS		Routine	Access	fears that he may have bowel cancer - waiting since September for colonoscopy	3 (moderate)	3 (moderate)	M (moderate risk)	services provided	unknown	14-Nov-02	21
consumer			Access	DEM	DEM	A/DMS		Routine	Access	Waiting times in DEM	3 (moderate)	2 (minor)	M (moderate risk)	Explanation given	unknown	28-Oct-02	0
consumer			Communication	Breastscreen	COMMUNITY	Business Manager		Routine	Communication	Staff attitude - felt pressured into making appointment for mammogram	3 (moderate)	3 (moderate)	M (moderate risk)	apology given	unknown	29-Oct-02	0
consumer			Communication	Surgical	ASPIC	NPC - Surg		Routine	Communication	Communication and treatment in terms of providing narcotics.	3 (moderate)	3 (moderate)	M (moderate risk)	Explanation given	unknown	5-Dec-02	31
consumer			Communication	PAC	ASPIC	PAC NPC		Routine	Communication	Can't get here until 0730 - appointment at 0700, said she will be cancelled if late. Rude staff in PAC	3 (moderate)	3 (moderate)	M (moderate risk)	services provided	unknown	14-Nov-02	8
consumer			Communication	SOPD	DAS	A/DMS		Routine	Communication	staff member rude and discourteous	3 (moderate)	3 (moderate)	M (moderate risk)	Explanation given	unknown	24-Dec-2002	43
relative			Access	Paeds Unit	PAEDIATRIC	DCHS			Access	Unable to access medical supplies.				Explanation given	unknown	11-Nov-2002	0
relative			Access	Physiotherapy	ALLIED	DCHS		Routine	Access	Lack of sufficient physiotherapists impacting on wife's recovery	3 (moderate)	3 (moderate)	M (moderate risk)	Explanation given	unknown	03-Dec-2002	18
consumer			Professional Conduct	HACC	COMMUNITY	CHCS			Professional Conduct	Client dissatisfied with service delivery by HACC worker.				services provided	unknown	18-Nov-2002	0
relative			Treatment	Paeds Unit	PAEDIATRIC	A/DMS		Routine	Treatment	Missed diagnosis - son had pneumonia	3 (moderate)	3 (moderate)	M (moderate risk)	Explanation given	unknown	5-Dec-02	15
consumer			Communication	Breastscreen	COMMUNITY	AO		Routine	Communication	Offended by comment made by staff member and unsure of outcome	3 (moderate)	3 (moderate)	M (moderate risk)	Explanation given	unknown	22-Nov-02	0
friend/other			Communication	Dietetics	ALLIED	Dietician		Routine	Communication	Dr. unhappy about information provided to type 2 diabetics	5 (rare)	2 (minor)	L (low risk)	Explanation given	unknown	12-Dec-02	20
consumer			Access	Theatre	ASPIC	A/DMS		Routine	Access	Operation cancelled after patient already in OT - surgeon off sick	3 (moderate)	3 (moderate)	M (moderate risk)	Explanation given	unknown	25-Nov-02	0
consumer			Communication	Surgical	ASPIC	NPC - Surg		Routine	Communication	Communication and privacy problems	3 (moderate)	3 (moderate)	M (moderate risk)	apology given	unknown	27-Nov-02	0
consumer			Treatment	Theatre	ASPIC	QC		Routine	Treatment	Left mirror ops sit sleeping sit down his shirt - no one helped him	3 (moderate)	3 (moderate)	M (moderate risk)	apology given	satisfied	5-Dec-02	8
consumer			Access	Theatre	ASPIC	A/DMS		Routine	Access	Change in procedure not communicated - procedure delayed	3 (moderate)	3 (moderate)	M (moderate risk)	Explanation given	unknown	13-Jan-03	45
consumer			Communication	HACC	COMMUNITY	CHCS			Communication	Client disapproved of HACC worker's communication style and work practices.				services provided	unknown	03-Dec-2002	0
consumer			Treatment	Surgical	ASPIC	NPC - Surg		Routine	Treatment	Complained that night staff gave no care	3 (moderate)	3 (moderate)	M (moderate risk)	Explanation given	unknown	6-Dec-02	0
relative			Access	Other	OTHER-Misc	A/DMS		Routine	Access	No bed available for patient to be transferred back to Bundaberg - brain injury requiring intensive care	4 (unlikely)	3 (moderate)	M (moderate risk)	Explanation given	unknown	19-Dec-02	0
relative			Professional Conduct	HACC	COMMUNITY	CHCS			Professional Conduct	Money missing from bank account.				Explanation given	unknown	11-Dec-2002	0
friend/other			Treatment	Surgical	ASPIC	NPC - Surg		Routine	Treatment	Patient not given discharge medications	4 (unlikely)	2 (minor)	L (low risk)	apology given	satisfied	13-Dec-02	0

Complaint ID	Month Received	Month Occurred	Date Complaint Received	Quarter Received	Quarter Closed	Date Complaint Closed	Days to Resolve	Type of complaint
1202.07	Dec-02	Dec	2002	02/03	2003 Qtr2	13/12/2002		telephone
1202.10	Dec-02	Dec	2002	02/03	2003 Qtr2	19/12/2002		Written
1202.12	Dec-02	Dec	2002	02/03	2003 Qtr2	19/12/2002		telephone
1202.09	Dec-02	Dec	2002	02/03	2003 Qtr2	18/12/2002		telephone
1202.05	Dec-02	Dec	2002	02/03	2003 Qtr2	17/12/2002		verbal
1202.08	Dec-02	Dec	2002	02/03	2003 Qtr2	17/12/2002		verbal
1202.06	Dec-02	Dec	2002	02/03	2003 Qtr2	18/12/2002		Written
1202.11	Dec-02	Dec	2002	02/03	2003 Qtr2	19/12/2002		Written
1202.03	Dec-02	Dec	2002	02/03	2003 Qtr2	23/12/2002		verbal
1202.14	Dec-02	Dec	2002	02/03	2003 Qtr2	31/12/2002		telephone
0103.03	Jan-03	Jan	2003	02/03	2003 Qtr3	02/01/2003		Written
0103.04	Jan-03	Jan	2003	02/03	2003 Qtr3	06/01/2003		Written
0103.06	Jan-03	Jan	2003	02/03	2003 Qtr3	07/01/2003		Written
0103.08	Jan-03	Jan	2003	02/03	2003 Qtr3	08/01/2003		Written
0103.19	Jan-03	Jan	2003	02/03	2003 Qtr3	09/01/2003		Written
0103.07	Jan-03	Jan	2003	02/03	2003 Qtr3	13/01/2003		telephone
0103.05	Jan-03	Jan	2003	02/03	2003 Qtr3	13/01/2003		Written
0103.25	Jan-03	Jan	2003	02/03	2003 Qtr3	13/01/2003		telephone
0103.01	Jan-03	Jan	2003	02/03	2003 Qtr3	14/01/2003		telephone
0103.23	Jan-03	Jan	2003	02/03	2003 Qtr3	14/01/2003		telephone
0103.08	Jan-03	Jan	2003	02/03	2003 Qtr3	17/01/2003		telephone
0103.20	Jan-03	Jan	2003	02/03	2003 Qtr3	17/01/2003		Written
0103.10	Jan-03	Jan	2003	02/03	2003 Qtr3	20/01/2003		verbal
0103.11	Jan-03	Jan	2003	02/03	2003 Qtr3	21/01/2003		telephone
0103.12	Jan-03	Jan	2003	02/03	2003 Qtr3	21/01/2003		Written
0103.13	Jan-03	Jan	2003	02/03	2003 Qtr3	21/01/2003		telephone
0103.14	Jan-03	Jan	2003	02/03	2003 Qtr3	22/01/2003		verbal
0103.15	Jan-03	Jan	2003	02/03	2003 Qtr3	23/01/2003		telephone
0103.02	Jan-03	Jan	2003	02/03	2003 Qtr3	28/01/2003		verbal
0103.16	Jan-03	Jan	2003	02/03	2003 Qtr3	28/01/2003		telephone
0103.24	Jan-03	Jan	2003	02/03	2003 Qtr3	29/01/2003		telephone
0103.17	Jan-03	Jan	2003	02/03	2003 Qtr3	30/01/2003		telephone
0103.18	Jan-03	Jan	2003	02/03	2003 Qtr3	31/01/2003		telephone
0103.21	Jan-03	Jan	2003	02/03	2003 Qtr3	31/01/2003		verbal
0103.22	Jan-03	Jan	2003	02/03	2003 Qtr3	31/01/2003		Written
0203.08	Feb-03	Feb	2003	02/03	2003 Qtr3	01/02/2003		telephone
0203.01	Feb-03	Feb	2003	02/03	2003 Qtr3	05/02/2003		telephone
0203.02	Feb-03	Feb	2003	02/03	2003 Qtr3	05/02/2003		Written
0203.09	Feb-03	Feb	2003	02/03	2003 Qtr3	06/02/2003		telephone
0203.19	Feb-03	Feb	2003	02/03	2003 Qtr3	07/02/2003		telephone
0203.03	Feb-03	Feb	2003	02/03	2003 Qtr3	11/02/2003		telephone
0203.04	Feb-03	Feb	2003	02/03	2003 Qtr3	13/02/2003		Written
0203.05	Feb-03	Feb	2003	02/03	2003 Qtr3	14/02/2003		verbal
0203.12	Feb-03	Feb	2003	02/03	2003 Qtr3	14/02/2003		Written
0203.06	Feb-03	Feb	2003	02/03	2003 Qtr3	18/02/2003		telephone
0203.07	Feb-03	Feb	2003	02/03	2003 Qtr3	18/02/2003		telephone
0203.14	Feb-03	Feb	2003	02/03	2003 Qtr3	18/02/2003		telephone
0203.17	Feb-03	Feb	2003	02/03	2003 Qtr3	18/02/2003		telephone
0203.15	Feb-03	Feb	2003	02/03	2003 Qtr3	20/02/2003		telephone
0203.10	Feb-03	Feb	2003	02/03	2003 Qtr3	26/02/2003		telephone
0203.16	Feb-03	Feb	2003	02/03	2003 Qtr3	26/02/2003		telephone
0203.11	Feb-03	Feb	2003	02/03	2003 Qtr3	27/02/2003		telephone
0203.13	Feb-03	Feb	2003	02/03	2003 Qtr3	27/02/2003		Written

NAME, ADDRESS AND TELEPHONE CONTACT DETAILS OF COMPLAINANT	Complaint By	Source of Complaint	External Source	ISSUE (Issue/Area)	DEPARTMENT SERVICE AREA	UNIT	SEVERITY OF ACTION/ISSUE CATEGORY	SERVICE CATEGORY	ISSUE CATEGORY	Details	LIKELIHOOD OF RECURRENCE	CONSEQUENCE OF RECURRENCE	LEVEL OF RISK	Resolution outcome	Complaint Closed	Date Complaint Resolved	NO. OF DAYS TAKEN TO RESOLVE COMPLAINT
	consumer			Access	Paeds Unit	PAEDIATRIC	A/DON		Access	Nurse inconsiderate and rude on discharge.				apology given	unknown	20-Jan-2003	35
	consumer			Access	Gh Gh	RURAL	DM		Access	Delay in receiving treatment				Concern Registered	unknown	07-Mar-2003	52
	consumer			Communication	HACC	COMMUNITY	CHCS		Communication	Felt that Home Care worker had accused her of smoking marijuana.				Explanation given	unknown	15-Dec-2002	0
	relative			Access	MHU	BIMHS	DM		Access	Unable to access Mental Health Services.				Concern Registered	unknown	24-Feb-2003	70
	consumer			Treatment	Surgical	ASPIC	NPC - Surg	Routine	Treatment	Blood taken from arm with AV fistula despite being warned not to do this	3 (moderate)	3 (moderate)	M (moderate risk)	apology given	unknown	18-Dec-02	1
	consumer			Insufficient information on report	Rehab	MED DIV	NPC - Rehab	Routine	Insufficient Data	Insufficient information on report				Explanation given	unknown	18-Dec-02	1
	consumer			Access	DEM	DEM	DM		Access	Given conflicting advice and spoken to rudely on phone				Explanation given	unknown	24-Jan-2003	37
	consumer			Access	PTS	MED SERV	DM		Access	Application for Travel Subsidy rejected.				Concern Registered	unknown	31-Mar-2003	103
	relative			Access	Surgical	ASPIC	NPC - Surg	Routine	Access	Patient not seen by doctor - no tests ordered to find out what was wrong	4 (unlikely)	3 (moderate)	M (moderate risk)	Explanation given	unknown	23-Dec-02	0
	consumer			Communication	HACC	COMMUNITY	CHCS		Communication	Unhappy with Home Care Services as staff members were not very good.				Concern Registered	unknown	13-Jan-2003	15
	consumer			Treatment	MHU	BIMHS	NPC/MHU	Routine	Treatment	Allegations of rough treatment and refusal to provide medications	3 (moderate)	3 (moderate)	M (moderate risk)	Explanation given	unknown	16-Feb-2003	35
	friend/other			Access	Surgical	ASPIC	A/DMS		Access	Numerous complications post surgery which client believed resulted from unskilful treatment				Explanation given	unknown	18-Jan-2003	10
	relative			Access	Speech Path	ALLIED	DM		Access	Unable to access speech therapy when child starts school. No speech therapist at Agnes Water School.				Explanation given	unknown	14-Jan-2003	7
	consumer			Access	MHU	BIMHS	DM		Access	Unable to receive treatment from MHU				Explanation given	unknown	12-Feb-2003	36
	consumer			Access	PTS	MED SERV	DM		Access	Unable to access Patient Travel				Concern Registered	unknown	04-Mar-2003	54
	friend/other			Access	MHU	BIMHS	BIMHS		Access	Unable to access MHU.				Concern Registered	unknown	20-Jan-2003	7
	friend/other			Access	Medical	MED DIV	A/DON		Access	Given inappropriate information re discharge by nurse and nurses attitude.				Explanation given	unknown	28-Jan-2003	15
	consumer			Communication	HACC	COMMUNITY	CHCS		Communication	Client was extremely nervous travelling as passenger in HACC worker's car. Felt HACC worker drove too fast.				services provided	unknown	13-Jan-2003	0
	consumer			Access	HACC	COMMUNITY	DCHS		Access	Had been assessed as ineligible for HACC Home Care but believed she was physically incapacitated enough to deserve the service.				apology given	unknown	14-Jan-2003	0
	consumer			Access	HACC	COMMUNITY	CHCS		Access	Client believed she was physically incapacitated enough for HACC services but was assessed as ineligible.				apology given	unknown	14-Jan-2003	0
	consumer			Communication	SOPD	DAS	A/DMS		Communication	Appointment in Specialist Clinic was for a certain thing and that wasn't checked. Told she needed another operation.				Explanation given	unknown	13-Feb-2003	27
	consumer			Treatment	ICU	ASPIC	DM		Treatment	Doctor didn't authorise discharge from ICU.				Concern Registered	unknown	25-Feb-2003	39
	relative			Treatment	Surgical	ASPIC	A/DMS		Treatment	Pain not managed post-operatively.				services provided	unknown	21-Jan-2003	1
	friend/other			Access	SOPD	DAS	DCS		Access	Access to Specialist Clinic - referrals not received and/or actioned.				services provided	unknown	21-Jan-2003	0
	consumer			Access	DEM	DEM	A/DMS		Access	Turned away from hospital and worried condition will become worse.				Explanation given	unknown	12-Feb-2003	22
	friend/other			Access	Surgical	ASPIC	A/DMS		Access	Referred for hernia surgery. Condition worsened. Needs more urgent care.				services provided	unknown	22-Jan-2003	1
	consumer			Access	MHU	BIMHS	Exec/AO		Access	Assessed by MHU team and denied access.				Explanation given	unknown	22-Jan-2003	0
	consumer			Access	Ms Perry	RURAL	DM		Access	Medication missed on scripts. Required second clinic visit.				Explanation given	dissatisfied	05-Feb-2003	13
	consumer			Communication	Surgical	ASPIC	NPC - Surg	Minor	Communication	Patient not told when he was going to OT - stayed unnecessarily	3 (moderate)	3 (moderate)	M (moderate risk)	Explanation given	unknown	28-Jan-03	9
	consumer			Access	BWU	BFU	A/DMS		Access	Treatment received at Gympie Clinic. Doctor rude & abrupt and would not explain procedures.				Explanation given	unknown	06-Feb-2003	8
	consumer			Communication	HACC	COMMUNITY	CHCS		Communication	Felt HACC worker's communication style was unprofessional.				apology given	unknown	23-Jan-2003	0
	relative			Access	Pathology	OTHER-Comm	HM		Access	Given wrong pathology results under FOI, which distressed client.				apology given	satisfied	30-Jan-2003	0
	consumer			Access	SOPD	DAS	A/DMS		Access	Complications following treatment at Specialist Clinic.				Explanation given	unknown	06-Feb-2003	6
	consumer			Access	BWU	BFU	NPC - BFU		Access	Couldn't get an earlier appointment. Manner in which she was spoken to.				Concern Registered	unknown	04-Feb-2003	4
	consumer			Professional conduct	MHU	BIMHS	A/SD/MHS		Professional Conduct	BUPU failure to return house when she was discharged.				Concern Registered	unknown	21-Feb-2003	21
	consumer			Communication	DEM	DEM	A/DMS		Communication	Lack of compassion shown by doctor.				Concern Registered	unknown	01-Feb-2003	0
	consumer			Access	Medical	MED DIV	A/DMS		Access	Has to wait 2-3 months for colonoscopy. Lack of pain relief while admitted. Patient using mobile phone in ward keeping people awake. Nurse only putting swab on hand which was bleeding following R/O carotid. Refused to call ambulance to take him home.				Explanation given	dissatisfied	10-Feb-2003	5
	consumer			Treatment	Medical	MED DIV	A/DMS		Treatment	Treated unprofessionally				Explanation given	unknown	11-Feb-2003	8
	relative			Communication	Medical	MED DIV	A/DMS		Communication	Unable to perform surgery as there weren't an anaesthetist				Explanation given	unknown	06-Feb-2003	0
	relative			Professional Conduct	HACC	COMMUNITY	CHCS		Professional Conduct	Client loaned HACC worker money. HACC worker continued wanting more money, but was unwilling to repay money.				compensation	unknown	unknown	
	consumer			Access	Surgical	ASPIC	A/DMS		Access	Lack of treatment following phone call begging for help.				Explanation given	unknown	11-Feb-2003	0
	consumer			Treatment	DEM	DEM	A/DMS		Treatment	Did not receive appropriate treatment on first visit to hospital.				Concern Registered	unknown	20-Feb-2003	7
	consumer			Access	Surgical	ASPIC	A/DMS		Access	Delays in treatment and USS would not be read immediately.				Explanation given	unknown	14-Feb-2003	6
	relative			Treatment	DEM	DEM	DM		Treatment	Son seen in DEM. Wasn't told until 1 week later that he had 2 fractures in his finger. Father has had 3 operations which were all failures.				apology given	unknown	17-Feb-2003	3
	consumer			Access	Pathology	OTHER-Comm	A/DMS		Access	Blood tests slowly getting worse. Has SC appointment in 3 months and feels she should be seen immediately.				Explanation given	unknown	24-Feb-2003	6
	relative			Treatment	Children	RURAL	A/DMS		Treatment	Leg swollen following injection. Unable to contact doctor to discuss concerns regarding treatment.				Explanation given	satisfied	10-Feb-2003	1
	relative			Treatment	DEM/PTS/Palliative Care	OTHER-Multiple	DM		Treatment	Concerned regarding lack of compassion shown to her terminally ill son. Promised oxygen equipment that didn't work when needed.				Concern Registered	unknown	13-Mar-2003	23
	friend/other			Communication	HACC	COMMUNITY	CHCS		Communication	Client swore at staff member from contract services.				services provided	unknown	23-Feb-2003	4
	relative			Privacy/Discrimination	Pharmacy	MED SERV	A/DCHS		Privacy/Discrimination	Felt accused of drinking foster son's medication.				Concern Registered	unknown	07-Apr-2003	46
	relative			Access	Other	OTHER-Misc	A/DMS		Access	Condition deteriorating. Discharged after receiving injection for pain. Feels her father should be admitted until colonoscopy carried out.				Concern Registered	unknown	04-Mar-2003	8
	staff			Communication	HACC	COMMUNITY	CHCS		Communication	Staff member left confronted by client's communication style.				services provided	unknown	28-Feb-2003	0
	consumer			Access	Elective Surgery	ASPIC	A/DMS		Access	Operation cancelled on day of surgery.				Concern Registered	unknown	27-Feb-2003	0
	consumer			Access	PTS	MED SERV	DM		Access	Financial assistance to travel to and from Brisbane with premature twins.				services provided	unknown	06-Mar-2003	6

Complaint ID	Month	Month	Year	Date	Complaint Received	Complaint Resolved	Type of complaint	NAME, ADDRESS AND TELEPHONE CONTACT DETAILS OF COMPLAINANT	Complaint By	Source of Complaint	External Source	ISSUE (overview)	DEPARTMENT/ SERVICE AREA	UNIT	LEAD BOARD ACCOUNTABLE OFFICER	PERSONNEL & CATEGORY	ISSUE CATEGORY	Detailed Description of Issue	LIKELIHOOD OF RECURRENCE (HIGH, MEDIUM, LOW)	CONSEQUENCE OF ISSUE (HIGH, MEDIUM, LOW)	LEVEL OF RISK (H, M, L)	Resolution outcomes	Complaint outcome	Complaint Resolved	NO. OF DAYS TAKEN TO RESOLVE COMPLAINT
0303.20	Feb-03	Feb	2003	02/03	2003 Qtr3	27/02/2003	Written		consumer	External Source	Health Rights Com	Treatment	MHU	BIMHS	DM		Treatment	Adverse drug reaction hastened normal patients conditions of mind and transport to RBH by road brought on mild heart attack.				Concern Registered	unknown	14-Mar-2003	15
0303.18	Feb-03	Feb	2003	02/03	2003 Qtr3	28/02/2003	verbal		consumer			Access	BreastScreen	COMMUNITY	A/BSO		Access	Unable to give client appointment at relocatable service as all appointments available were booked. Client offered an appointment which became available through a cancellation.				services provided	unknown	03-Mar-2003	3
0303.01	Mar-03	Mar	2003	02/03	2003 Qtr3	03/03/2003	telephone		consumer			Access	DEM	DEM	DM		Access	Rudely spoken to at Triage Desk.				apology given	unknown	20-Mar-2003	17
0303.11	Mar-03	Mar	2003	02/03	2003 Qtr3	03/03/2003	telephone		friend/other			Access	BreastScreen	COMMUNITY	A/BSO		Access	Access to Relocatable Services				Explanation given	satisfied	06-Mar-2003	3
0303.17	Mar-03	Mar	2003	02/03	2003 Qtr3	03/03/2003	telephone		consumer			Access	HACC	COMMUNITY	CHCS		Access	Service withdrawn due to visitors staying over and cost of purchasing insert for bucket.				Explanation given	unknown	03-Mar-2003	0
0303.10	Mar-03	Mar	2003	02/03	2003 Qtr3	04/03/2003	Written		relative			Privacy/Discrimination	Medical	MED DIV	DNS		Privacy/Discrimination	Shared ward arrangement with patients of opposite gender.				Explanation given	unknown	08-Apr-2003	35
0303.02	Mar-03	Mar	2003	02/03	2003 Qtr3	10/03/2003	Written		consumer			Access	Bundaberg	OTHER-Misc	DM		Access	Wanted financial assistance for initial temporary prosthesis.				Explanation given	unknown	24-Mar-2003	14
0303.15	Mar-03	Mar	2003	02/03	2003 Qtr3	12/03/2003	telephone		relative			Communication	HACC	COMMUNITY	CHCS		Communication	Relative believed Home Care workers were not doing enough cleaning. Client had told workers "Just to do usual duties".				Improved practice	unknown	17-Mar-2003	3
0303.03	Mar-03	Mar	2003	02/03	2003 Qtr3	14/03/2003	Written		friend/other			Access	Elective Surgery	ASPIC	DM		Access	Client only recently placed on waiting list. Due to seriousness of health problems, requested that this be followed up.				Explanation given	satisfied	14-Mar-2003	0
0303.04	Mar-03	Mar	2003	02/03	2003 Qtr3	14/03/2003	Written		friend/other			Access	Optometrical	CORP SERV	DM		Access	Clients require an appointment to hand in Optometry form. Client couldn't get an appointment for another 4 weeks.				Explanation given	unknown	25-Mar-2003	11
0303.14	Mar-03	Mar	2003	02/03	2003 Qtr3	17/03/2003	Written		friend/other			Access	MHU	BIMHS	DM/SD-MHS		Access	Denied access to Mental Health Services.				apology given	unknown	15-Apr-2003	29
0303.08	Mar-03	Mar	2003	02/03	2003 Qtr3	18/03/2003	Written		consumer			Cost	BWU	BFU	A/DMS		Cost	Wanted to recover costs of antibiotics following post operative infection				Concern Registered	unknown	08-Apr-2003	21
0303.07	Mar-03	Mar	2003	02/03	2003 Qtr3	19/03/2003	Written		friend/other			Access	Other	OTHER-Comm	DM		Access	Unable to access podiatry services in private sector. GP wanted client admitted to be attended by podiatrist at Day Therapy. Hospital does not supply podiatry services.				Concern Registered	unknown	26-Mar-2003	7
0303.05	Mar-03	Mar	2003	02/03	2003 Qtr3	21/03/2003	Written		consumer			Access	DEM	DEM	A/DMS		Access	Sent away without treatment. Saw GP who order CT scan. Results necessitated urgent referral.				Concern Registered	unknown	02-Apr-2003	12
0303.09	Mar-03	Mar	2003	02/03	2003 Qtr3	28/03/2003	telephone		relative			Access	DEM	DEM	A/DMS		Access	Delay in specialist seeing client may have added to heart problem. Also reliability of equipment.				Concern Registered	unknown	09-Apr-2003	11
0303.12	Mar-03	Mar	2003	02/03	2003 Qtr3	28/03/2003	telephone		friend/other			Access	Elective Surgery	ASPIC	A/DMS		Access	Surgery cancelled twice. Cancellations causing inconvenience as wanting to have surgery before moving from the area.				Concern Registered	unknown	07-Apr-2003	10
0303.13	Mar-03	Mar	2003	02/03	2003 Qtr3	28/03/2003	Written		friend/other	External Source	MP - Burnett	Access	Elective Surgery	ASPIC	DM		Access	Treatment received at RBH. Awaiting confirmation of surgeon's leave before scheduling operation. Expect to schedule operation in June 2003.				apology given	unknown	08-Apr-2003	11
0303.18	Mar-03	Mar	2003	02/03	2003 Qtr3	28/03/2003	telephone		consumer			Professional Conduct	HACC	COMMUNITY	CHCS		Professional Conduct	Home Care worker's work practices were not up to standard client expected.				Explanation given	unknown	14-Apr-2003	17
0403.01	Apr-03	Apr	2003	02/03	2003 Qtr4	02/04/2003	telephone		consumer			Communication	MHU	BIMHS	Sharyn Hancock		Communication	Confidentiality with regard to Domestic Violence Service.				Explanation given	unknown	10-Apr-2003	8
0403.08	Apr-03	Apr	2003	02/03	2003 Qtr4	02/04/2003	Written		friend/other			Access	Physiotherapy	ALLIED	DM/DMS		Access	Patient not able to access physiotherapy services on an ongoing basis.				Explanation given	unknown	22-Apr-2003	20
0403.14	Apr-03	Apr	2003	02/03	2003 Qtr4	03/04/2003	telephone		staff			Communication	HACC	COMMUNITY	CHCS		Communication	HACC worker withdrawn from residence due to WPHS concerns.				Explanation given	unknown	11-Apr-2003	8
0403.20	Apr-03	Apr	2003	02/03	2003 Qtr4	07/04/2003	Written		friend/other			Access	Elective Surgery	ASPIC	DM		Access	Operation cancelled three times this year.				apology given	unknown	28-May-2003	49
0403.15	Apr-03	Apr	2003	02/03	2003 Qtr4	09/04/2003	telephone		consumer			Professional Conduct	HACC	COMMUNITY	CHCS		Professional Conduct	Client felt that HACC worker's work practices were not acceptable.				services provided	unknown	06-Apr-2003	0
0403.02	Apr-03	Apr	2003	02/03	2003 Qtr4	10/04/2003	verbal		friend/other			Treatment	Surgical	ASPIC			Treatment	Analgesia not given when requested by patient.				Concern Registered	unknown	10-Apr-2003	0
0403.07	Apr-03	Apr	2003	02/03	2003 Qtr4	10/04/2003	Written		friend/other	External Source	MP - Bundaberg	Access	Optometrical	CORP SERV	DM/DHS		Access	Delay in obtaining specialists.				Explanation given	unknown	09-May-2003	29
0403.08	Apr-03	Apr	2003	02/03	2003 Qtr4	10/04/2003	Written		friend/other			Access	Other	OTHER-Misc	DM/SD-MHS		Access	Funding for Mental Health Services. Homelessness.				Explanation given	unknown	13-May-2003	33
0403.16	Apr-03	Apr	2003	02/03	2003 Qtr4	10/04/2003	Written		friend/other			Treatment	DEM/Peads Unit	OTHER-Multiple	DM		Treatment	Misdiagnosis, put at risk of meningococcal infection and staff had been mean and impatient.				apology given	unknown	22-Jul-2003	103
0403.06	Apr-03	Apr	2003	02/03	2003 Qtr4	14/04/2003	Written		consumer			Access	SOPD	DAS	DMS		Access	Outpatient appointments running over time.				Explanation given	unknown	27-May-2003	43
0403.10	Apr-03	Apr	2003	02/03	2003 Qtr4	14/04/2003	Written		consumer			Access	SOPD	DAS	DMS		Access	Outpatient appointments running over time.				Explanation given	unknown	27-May-2003	43
0403.18	Apr-03	Apr	2003	02/03	2003 Qtr4	14/04/2003	verbal		staff			Communication	HACC	COMMUNITY	CHCS		Communication	HACC worker did not want to return to clients residence due to client's communication style.				services provided	unknown	16-Apr-2003	2
0403.04	Apr-03	Apr	2003	02/03	2003 Qtr4	17/04/2003	telephone		consumer			Treatment	BWU	BFU	DMS		Treatment	Patient felt staff member was rude, rough in providing treatment and unprofessional.				Explanation given	satisfied	17-Apr-2003	0
0403.17	Apr-03	Apr	2003	02/03	2003 Qtr4	17/04/2003	Written		friend/other			Access	Mt Perry	RURAL	DM		Access	Employ EN to provide home visits undertaking personal nursing services on weekends.				services provided	unknown	18-Jul-2003	97
0403.03	Apr-03	Apr	2003	02/03	2003 Qtr4	23/04/2003	telephone		consumer			Access	SOPD	DAS	DMS		Access	Sent appointment for 2.5 months time. Unhappy with waiting this length of time.				Explanation given	dissatisfied	23-Apr-2003	0
0403.11	Apr-03	Apr	2003	02/03	2003 Qtr4	24/04/2003	Written		friend/other			Access	Dental	OTHER-Comm	DM		Access	Delay in receiving dental treatment.				Explanation given	unknown	21-May-2003	27
0403.05	Apr-03	Apr	2003	02/03	2003 Qtr4	28/04/2003	Written		friend/other			Access	SOPD	DAS	DM		Access	Condition deteriorating. Asked if Specialist Clinic appointment could be brought forward.				Explanation given	unknown	03-Jul-2003	66
0403.18	Apr-03	Apr	2003	02/03	2003 Qtr4	28/04/2003	Written		friend/other			Access	Mt Perry	RURAL	DM		Access	Employ EN to provide home visits undertaking personal nursing services on weekends.				services provided	unknown	21-Jul-2003	84
0403.12	Apr-03	Apr	2003	02/03	2003 Qtr4	29/04/2003	telephone		friend/other			Access	SOPD	DAS	DM		Access	Access to Specialist Clinic appointment.				Explanation given	unknown	29-Apr-2003	0
0403.13	Apr-03	Apr	2003	02/03	2003 Qtr4	29/04/2003	telephone		consumer			Communication	HACC	COMMUNITY	CHCS		Communication	Felt that Home Care workers may have broken leg off lounge chair.				Explanation given	unknown	02-May-2003	3
0503.03	Apr-03	Apr	2003	02/03	2003 Qtr4	29/04/2003	Written		friend/other			Cost	Chiropra	RURAL	DM		Cost	Expansion of surgery facilities provided by OH				Explanation given	unknown	09-May-2003	10
0503.01	May-03	May	2003	02/03	2003 Qtr4	01/05/2003	Written		relative			Privacy/Discrimination	Rehab	MED DIV	DON/RPC		Privacy/Discrimination	Patient overheard staff commenting on the authenticity of symptoms.				Improved practice	unknown	09-May-2003	8
0503.06	May-03	May	2003	02/03	2003 Qtr4	01/05/2003	telephone		relative			Access	SOPD	DAS	DMS		Access	Delay in receiving results of various scans				Concern Registered	unknown	08-May-2003	7
0503.07	May-03	May	2003	02/03	2003 Qtr4	01/05/2003	telephone		friend/other			Communication	DEM	DEM	DMS		Communication	Not treated with respect. Wanted an ultrasound but was refused one.				Concern Registered	unknown	02-May-2003	1
0503.17	May-03	May	2003	02/03	2003 Qtr4	01/05/2003	telephone		staff			Communication	HACC	COMMUNITY	CHCS		Communication	Client upset that HACC worker was required to complete WPHS checklist on residence.				Explanation given	satisfied	01-May-2003	0
0503.21	May-03	May	2003	02/03	2003 Qtr4	05/05/2003	Written		consumer			Access	PTS	MED SERV	DMS		Access	Requested reconsideration of PTS application to visit gynaecologist.				Explanation given	unknown	27-May-2003	22
0503.11	May-03	May	2003	02/03	2003 Qtr4	06/05/2003	Written		friend/other			Treatment	MHU	BIMHS	DM		Treatment	Treatment of patient with Huntington Disease in DEM.				Explanation given	unknown	09-Jun-2003	31
0503.20	May-03	May	2003	02/03	2003 Qtr4	06/05/2003	Written		friend/other			Access	Otrac	OTHER-Comm	A/DM		Access	Level of State government support offered for health services in Agnes Water.				Concern Registered	unknown	07-Jul-2003	62
0503.12	May-03	May	2003	02/03	2003 Qtr4	11/05/2003	Written		friend/other			Access	Opthalmology	MED SERV	DM		Access	Waiting lists for opthalmology services within the Bundaberg area.				Explanation given	unknown	23-Jun-2003	43
0503.02	May-03	May	2003	02/03	2003 Qtr4	13/05/2003	Written		friend/other			Access	PTS	MED SERV	DM		Access	Travel assistance rejected on information provided by GP. On information provided by patient PTS assistance was reviewed and approved.				services provided	unknown	14-May-2003	1
0503.19	May-03	May	2003	02/03	2003 Qtr4	14/05/2003	telephone		consumer			Access	HACC	COMMUNITY	CHCS		Access	Stated neighbour did not need weekly HACC service of 1.5 hours.				Concern Registered	unknown	20-May-2003	6
0503.05	May-03	May	2003	02/03	2003 Qtr4	19/05/2003	telephone		friend/other			Treatment	PTS	MED SERV	DM		Treatment	Surgery performed poorly resulting in transfer to Brisbane. PTS did not approve flight back to Bundaberg. Client had to organise his own flight back.				costs refunded	unknown	20-May-2003	1
0503.08	May-03	May	2003	02/03	2003 Qtr4	22/05/2003	Written		friend/other			Cost	Renal	MED DIV	DM		Cost	Application for taxi subsidy to attend clinic rejected.				Explanation given	unknown	03-Jun-2003	12
0503.23	May-03	May	2003	02/03	2003 Qtr4	22/05/2003	Written		relative			Access	Peads Unit	PAEDIATRIC	NPC - Peads		Access	Dental procedure cancelled after patient had been preped for theatre and waiting several hours.				apology given	unknown	16-Jun-2003	28
0503.16	May-03	May	2003	02/03	2003 Qtr4	23/05/2003	Written		consumer			Communication	Medical	MED DIV	SMO		Communication	Clients doctor was rude and insensitive.				Concern Registered	satisfied	23-May-2003	0

Complaint ID	Month	Month	Year	FY	Quarter	Date Complaint Received	Type of complaint	NAME, ADDRESS AND TELEPHONE CONTACT DETAILS OF THE COMPLAINANT	Complaint By	Source of Complaint	External Source	ISSUE (narrative)	DEPARTMENT/ SERVICE AREA	UNIT	NEW WORK ACTIONING OFFICER	RESOURCES $ (+/-)	ISSUE CATEGORY	Detail	UNFUNDED RESOURCE IMPACT $ (+/-)	RISK/ CONSEQUENCE OF ISSUE (1-5)	LEVEL OF RISK (E, H, M, L)	Resolution	Complainant response	Date Complaint Resolved	NO. OF DAYS TAKEN TO RESOLVE COMPLAINT
0503.04	May-03	May	2003	02/03	2003 Qtr4	28/05/2003	telephone		consumer			Access	SOPD	DAS	OMS		Access	Appointment cancelled due to staff illness. Believes condition is terminal and would like next appointment expedited.				Explanation given	unknown	30-May-2003	4
0503.08	May-03	May	2003	02/03	2003 Qtr4	28/05/2003	telephone		consumer			Access	Occupational Therapy	ALLIED	OCHS		Access	Unable to obtain a new set of hard tyres for wheelchair free of charge				services provided	satisfied	03-Jun-2003	6
0503.10	May-03	May	2003	02/03	2003 Qtr4	28/05/2003	Written		friend/other			Cost	Other	OTHER-Comm	DM		Cost	Cost of travelling for medical tests and Medicare rebate endorsements. Medicare rebate applies to MRI machines located in Rockhampton and Bundaberg, but not for machine at Mater Hospital, Bundaberg.				Explanation given	unknown	08-Jun-2003	11
0503.15	May-03	May	2003	02/03	2003 Qtr4	28/05/2003	Written		consumer			Treatment	Surgical	ASPIC	DM		Treatment	Discussed that Permacath was inserted into carotid artery. Had to be flown to Brisbane to have it repaired. Husband wasn't notified of transfer. Rudeness of anaesthetist.				apology given	unknown	18-Jun-2003	23
0503.13	May-03	May	2003	02/03	2003 Qtr4	27/05/2003	Written		relative			Treatment	Childers	RURAL	DM		Treatment	Mother suffered fall whilst in hospital. Would like investigation carried out as to why bed rails are not out in place for sedated patients.				Explanation given	unknown	20-Jun-2003	24
0503.14	May-03	May	2003	02/03	2003 Qtr4	28/05/2003	telephone		relative			Treatment	Medical	MED DIV	DMS		Treatment	Patient discharged despite experiencing chest pain and breathing difficulties that morning. Condition deteriorated and was readmitted. Requested matter be investigated.				Explanation given	satisfied	04-Jun-2003	7
0503.18	May-03	May	2003	02/03	2003 Qtr4	30/05/2003	telephone		consumer			Communication	HACC	COMMUNITY	CHCS		Communication	Client felt WPHS checklist was too intrusive and took to long for HACC worker to complete				apology given	unknown	30-May-2003	0
0503.04	Jun-03	Jun	2003	02/03	2003 Qtr4	03/06/2003	telephone		consumer			Treatment	Medical Imaging	MED SERV	DM		Treatment	Radiology services unable to report on x-rays for 4 days resulting in patient being treated for a condition they didn't have.				Explanation given	unknown	30-Jul-2003	57
0503.08	Jun-03	Jun	2003	02/03	2003 Qtr4	04/06/2003	telephone		consumer			Access	Indigenous Health	COMMUNITY	AYODS/DCHS		Access	Function not organised for client.				apology given	unknown	27-Jun-2003	23
0503.13	Jun-03	Jun	2003	02/03	2003 Qtr4	05/06/2003	telephone		relative			Communication	DEM	DEM	DMS		Communication	Felt that patient should have been admitted. Seen in DEM and tests performed. Was advised that patients were not admitted just for pain.				Explanation given	unknown	02-Jul-2003	27
0503.24	Jun-03	Jun	2003	02/03	2003 Qtr4	05/06/2003	Written		friend/other			Communication	MHU	BMHS	DM		Communication	Attitude of staff member during telephone conversation				apology given	unknown	03-Nov-2003	151
0503.01	Jun-03	Jun	2003	02/03	2003 Qtr4	06/06/2003	Written		consumer			Access	PTS	MED SERV	DMS		Access	Travel assistance application declined at procedure available in Bundaberg. Wanted application reassessed.				Explanation given	unknown	10-Jun-2003	4
0503.02	Jun-03	Jun	2003	02/03	2003 Qtr4	11/06/2003	Written		consumer			Treatment	Surgical	ASPIC	DM		Treatment	Patient believes that procedure to ear was done in wrong place.				Concern Registered	considering legal acti	17-Jun-2003	6
0503.03	Jun-03	Jun	2003	02/03	2003 Qtr4	11/06/2003	Written		consumer			Access	DEM	DEM	DM		Access	Excessive waiting time in DEM services, due to staff shortages.				Explanation given	unknown	17-Jun-2003	6
0503.05	Jun-03	Jun	2003	02/03	2003 Qtr4	13/06/2003	telephone		relative			Communication	SOPD	DAS	DM		Communication	Treated patient with chicken pox as if he had leprosy. Made to feel that he wasn't welcome at clinic.				apology given	unknown	17-Jun-2003	4
0503.06	Jun-03	Jun	2003	02/03	2003 Qtr4	13/06/2003	Written		friend/other			Access	ICU	ASPIC	DM		Access	Wanted an extension for ventilated patient to stay in ICU at Bundaberg rather than being transferred to Brisbane.				Explanation given	unknown	18-Jun-2003	5
0503.07	Jun-03	Jun	2003	02/03	2003 Qtr4	13/06/2003	verbal		friend/other			Cost	Paeds Unit	PAEDIATRIC	DCHS		Cost	Requested spare portable oxygen cylinder to use as a back-up during trips to Brisbane.				services provided	satisfied	23-Jun-2003	10
0503.22	Jun-03	Jun	2003	02/03	2003 Qtr4	18/06/2003	telephone		friend/other			Access	Community Health	COMMUNITY	Admin Officer		Access	Wanted to access services for elderly gentleman wandering streets.				Concern Registered	dissatisfied	18-Jun-2003	0
0503.12	Jun-03	Jun	2003	02/03	2003 Qtr4	19/06/2003	Written		friend/other			Access	Health Information	CORP SERV	A/DM		Access	Refused access to medical record.				Explanation given	unknown	04-Jul-2003	15
0503.16	Jun-03	Jun	2003	02/03	2003 Qtr4	20/06/2003	telephone		consumer			Access	PTS/Health	OTHER-Multiple	DMS		Access	PTS application declined and wants colonoscopy waiting time reduced.				Explanation given	unknown	17-Sep-2003	89
0503.19	Jun-03	Jun	2003	02/03	2003 Qtr4	20/06/2003	telephone		relative			Access	DEM	DEM	RN		Access	Waiting time to see doctor.				Explanation given	dissatisfied	20-Jun-2003	0
0503.20	Jun-03	Jun	2003	02/03	2003 Qtr4	20/06/2003	telephone		relative			Access	DEM	DEM	RN		Access	Waiting time to see doctor.				Explanation given	dissatisfied	20-Jun-2003	0
0503.18	Jun-03	Jun	2003	02/03	2003 Qtr4	23/06/2003	verbal		consumer			Treatment	DEM	DEM	AHPRS NURSE MANAGER		Treatment	Wanted prescription to be provided at her request.				Explanation given	dissatisfied	23-Jun-2003	0
0503.11	Jun-03	Jun	2003	02/03	2003 Qtr4	23/06/2003	Written		friend/other			Access	Elective Surgery	ASPIC	DM		Access	Requested his surgery be expedited due to pain.				Explanation given	unknown	18-Jul-2003	23
0503.21	Jun-03	Jun	2003	02/03	2003 Qtr4	23/06/2003	verbal		consumer			Access	SOPD	DAS	Admin Officer		Access	Wants to speak with doctor. Doctor in theatre.				apology given	dissatisfied	23-Jun-2003	0
0503.17	Jun-03	Jun	2003	02/03	2003 Qtr4	24/06/2003	Written		consumer			Treatment	BWU	BFU	DMS		Treatment	Internal examination was rough and patient experienced bloody discharge after the procedure; medical officer's communication was brief and was told that she was wasting the staff's time as she did not want to proceed with treatment.				Explanation given	unknown	15-Jul-2003	21
0503.10	Jun-03	Jun	2003	02/03	2003 Qtr4	25/06/2003	verbal		consumer			Access	Surgical	ASPIC	A/DM		Access	Client wasn't advised that operation was cancelled, anaesthetist decided he wasn't going to give epidural as previously arranged; interrupted during treatment by nursing staff; nursing staff were busy and this contributed to injury when catheter was removed; timeliness of discharge medications and that they were his own medications left behind; not given discharge instructions; developed infection after discharge, was advised to attend hospital and would be seen quickly - waited six hours; saw a different doctor for post-op appt than booked to see - waited 3 to 4 hours on this occasion.				Concern Registered	unknown	07-Jul-2003	12
0503.09	Jun-03	Jun	2003	02/03	2003 Qtr4	26/06/2003	telephone		consumer			Communication	HACC	COMMUNITY	CHCS		Communication	Objected to HACC worker's communication style in stating Home Care rules.				Explanation given	unknown	26-Jun-2003	0
0503.23	Jun-03	Jun	2003	02/03	2003 Qtr4	26/06/2003	Written		friend/other			Access	Other	OTHER-Comm	DMS		Access	Access to cataract eye surgery for elderly uninsured patients.				Concern Registered	unknown	01-Jul-2003	5
0503.14	Jun-03	Jun	2003	02/03	2003 Qtr4	27/06/2003	Written		relative			Access	DEM	DEM	DMS		Access	Unhappy that 10 month old child had to suffer longer than necessary to get the right medication.				Concern Registered	unknown	04-Jul-2003	7
0503.15	Jun-03	Jun	2003	02/03	2003 Qtr4	27/06/2003	telephone		relative			Access	DEM	DEM	DMS		Access	Medication denied for known heart condition and the next morning patient was brought in DEM with increased heart rate.				Concern Registered	unknown	07-Jul-2003	8
0701.01	Jul-03	Jul	2003	03/04	2004 Qtr1	02/07/2003	Written		friend/other	External Source	MP - Bundaberg	Access	PTS	MED SERV	DM		Access	Accommodation in Brisbane had not been arranged and motel only had one night's accommodation available.				Explanation given	unknown	16-Jul-2003	14
0703.02	Jul-03	Jul	2003	03/04	2004 Qtr1	02/07/2003	Written		consumer	Consumer	n/a	Access	Dental	OTHER-Comm	A/DM		Access	Waiting time for dental appointment.				Concern Registered	unknown	04-Jul-2003	2
0703.20	Jul-03	Jul	2003	03/04	2004 Qtr1	03/07/2003	Written		relative	Relative/Carer	n/a	Access	PTS	MED SERV	DMS		Access	Recommendation of PTS application for gastroenterology services.				Concern Registered	unknown	04-Jul-2003	1
0703.03	Jul-03	Jul	2003	03/04	2004 Qtr1	04/07/2003	telephone		consumer	Consumer	n/a	Access	SOPD	DAS	Admin Officer		Access	Wants appointment with doctor and stronger medication.				Explanation given	unknown	04-Jul-2003	0
0703.04	Jul-03	Jul	2003	03/04	2004 Qtr1	04/07/2003	telephone		consumer	Consumer	n/a	Treatment	BWU	BFU	DMS		Treatment	Disagrees with the date given for EDC and concerned with baby's well-being.				Explanation given	satisfied	17-Jul-2003	13
0703.23	Jul-03	Jul	2003	03/04	2004 Qtr1	05/07/2003	Written		friend/other	External Source	MP - Other	Access	SOPD	DAS	DM		Access	Waiting time for to see specialist.				Explanation given	unknown	02-Sep-2003	59
0703.05	Jul-03	Jul	2003	03/04	2004 Qtr1	07/07/2003	Written		consumer	Consumer	n/a	Treatment	BWU	BFU	DMS		Treatment	Treatment during inpatient stay for birth of first child.				Explanation given	unknown	05-Aug-2003	29
0703.06	Jul-03	Jul	2003	03/04	2004 Qtr1	07/07/2003	Written		relative	Relative/Carer	n/a	Communication	Medical	MED DIV	DCS		Communication	Interstate family members were unable to speak to their father before he passed away as tressel in ward was out of order.				Explanation given	unknown	15-Jul-2003	8
0703.07	Jul-03	Jul	2003	03/04	2004 Qtr1	07/07/2003	Written		friend/other	External Source	MP - Bundaberg	Access	Optometrist	CORP SERV	DM		Access	Waiting time for specialist is too long.				Concern Registered	unknown	18-Jul-2003	11
0703.24	Jul-03	Jul	2003	03/04	2004 Qtr1	08/07/2003	verbal		consumer	Consumer	n/a	Corporate Services	Gin Gin	RURAL	DON		Corporate Services	Quality of meals supplied to Meals on Wheels clients.				Concern Registered	unknown	31-Jul-2003	23

Complaint No.	Month	Quarter	Year	Financial Year	Quarter	Date Complaint Received	Type of complaint
0703.08	Jul-03	Jul	2003	03/04	2004 Qtr1	09/07/2003	verbal
0703.09	Jul-03	Jul	2003	03/04	2004 Qtr1	15/07/2003	Written
0703.22	Jul-03	Jul	2003	03/04	2004 Qtr1	16/07/2003	Written
0703.10	Jul-03	Jul	2003	03/04	2004 Qtr1	14/07/2003	telephone
0703.11	Jul-03	Jul	2003	03/04	2004 Qtr1	15/07/2003	telephone
0703.12	Jul-03	Jul	2003	03/04	2004 Qtr1	17/07/2003	Written
0703.19	Jul-03	Jul	2003	03/04	2004 Qtr1	17/07/2003	Written
0703.28	Jul-03	Jul	2003	03/04	2004 Qtr1	17/07/2003	Written
0703.13	Jul-03	Jul	2003	03/04	2004 Qtr1	18/07/2003	Written
0703.25	Jul-03	Jul	2003	03/04	2004 Qtr1	21/07/2003	Written
0703.14	Jul-03	Jul	2003	03/04	2004 Qtr1	23/07/2003	telephone
0703.27	Jul-03	Jul	2003	03/04	2004 Qtr1	24/07/2003	Written
0703.18	Jul-03	Jul	2003	03/04	2004 Qtr1	25/07/2003	telephone
0703.15	Jul-03	Jul	2003	03/04	2004 Qtr1	29/07/2003	telephone
0703.21	Jul-03	Jul	2003	03/04	2004 Qtr1	30/07/2003	Written
0703.16	Jul-03	Jul	2003	03/04	2004 Qtr1	31/07/2003	Written
0703.17	Jul-03	Jul	2003	03/04	2004 Qtr1	31/07/2003	Written
0803.01	Aug-03	Aug	2003	03/04	2004 Qtr1	04/08/2003	telephone
0803.02	Aug-03	Aug	2003	03/04	2004 Qtr1	04/08/2003	Written
0803.03	Aug-03	Aug	2003	03/04	2004 Qtr1	06/08/2003	Written
0803.04	Aug-03	Aug	2003	03/04	2004 Qtr1	07/08/2003	verbal
0803.05	Aug-03	Aug	2003	03/04	2004 Qtr1	07/08/2003	Written
0803.18	Aug-03	Aug	2003	03/04	2004 Qtr1	07/08/2003	Written
0803.06	Aug-03	Aug	2003	03/04	2004 Qtr1	11/08/2003	telephone
0803.10	Aug-03	Aug	2003	03/04	2004 Qtr1	13/08/2003	Written
0803.07	Aug-03	Aug	2003	03/04	2004 Qtr1	15/08/2003	Written
0803.15	Aug-03	Aug	2003	03/04	2004 Qtr1	18/08/2003	Written
0803.14	Aug-03	Aug	2003	03/04	2004 Qtr1	19/08/2003	Written
0803.08	Aug-03	Aug	2003	03/04	2004 Qtr1	21/08/2003	verbal
0803.09	Aug-03	Aug	2003	03/04	2004 Qtr1	21/08/2003	telephone
0803.11	Aug-03	Aug	2003	03/04	2004 Qtr1	27/08/2003	telephone
0803.12	Aug-03	Aug	2003	03/04	2004 Qtr1	28/08/2003	Written
0803.13	Aug-03	Aug	2003	03/04	2004 Qtr1	29/08/2003	telephone
0903.02	Sep-03	Sep	2003	03/04	2004 Qtr1	05/09/2003	telephone
0903.03	Sep-03	Sep	2003	03/04	2004 Qtr1	06/09/2003	telephone
0903.04	Sep-03	Sep	2003	03/04	2004 Qtr1	08/09/2003	telephone
0903.06	Sep-03	Sep	2003	03/04	2004 Qtr1	08/09/2003	Written
0903.01	Sep-03	Sep	2003	03/04	2004 Qtr1	08/09/2003	telephone

Complaint No.	Source of complaint	External Source	ISSUE (Issues)	SERVICE AREA	UNIT	OFFICER	SUB CATEGORY	Details	Receipt of outcome	Outcome	Date Complaint Closed	NO OF DAYS TAKEN TO RESOLVE COMPLAINT
friend/other	Consumer	n/a	Treatment	Dental	OTHER-Comm	PDO	Treatment	A patient, thought to be a Mental Health patient, was unsupervised in the Dental Clinic and harassing other clients in the waiting room.	Explanation given	unknown	14-Jul-2003	5
consumer	Consumer	n/a	Professional Conduct	SOPD/Pharmacy/PAC	OTHER-Multiple	DMS	Professional Conduct	Pharmacy closed for lunch; scripts handed out by Admin Staff; offered spinal sheet/meds but refused this on the day of surgery - waste of PAC time; UQ student examined patient with no introduction and disregard for patient's instruction to not look at her stoomen.	Explanation given	unknown	28-Jul-2003	18
relative	Relative/Carer	n/a	Access	Pharmacy	MED SERV	DCHS	Access	Waiting time of 45 to 60 minutes for dispensing of repeat scripts, especially when he sees Methadone patients not waiting.	Explanation given	unknown	16-Aug-2003	38
consumer	Consumer	n/a	Communication	SOPD	DAS	DNS	Communication	Attitude of Specialist Clinic staff and letters sent to the wrong address.	Improved practice	unknown	18-Jul-2003	7
relative	Relative/Carer	n/a	Treatment	HACC	COMMUNITY	Assistant Home Care Coordinator	Treatment	Time of Home Care Service continually changing. Want it to remain the same time.	services provided	unknown	15-Jul-2003	6
consumer	Consumer	n/a	Corporate Services	Dental	OTHER-Comm	DM	Corporate Services	Chairs in clinic waiting room of unsuitable height for client's following total hip replacement. Client had to stand for half an hour waiting for appointment.	apology given	unknown	07-Aug-2003	21
consumer	Consumer	n/a	Treatment	Anaesthetist/DEM/Medical Services/Reception	OTHER-Multiple	DM	Treatment	Given epidural when local anaesthetic had been organised at PAC. Waiting time in doctor in DEM. Waited without analgesia for severe pain. Communication with senior medical staff. Rude attitude of reception staff.	Explanation given	unknown	01-Sep-2003	46
friend/other	Anonymous	n/a	Communication	Child Health	COMMUNITY	A/DCHS	Communication	Mother upset at the way she was treated and spoken to by Administration Officer.	Concern Registered	unknown	03-Oct-2003	78
consumer	Consumer	n/a	Treatment	Surgical	ASPIC	NPC	Treatment	Patient asked for wet sheets to be changed at 3.00am. The sheets weren't changed until 7.45am.	apology given	unknown	04-Aug-2003	17
friend/other	Anonymous	n/a	Access	Social Work	ALLIED	Social Worker	Access	Patient needed to see social worker, who was unavailable. The counter was full of people and no one could give Pt's mum the advice or attention he needed	Improved practice	unknown	16-Sep-2003	57
relative	Relative/Carer	n/a	Communication	DEM	DEM	DMS	Communication	Brought son to hospital for breathing difficulties. Prescribed antibiotics. Condition didn't improve. When brought back to hospital, felt staff thought she was making it up. Took son to GP. Diagnosed with croup.	Concern Registered	satisfied	25-Jul-2003	3
friend/other	External Source	Ministerial	Access	Dental	OTHER-Comm	DM	Access	Waiting time for dental treatment.	Explanation given	unknown	10-Sep-2003	48
relative	Relative/Carer	n/a	Treatment	BWU	BFU	DMS	Treatment	Wants explanation on surgery as still appears to have condition that she had surgically corrected.	Explanation given	unknown	05-Aug-2003	11
friend/other	External Source	Other QH Dept	Access	SOPD	DAS	DMS	Access	Long waiting periods for appointments and having appointments cancelled at the last minute.	Explanation given	unknown	01-Aug-2003	3
consumer	Consumer	n/a	Treatment	Other	OTHER-Misc	DM	Treatment	Issues relating to pain management treatment.	Concern Registered	unknown	05-Aug-2003	8
consumer	Consumer	n/a	Communication	Medical	MED DIV	DM	Communication	Terminal patient passed away alone while relatives were waiting downstairs.	Explanation given	unknown	01-Sep-2003	32
friend/other	External Source	MP - Burnett	Access	Elective Surgery	ASPIC	DM	Access	Waiting time for surgery.	Explanation given	unknown	07-Aug-2003	7
consumer	Consumer	n/a	Treatment	MHU	BMHS	SD/MHS	Treatment	Medication changed. GP advised that the two medications cannot be mixed and that he should have been weaned off the first medication.	Concern Registered	unknown	4-Aug-03	0
friend/other	External Source	Not Known	Access	Dental	OTHER-Comm	DM	Access	Waiting time for dental treatment. There is no dentist in Bundaberg who will bulk bill.	Explanation given	unknown	29-Aug-2003	22
relative	Relative/Carer	n/a	Treatment	Paeds Unit	PAEDIATRIC		Treatment	Loss of privately purchased medication from Paediatric Ward essential to treatment of client.	policy amended	unknown	20-Aug-2003	14
consumer	Consumer	n/a	Access	SOPD	DAS	DMS	Access	Been on waiting list for Specialist appointment for two years.	Explanation given	unknown	05-Aug-2003	1
relative	Relative/Carer	n/a	Access	DEM	DEM	DMS	Access	Waiting time to see doctor in DEM. Suggested Health Minister should prioritise funding for hospitals urgently, increasing staffing and improving customer care.	Explanation given	unknown	12-Aug-2003	5
friend/other	External Source	MP - Other	Access	Dental/DEM/SOPD	OTHER-Multiple	DM	Access	Waiting time for dental treatment and specialist appointment. Incorrect diagnosis when son attended DEM.	Concern Registered	unknown	02-Sep-2003	26
consumer	Consumer	n/a	Access	BWU	BFU	DMS	Access	Staff unwilling to assist her in her requests and appear unconcerned for her problems.	Concern Registered	unknown	20-Aug-2003	9
relative	Relative/Carer	n/a	Access	DEM/Paediatric Unit	OTHER-Multiple	DMS	Access	Parents felt staff member was disapproving of sport son is involved in. Doctor wanted to send child home while still in pain from injuries. Parents felt they could not cope at home and asked for child to be admitted. Doctor wanted to discharge patient the following day. Parents felt this was too early.	apology given	unknown	09-Sep-2003	27
friend/other	External Source	MP - Bundaberg	Access	Elective Surgery	ASPIC	DM	Access	Delay in receiving appointment for annual investigative bowel procedure.	Explanation given	unknown	02-Sep-2003	18
consumer	Consumer	n/a	Communication	Surgical	ASPIC	DM	Communication	Operation had not gone the way it was explained to her. Or preoccupied with personal matter. Fell over exposed lighting strap near smoking veranda.	Explanation given	unknown	10-Oct-2003	53
consumer	Consumer	n/a	Communication	Paeds Unit	PAEDIATRIC	NPC	Communication	Staff member imposed personal opinion about smoking and how it affs on patient, upsetting the patient.	Unresolved	unknown	29-Nov-04	468
consumer	Consumer	n/a	Privacy/Discrimination	ATODS	COMMUNITY	DCHS	Privacy/Discrimination	Breach of confidentiality resulting in daughter being taken away from him.	Explanation given	satisfied	22-Aug-2003	1
consumer	Consumer	n/a	Communication	DSU	ASPIC	DMS	Communication	Attitude of anaesthetist (Day Surgery).	Explanation given	unknown	01-Sep-2003	11
consumer	Consumer	n/a	Treatment	DEM	DEM	DMS	Treatment	Uncomfortable with examination by doctor in Specialist Clinic.	Concern Registered	unknown	23-Aug-2003	1
relative	Relative/Carer	n/a	Access	DEM	DEM	DM	Access	Triage/waiting times in DEM.	Explanation given	unknown	10-Sep-2003	12
consumer	Consumer	n/a	Privacy/Discrimination	HACC	COMMUNITY	CHCS	Privacy/Discrimination	Feels that Home Care Worker is gossiping about her to her neighbours, who also receive Home Care Service.	services provided	unknown	02-Sep-2003	4
friend/other	External Source	Ministerial	Access	Pharmacy	MED SERV	DMS	Access	Clients can not afford to get script, supplied at DEM. Read by private pharmacy nor go to GP to get test results. Request that these be supplied through public system. Would pay for prescription when they can afford it.	services provided	unknown	09-Sep-2003	1
relative	Relative/Carer	n/a	Access	BWU	BFU	DMS	Access	Client has cancer and was due to go to RBH on 08/09/03. Has been advised that RBH can not take her until 24/09/03.	Explanation given	satisfied	08-Sep-2003	0
relative	Relative/Carer	n/a	Treatment	Medical	MED DIV	DMS	Treatment	Concerned that father is not getting all his correct medication, especially eye drops, while in hospital.	Concern Registered	unknown	08-Sep-2003	0
friend/other	External Source	MP - Burnett	Access	Elective Surgery	ASPIC	DM	Access	Waiting time for surgery.	Explanation given	unknown	10-Sep-2003	2
consumer	Consumer	n/a	Professional Conduct	HACC	COMMUNITY	CHCS	Professional Conduct	Alleged HACC worker was taking things. Floors not mopped properly, does not empty vacuum bag.	services provided	unknown	24-Sep-2003	15

Complaint ID	Month	Month	Year	FY	Date Received	Date Received	Method of Complaint
0903.23	Sep-03	Sep	2003	03/04	2004 Qtr1	09/09/2003	telephone
0903.06	Sep-03	Sep	2003	03/04	2004 Qtr1	10/09/2003	telephone
0903.08	Sep-03	Sep	2003	03/04	2004 Qtr1	15/09/2003	telephone
0903.10	Sep-03	Sep	2003	03/04	2004 Qtr1	15/09/2003	Written
0903.07	Sep-03	Sep	2003	03/04	2004 Qtr1	16/09/2003	Written
0903.09	Sep-03	Sep	2003	03/04	2004 Qtr1	18/09/2003	telephone
0903.11	Sep-03	Sep	2003	03/04	2004 Qtr1	18/09/2003	Written
0903.15	Sep-03	Sep	2003	03/04	2004 Qtr1	19/09/2003	Written
0903.13	Sep-03	Sep	2003	03/04	2004 Qtr1	22/09/2003	telephone
0903.14	Sep-03	Sep	2003	03/04	2004 Qtr1	22/09/2003	telephone
0903.18	Sep-03	Sep	2003	03/04	2004 Qtr1	24/09/2003	Written
0903.17	Sep-03	Sep	2003	03/04	2004 Qtr1	24/09/2003	Written
0903.16	Sep-03	Sep	2003	03/04	2004 Qtr1	24/09/2003	telephone
0903.19	Sep-03	Sep	2003	03/04	2004 Qtr1	24/09/2003	Written
0903.24	Sep-03	Sep	2003	03/04	2004 Qtr1	25/09/2003	Written
0903.21	Sep-03	Sep	2003	03/04	2004 Qtr1	29/09/2003	telephone
0903.22	Sep-03	Sep	2003	03/04	2004 Qtr1	29/09/2003	verbal
1003.09	Sep-03	Sep	2003	03/04	2004 Qtr1	29/09/2003	Written
0903.12	Sep-03	Sep	2003	03/04	2004 Qtr1	30/09/2003	telephone
0903.23	Sep-03	Sep	2003	03/04	2004 Qtr1	29/09/2003	verbal
1003.01	Oct-03	Oct	2003	03/04	2004 Qtr2	03/10/2003	Written
1003.02	Oct-03	Oct	2003	03/04	2004 Qtr2	03/10/2003	telephone
1003.04	Oct-03	Oct	2003	03/04	2004 Qtr2	06/10/2003	Written
1003.19	Oct-03	Oct	2003	03/04	2004 Qtr2	06/10/2003	Written
1003.03	Oct-03	Oct	2003	03/04	2004 Qtr2	07/10/2003	telephone
1003.10	Oct-03	Oct	2003	03/04	2004 Qtr2	08/10/2003	Written
1003.11	Oct-03	Oct	2003	03/04	2004 Qtr2	08/10/2003	Written
1003.05	Oct-03	Oct	2003	03/04	2004 Qtr2	09/10/2003	telephone
1003.06	Oct-03	Oct	2003	03/04	2004 Qtr2	09/10/2003	telephone
1003.08	Oct-03	Oct	2003	03/04	2004 Qtr2	14/10/2003	verbal
1003.14	Oct-03	Oct	2003	03/04	2004 Qtr2	14/10/2003	telephone
1003.07	Oct-03	Oct	2003	03/04	2004 Qtr2	15/10/2003	telephone
1003.20	Oct-03	Oct	2003	03/04	2004 Qtr2	15/10/2003	Written
1003.17	Oct-03	Oct	2003	03/04	2004 Qtr2	16/10/2003	telephone
1003.18	Oct-03	Oct	2003	03/04	2004 Qtr2	16/10/2003	telephone
1003.25	Oct-03	Oct	2003	03/04	2004 Qtr2	16/10/2003	Written
1003.12	Oct-03	Oct	2003	03/04	2004 Qtr2	17/10/2003	telephone
1003.22	Oct-03	Oct	2003	03/04	2004 Qtr2	18/10/2003	Written

NAME, ADDRESS AND TELEPHONE CONTACT DETAILS OF COMPLAINANT	Complaint By	Source of Complaint	External Source	Issue (narrative)	DEPARTMENT SERVICE AREA	DIVISION	REGIONAL OFFICE	REGIONAL SERVICES (Y/N)	ISSUE CATEGORY	Detail
	relative	Relative/Carer	n/a	Treatment	DEM	DEM	DMS		Treatment	Treatment received in DEM. Believes her husband had a stroke and it wasn't identified when he was brought in.
	friend/other	External Source	MP - Bundaberg	Access	Home Medical Aids	COMMUNITY	DCHS		Access	Advised in November 2002 that there would be a couple of month's wait on incontinence pads. Is still waiting.
	consumer	Consumer	n/a	Access	DEM	DEM	DMS		Access	Referred by GP for admission. Refused admission by DEM after waiting several hours.
	friend/other	External Source	MP - Bundaberg	Access	PTS	MED SERV	DM		Access	Access to accommodation assistance under PTS9.
	consumer	Consumer	n/a	Access	Medical Imaging	MED SERV	DMS		Access	Length of time to get an x-ray. Was asked to move from a restricted area when he had been told by a staff member to wait there.
	relative	Relative/Carer	n/a	Communication	Medical	MED DIV	A/DMS		Communication	Wants an update on mother's condition. Feels her father was sent home too early, that looking after her mother has put him under stress and made his recovery harder. Believes her father is sick again.
	consumer	Consumer	n/a	Treatment	Medical	MED DIV	DM		Treatment	Quality of nursing care while an inpatient from mid July to August 2003. Medication prescribed for condition made him jumpy and nervous. GP did not receive discharge summary.
	friend/other	Friend/Advocate	n/a	Access	DEM	DEM	DMS		Access	Sent home twice with spinal fracture. Refused admission by DEM nurse.
	consumer	Consumer	n/a	Treatment	BWU	BFU	DMS		Treatment	Had c/section 4 weeks ago. When she walks it feels like her stomach is ripping open. She feels that stress over her treatment during her pregnancy has caused her milk to 'have no goodness in it for her baby'.
	relative	Relative/Carer	n/a	Access	DEM	DEM	DMS		Access	Sat in a wheelchair in DEM for 4.5 hours, dressed in a thin nightie, no slippers and covered only by a sheet. Feels she should have been treated better is. Put in a bed, covered more appropriately.
	friend/other	External Source	MP - Bundaberg	Cost	Home Medical Aids	COMMUNITY	DM		Cost	Requesting GH settles debt with BOC for oxygen. Suffers from asthma and emphysema.
	consumer	Consumer	n/a	Treatment	Surgical	ASPIC	DM		Treatment	Post-operative surgical care. Complications will affect future mammogram reports and request for informed consent between surgeon and patient.
	relative	Relative/Carer	n/a	Access	CYMHS	BMHS	DM		Access	Inability to access mental health services for her son.
	friend/other	External Source	MP - Bundaberg	Treatment	BWU	BFU	DM		Treatment	Surgery resulted in multiple complications, extended inpatient stay and rehabilitation. Wants answers to questions.
	consumer	Consumer	n/a	Communication	BWU	BFU	A/DON		Communication	Verbally abused after she requested that her room be upgraded from Shared to Private.
	consumer	Consumer	n/a	Communication	BWU	BFU	A/DMS		Communication	Felt that the surgeon was rude and abrupt when addressing her concerns. Surgery cancelled and rescheduled. Unsure how she will arrange support for her children when she comes back for surgery. Passing out sometimes three times a day because of medication and scared she will hit her head and no-one will be there to look after children.
	relative	Relative/Carer	n/a	Treatment	Surgical	ASPIC			Treatment	Analgesia not given on time when ordered regularly. Lack of assessment by RN allocated. Large meals not tolerated by patient.
	friend/other	External Source	Ministerial	Access	Gin Gin	RURAL	DM		Access	Application for PTS rejected for Opthalmic treatment in Roma Hospital.
	consumer	Consumer	n/a	Professional Conduct	DEM	DEM	DMS		Professional Conduct	Competence of medical officer.
	friend/other	External Source	MP - Bundaberg	Access	DEM	DEM	DMS		Access	Presented to DEM three times before being admitted. Complaint about lack of beds and waiting time.
	friend/other	External Source	Ministerial	Cost	Other	OTHER-Comm	DM		Cost	Medicare rebate for MRI machines when MRI machine located at Mater Private Hospital. MRI machine not accessible for patients who cannot afford the charge for this service.
	consumer	Consumer	n/a	Communication	HACC	COMMUNITY	HCHS		Communication	Dissatisfied with Home Care Service.
	friend/other	External Source	Not Known	Access	Other	OTHER-Comm			Access	Level of services at local State hospitals
	relative	Relative/Carer	n/a	Access	Elective Surgery	ASPIC	DMS		Access	Waiting time for orthopaedic surgery.
	consumer	Consumer	n/a	Access	PTS	MED SERV	DMS		Access	Upset that PTS application was refused this year for right knee when covered for left knee last year.
	consumer	Consumer	n/a	Communication	Elective Surgery	ASPIC	DMS		Communication	Operation scheduled for 27/6/03 was cancelled the day before surgery. Patient advised by fax of cancellation. Patient left residence without receiving the fax. Travelled to Bundaberg the day before surgery because of the long distance he had to travel.
	consumer	Consumer	n/a	Communication	Surgical	ASPIC	DMS		Communication	Attitude of specialist following surgery.
	friend/other	External Source	Other	Communication	DEM	DEM	DMS		Communication	Attended DEM twice. Received ordinary service. Was spoken to rudely on both occasions. Was told to go home as there was nothing that could be done for him.
	consumer	Consumer	n/a	Access	SOPD	DAS	DMS		Access	Concerned with waiting times to see Specialists.
	consumer	Consumer	n/a	Treatment	Surgical	ASPIC	DT		Treatment	Reported tight POP to nursing staff and plaster tech. Dissatisfied with tech's verbal response and lack of action to refabricate or alter plaster.
	relative	Relative/Carer	n/a	Cost	PTS	MED SERV	DMS		Cost	New owner had increased cost of accommodation near PA Hospital. Daughter was unable to pay 'gap' between cost of accommodation and PTS reimbursement.
	consumer	Consumer	n/a	Communication	Theatre	ASPIC	DMS		Communication	Manner in which she was spoken to by staff member.
	friend/other	External Source	MP - Bundaberg	Access	Opthalmology	MED SERV	DMS		Access	Waiting time for opthalmological surgery.
	relative	Relative/Carer	n/a	Treatment	DEM	DEM	DMS		Treatment	Upset his wife had not received CT scan results and still had symptoms. They were told there may be something on the scan but would need to wait for specialist to see them.
	consumer	Consumer	n/a	Communication	HACC	COMMUNITY	A/HCC		Communication	Client unhappy with work performed by Home Care Worker.
	consumer	Consumer	n/a	Access	Bundaberg	OTHER-Multiple	DMS		Access	Patients require faster services & separate waiting room facilities for parents with children. Need for isolation ward. Patients with broken bones require strong pain relief.
	consumer	Consumer	n/a	Communication	HACC	COMMUNITY	D Mitchell		Communication	Client's communication clashed with Home Care Worker.
	consumer	Consumer	n/a	Professional Conduct	Medical	MED DIV	DMS		Professional Conduct	Dr touched her inappropriately. DMS interviewed patient. Complaint referred to Medical Board.

Complaint Upheld (Y/N)	Consequence of Complaint (1-5)	Level of Risk (E, H, M, L)	Resolution outcome	Outcome	Date Complaint Resolved	No. of Days Taken to Resolve Complaint
			Explanation given	unknown	24-Sep-2003	15
			Explanation given	unknown	11-Sep-03	1
			Explanation given	unknown	17-Sep-2003	2
			Explanation given	unknown	29-Sep-2003	14
			Explanation given	unknown	24-Sep-2003	8
			Concern Registered	unknown	17-Sep-2003	1
			Explanation given	unknown	25-Sep-2003	7
			Explanation given	unknown	06-Oct-2003	18
			Concern Registered	unknown	01-Oct-2003	9
			Explanation given	unknown	02-Oct-2003	10
			costs refunded	satisfied	10-Oct-2003	18
			Explanation given	unknown	25-Nov-2003	82
			Concern Registered	unknown	07-Oct-2003	12
			Explanation given	unknown	10-Oct-2003	16
			apology given	unknown	07-Oct-2003	12
			Concern Registered	satisfied	29-Sep-2003	6
			Improved practice	unknown	29-Sep-2003	6
			Concern Registered	unknown	29-Oct-2003	30
			Explanation given	unknown	05-Oct-2003	5
			Explanation given	unknown	18-Mar-2004	168
			Explanation given	unknown	10-Oct-2003	8
			Explanation given	unknown	02-Oct-2003	0
			Explanation given	unknown	10-Oct-03	4
			Concern Registered	unknown	31-Oct-2003	26
			Explanation given	unknown	10-Oct-2003	3
			Explanation given	unknown	24-Oct-2003	18
			Concern Registered	unknown	24-Oct-2003	18
			Explanation given	unknown	09-Oct-2003	0
			Explanation given	unknown	13-Oct-2003	4
			apology given	unknown	14-Oct-2003	0
			Explanation given	unknown	15-Oct-2003	2
			Concern Registered	unknown	22-Oct-2003	7
			Explanation given	unknown	19-Nov-2003	35
			Concern Registered	unknown	27-Oct-2003	11
			services provided	unknown	30-Oct-2003	14
			Concern registered	unknown	15-Dec-2004	426
			services provided	unknown	17-Oct-2003	0
			Concern Registered	dissatisfied	20-Oct-03	2

Complaint ID (ID-01)	Month Received	Month	Year	FY	Quarter	Complaint Received	Type of complaint	NAME, ADDRESS AND TELEPHONE CONTACT DETAILS OF COMPLAINANT	Complaint by	Source of Complaint	Level of External Source	Issue Formulation	DEPARTMENT/ SERVICE/AREA	UNIT	SERVICE ACTIONING OFFICER	RESIDENCE FEATURE (LA)	ISSUE CATEGORY	Description	OUTCOME/S OF INVESTIGATION	CONSEQUENCE OF ISSUE	LEVEL OF RISK (L, M, H)	Resolution	Outcome indicator	Date Complaint Resolved	NUMBER DAYS TAKEN TO RESOLVE 1 COMPLAINT
1003.13	Oct-03	Oct	2003	03/04	2004 Qtr2	20/10/2003	telephone		relative	Relative/Carer	n/a	Communication	DEM	DEM	DEM		Communication	Daughter complained about rudeness of staff member. She was enquiring about mother. Staff member told her that her enquiry was unimportant as they were looking after trauma and deaths.				apology given	unknown	20-Oct-2003	0
1003.21	Oct-03	Oct	2003	03/04	2004 Qtr2	20/10/2003	Written		friend/other	External Source	Ministerial	Corporate Services	Management	HS Management	DM		Corporate Services	Length of time taken to review operational stream services.				Concern Registered	unknown	19-Nov-2003	30
1003.23	Oct-03	Oct	2003	03/04	2004 Qtr2	23/10/2003	Written		friend/other	External Source	MP - Bundaberg	Access	Other	OTHER-Mat	DM		Access	There is no resident sonologist at the hospital.				Explanation given	unknown	4-Dec-03	43
1003.24	Oct-03	Oct	2003	03/04	2004 Qtr2	23/10/2003	Written		friend/other	External Source	Ministerial	Access	Other	OTHER-Comm	DM		Access	Location of a Women's Health Centre in Bundaberg.				Explanation given	unknown	23-Dec-04	427
1003.15	Oct-03	Oct	2003	03/04	2004 Qtr2	28/10/2003	telephone		consumer	Consumer	n/a	Access	SOPD	DAS	DMS		Access	To see Specialist in 2 to 3 weeks. Extremely concerned about his condition and lack of action to further investigate.				Explanation given	unknown	30-Oct-2003	2
1003.18	Oct-03	Oct	2003	03/04	2004 Qtr2	28/10/2003	telephone		consumer	Consumer	n/a	Access	ATDOS	COMMUNITY	DMS		Access	Has been taken off Methadone. Feels that she should continue medication.				Explanation given	unknown	31-Oct-2003	3
1103.17	Nov-03	Nov	2003	03/04	2004 Qtr2	03/11/2003	Written		relative	Relative/Carer	n/a	Professional Conduct	DEM	DEM	DMS		Professional Conduct	Staff had no right to make judgement whether whether police should be informed of assault to his son.				Explanation given	unknown	24-Nov-2003	23
1103.26	Nov-03	Nov	2003	03/04	2004 Qtr2	03/11/2003	Written		consumer	External Source	Ministerial	Treatment	Surgical	ASPIC	DM		Treatment	Patient unhappy with treatment. Underwent wolding which has lead to resulted in badly fractured spine.				Explanation given	unknown	19-Dec-03	47
1103.05	Nov-03	Nov	2003	03/04	2004 Qtr2	03/11/2003	telephone		consumer	Consumer	n/a	Communication	PTS	MED SERV	DMS		Communication	The manner he was spoken to by staff.				Concern Registered	unknown	06-Nov-2003	3
1103.06	Nov-03	Nov	2003	03/04	2004 Qtr2	03/11/2003	telephone		consumer	Consumer	n/a	Communication	HACC	COMMUNITY	AHCC		Communication	Client unhappy with work performed by Home Care Worker.				services provided	unknown	03-Nov-2003	0
1103.08	Nov-03	Nov	2003	03/04	2004 Qtr2	04/11/2003	telephone		consumer	Consumer	n/a	Access	SOPD	DAS	DMS		Access	Media reported that waiting time for elective surgery was going down. Frustrated because he has a referral to see specialist and when he contacted specialist clinic they couldn't tell him when an appointment would be available.				Explanation given	unknown	11-Nov-2003	7
1103.07	Nov-03	Nov	2003	03/04	2004 Qtr2	07/11/2003	verbal		consumer	Consumer	n/a	Treatment	Surgical	ASPIC	A Thorburn/J Andrew		Treatment	That IV after infiltration and insertion of new cathetar was not connected to patient for approx. 8 hours. Nobody came near him after transfer to private room.				Concern Registered	unknown	07-Nov-2003	0
1103.01	Nov-03	Nov	2003	03/04	2004 Qtr2	10/11/2003	Written		friend/other	External Source	MP - Bundaberg	Access	SOPD	DAS	DM		Access	Inability to access appointment with orthopaedic Specialist.				Explanation given	unknown	25-Nov-03	15
1103.02	Nov-03	Nov	2003	03/04	2004 Qtr2	11/11/2003	Written		consumer	Consumer	n/a	Access	Children	RURAL	DM		Access	Refused immediate treatment at Hospital.				Explanation given	unknown	3-Dec-03	22
1103.03	Nov-03	Nov	2003	03/04	2004 Qtr2	11/11/2003	Written		friend/other	External Source	MP - Burnett	Access	Other	OTHER-Comm			Access	Availability of medical help after hours at Agnes Water.				Explanation given	unknown	4-Dec-03	23
1103.23	Nov-03	Nov	2003	03/04	2004 Qtr2	11/11/2003	Written		friend/other	External Source	MP - Burnett	Access	Other	OTHER-Comm	DM		Access	Availability of medical services after hours at Agnes Water.				Explanation given	unknown	4-Dec-03	23
1103.09	Nov-03	Nov	2003	03/04	2004 Qtr2	12/11/2003	Written		relative	Relative/Carer	n/a	Access	SOPD	DAS	DMS		Access	Scheduled outpatients appointment cancelled. Waited at specialist clinic for 3 hours, only to be told they would need to come back the next day.				apology given	unknown	19-Nov-2003	7
1103.10	Nov-03	Nov	2003	03/04	2004 Qtr2	12/11/2003	Written		relative	Relative/Carer	n/a	Access	SOPD	DAS	DMS		Access	Outpatients appointment cancelled. Doctor called away after they had started to remove the bandages.				apology given	unknown	19-Nov-2003	7
1103.11	Nov-03	Nov	2003	03/04	2004 Qtr2	12/11/2003	Written		relative	Relative/Carer	n/a	Access	SOPD	DAS	DMS		Access	Outpatients appointment cancelled twice.				apology given	unknown	19-Nov-2003	7
1103.04	Nov-03	Nov	2003	03/04	2004 Qtr2	13/11/2003	Written		friend/other	External Source	MP - Burnett	Access	Paeds Unit	PAEDIATRIC	DM		Access	Was advised that they could only see Dr Ryan privately. If she wanted to see another paediatrician would need to inform GP to have the name of the paediatrician changed on the referral.				Explanation given	unknown	24-Nov-03	11
1103.18	Nov-03	Nov	2003	03/04	2004 Qtr2	13/11/2003	Written		friend/other	External Source	Ministerial	Access	MHU	BMHS	DM		Access	Referral to specialist services to assess hereditary effects of mother taking drug DES.				Explanation given	unknown	4-Dec-03	21
1103.22	Nov-03	Nov	2003	03/04	2004 Qtr2	14/11/2003	telephone		relative	Relative/Carer	n/a	Access	Medical	MED DIV	DM		Access	Trauma family went through having to adhere to waiting hours				apology given	unknown	3-Dec-03	19
1103.12	Nov-03	Nov	2003	03/04	2004 Qtr2	18/11/2003	telephone		consumer	Consumer	n/a	Access	Elective Surgery	ASPIC	DMS		Access	Surgery cancelled due to shortage of anaesthetic staff.				Explanation given	unknown	20-Nov-2003	2
1103.13	Nov-03	Nov	2003	03/04	2004 Qtr2	19/11/2003	telephone		consumer	Consumer	n/a	Communication	DEM	DEM	A/DCHS		Communication	Alleged nurse in DEM verbally abused him, talked down to him and accused him of abusing another nurse.				apology given	unknown	19-Nov-2003	0
1103.21	Nov-03	Nov	2003	03/04	2004 Qtr2	19/11/2003	Written		consumer	Consumer	n/a	Access	Surgical	ASPIC	A/DOH		Access	Patient felt they were discharged from ward too soon.				Concern Registered	unknown	12-Dec-03	23
1103.14	Nov-03	Nov	2003	03/04	2004 Qtr2	20/11/2003	telephone		relative	Relative/Carer	n/a	Communication	DEM	DEM	DMS		Communication	The staff member the patient spoke to in DEM was aggressive. When she handed the phone to her husband the staff member hung up.				apology given	unknown	21-Nov-2003	1
1103.19	Nov-03	Nov	2003	03/04	2004 Qtr2	20/11/2003	Written		friend/other	External Source	Other	Privacy/Discrimination	Indigenous Health	COMMUNITY	A/DCHS		Privacy/Discrimination	Employment of non-indigenous person in role of Indigenous Health Worker.				Explanation given	unknown	28-Nov-03	8
1103.15	Nov-03	Nov	2003	03/04	2004 Qtr2	21/11/2003	telephone		relative	Relative/Carer	n/a	Access	SOPD	DAS	Elective Surgery Coordinator		Access	Waiting time for specialist appointment.				Explanation given	unknown	24-Nov-2003	3
1103.16	Nov-03	Nov	2003	03/04	2004 Qtr2	21/11/2003	telephone		consumer	Consumer	n/a	Treatment	Surgical	ASPIC	DMS		Treatment	Complications following surgery. Spoke to his GP and has sought legal advice. [illegible]				Concern Registered	unknown	20/2/2004	91
1103.20	Nov-03	Nov	2003	03/04	2004 Qtr2	21/11/2003	telephone											Concern that patient was not admitted to MHU previous day; issue of partner's and child's safety.							
1103.24	Nov-03	Nov	2003	03/04	2004 Qtr2	24/11/2003	Written		relative	External Source	MP - Burnett	Access	MHU	BMHS	SDM/MHS		Access					Explanation given	unknown	24-Nov-03	3
1103.27	Nov-03	Nov	2003	03/04	2004 Qtr2	24/11/2003	Written		friend/other	External Source	MP - Burnett	Access	Other	OTHER-Miss	DM		Access	Feels that condition requires more urgent assessment than appointment at Prince Charles Hospital provides				Explanation given	unknown	3-Dec-03	9
1103.25	Nov-03	Nov	2003	03/04	2004 Qtr2	26/11/2003	Written		consumer	Consumer	n/a	Communication	MHU	BMHS	DM		Communication	Felt that treating staff member was arrogant, unsympathetic and inconsiderate to needs.				apology given	unknown	8-Jan-04	42
1203.03	Dec-03	Dec	2003	03/04	2004 Qtr2	01/12/2003	Written		friend/other	Relative/Carer	n/a	Access	DSU	ASPIC	DM/DMS		Access	Patient discharged to nursing home without discharge summary and pain relief.				Explanation given	unknown	19-Dec-03	23
1203.04	Dec-03	Dec	2003	03/04	2004 Qtr2	01/12/2003	Written		consumer	External Source	MP - Bundaberg	Access	SOPD	DAS	DM		Access	Waiting time for appointment with Orthopaedic Specialist.				Explanation given	unknown	4-Dec-03	3
1203.01	Dec-03	Dec	2003	03/04	2004 Qtr2	03/12/2003	telephone		consumer	External Source	MP - Bundaberg	Access	Elective Surgery	ASPIC	DM		Access	Waiting time for elective surgery.				services provided	unknown	4-Dec-03	3
1203.02	Dec-03	Dec	2003	03/04	2004 Qtr2	03/12/2003	telephone		consumer	Consumer	n/a	Access	SOPD	DAS	DMS		Access	Cancellation of outpatient appointment. GP has stated that she needs to see gastroenterologist urgently.				Explanation given	unknown	10-Dec-03	7
1203.05	Dec-03	Dec	2003	03/04	2004 Qtr2	04/12/2003	Written		friend/other	External Source	MP - Bundaberg	Treatment	Medical	MED DIV	DMS		Treatment	Wife passed away the morning after discharge. Claims that appropriate tests were not carried out which may have contributed to her death.				Explanation given	unknown	10-May-04	159
1203.06	Dec-03	Dec	2003	03/04	2004 Qtr2	04/12/2003	Written		consumer	Consumer	n/a	Access	SOPD/Home Medical Aids	OTHER-Multiple	DM		Access	Attended Specialist Clinic and obtained form for replacement breast prosthesis. Community Health worker was not available to present form and patient was told to return on a further day. Patient lives in rural town and finds travel to Bundaberg inconvenient and expensive.				Improved practice	unknown	18-Dec-03	14
1203.07	Dec-03	Dec	2003	03/04	2004 Qtr2	05/12/2003	Written		consumer	Consumer	n/a	Treatment	Gen Gen	RURAL	DMS		Treatment	Medical Officer gave verbal orders over the phone. Patient felt that he should have come to see her at the hospital. Also felt that she could have been prescribed different medication.				Explanation given	unknown	18-Dec-03	10
1203.15	Dec-03	Dec	2003	03/04	2004 Qtr2	08/12/2003	telephone		consumer	Consumer	n/a	Communication	BWU	BFU	DMS		Communication	Patient felt there was a lack of compassion shown by the doctor and felt upset and degraded by the assault received.				apology given	unknown	22-Dec-03	13
1203.16	Dec-03	Dec	2003	03/04	2004 Qtr2	10/12/2003	Written		consumer	External Source	MP - Burnett	Access	Elective Surgery	ASPIC	DM		Access	Waiting time for knee replacement surgery.				Explanation given	unknown	30-Apr-04	142

Complaint ID	Year	Month	Week	Year	Qtr	Qtr Qtr	Complaint Received	Type of complaint	NAME, ADDRESS AND TELEPHONE CONTACT DETAILS OF COMPLAINANT	Complaint By	Source of Complaint	External Source	ISSUE (primary)	DEPARTMENT/ SERVICE AREA	UNITS	MEDICAL OFFICER	SUBSTANTIATED S.41(1)(b)(iii)	ISSUE (secondary)	DESCRIPTION	LINE HOURS OF OPERATION FOR SECURE SERVICES	CONTRAVENTION OF INSURANCE	LEVEL OF RISK	Resolution outcome	Complainant outcome	Date Complaint Resolved	NO. OF DAYS TAKEN TO RESOLVE COMPLAINT
1203.08	Dec-03	Dec	2003	03/04	2004 Qtr2		15/12/2003	telephone		relative	Relative/Carer	n/a	Access	DEM	DEM	DMS		Access	Partner believes that patient should have been given a referral to see a specialist at time or visit or arrangements made for one to be passed out. Instead the patient was sent away and had to come back to get referral.				Concern Registered	partly satisfied	15-Dec-03	0
1203.10	Dec-03	Dec	2003	03/04	2004 Qtr2		15/12/2003	telephone		consumer	Consumer	n/a	Communication	HACC	COMMUNITY	A/HCC		Communication	Client did not like being called by her first name				services provided	unknown	16-Dec-03	1
1203.11	Dec-03	Dec	2003	03/04	2004 Qtr2		15/12/2003	telephone		consumer	Consumer	n/a	Professional Conduct	HACC	COMMUNITY			Professional Conduct	Client not happy with service provided by Home Care Worker. Change of Home Care Worker organised.				services provided	unknown	15-Dec-03	0
1203.17	Dec-03	Dec	2003	03/04	2004 Qtr2		18/12/2003	Written		consumer	External Source	Ministerial	Access	Other	OTHER-Comm	DM		Access	Funding of health services in Agnes Water.				Explanation given	unknown	13-Jan-04	24
1203.18	Dec-03	Dec	2003	03/04	2004 Qtr2		18/12/2003	Written		consumer	Consumer	n/a	Cost	Other	OTHER-Misc	DM		Cost	State Government cost shifting as per article in The Coastal Reg, referring to Agnes Water/1770.				Explanation given	unknown	13-Jan-04	26
1203.09	Dec-03	Dec	2003	03/04	2004 Qtr2		19/12/2003	Written		relative	External Source	Ministerial	Access	SOPD	DAS	DM		Access	Access to Pain Clinic.				services provided	unknown	24-Dec-03	5
1203.19	Dec-03	Dec	2003	03/04	2004 Qtr2		16/12/2003	Written		consumer	External Source	Ministerial	Access	SOPD	DAS	DM/DMS		Access	Patient concerned regarding waiting time to see specialist.				Explanation given	unknown	18-Feb-04	60
1203.12	Dec-03	Dec	2003	03/04	2004 Qtr2		22/12/2003	telephone		relative	Relative/Carer	n/a	Treatment	Surgical	ASPIC	DMS		Treatment	Wound discharging following removal of sutures. Believes that sutures should be removed by the surgeon and not staff just out of medical school.				Concern Registered	unknown	22-Dec-03	0
1203.13	Dec-03	Dec	2003	03/04	2004 Qtr2		22/12/2003	Written		friend/other	External Source	Ministerial	Cost	Other	OTHER-Comm	DM		Cost	Cost shifting and Agnes Water Health Services				Explanation given	unknown	9-Jan-04	18
1203.14	Dec-03	Dec	2003	03/04	2004 Qtr2		22/12/2003	telephone		consumer	Relative/Carer	n/a	Communication	BWU	BFU	A/DON		Communication	Patient feels she is being victimised and discriminated against because she is a young single mother. Nursing staff rude and made her feel like she is stupid.				Explanation given	unknown	23-Dec-03	1
0104.01	Jan-04	Jan	2004	03/04	2004 Qtr3		05/01/2004	Written		consumer	External Source	Ministerial	Access	Dental/Elective Surgery	OTHER-Multiple	DMS/Chief Health		Access	Has waited 52 weeks for dental work and over 8 months for amputation operation.				Explanation given	unknown	9-Jan-04	4
0104.02	Jan-04	Jan	2004	03/04	2004 Qtr3		05/01/2004	telephone		consumer	Consumer	n/a	Access	PAC	ASPIC	DMS		Access	Required to present to PAC to sign a consent form.				Explanation given	unknown	12-Feb-04	38
0104.20	Jan-04	Jan	2004	03/04	2004 Qtr3		05/01/2004	Written		consumer	Consumer	n/a	Access	Pharmacy/MHS	OTHER-Multiple	DM		Access	Waiting time for prescription to be dispensed.				apology given	unknown	11-Feb-04	37
0104.03	Jan-04	Jan	2004	03/04	2004 Qtr3		07/01/2004	Written		consumer	External Source	Ministerial	Access	Dental	OTHER-Comm	A/Director WBB Oral Health Network DM		Access	Waiting times for oral health services.				Explanation given	unknown	7-Jan-04	0
0104.21	Jan-04	Jan	2004	03/04	2004 Qtr3		07/01/2004	telephone		relative	Relative/Carer	n/a	Treatment	Medical	MED DIV	DMS		Treatment	Happy with treatment, but concerned fall in bathroom lead to patients death.				Explanation given	unknown	19-Feb-04	43
0104.12	Jan-04	Jan	2004	03/04	2004 Qtr3		08/01/2004	telephone		consumer	Consumer	n/a	Professional Conduct	HACC	COMMUNITY	A/HCC		Professional Conduct	Client not happy with service provided by Home Care Worker.				Improved practice	unknown	23-Jan-04	15
0104.04	Jan-04	Jan	2004	03/04	2004 Qtr3		09/01/2004	verbal		consumer	Consumer	n/a	Access	MHU	BIMHS	AD		Access	Could not access help he needed at MHU.				Concern Registered	unknown	9-Jan-04	0
0104.05	Jan-04	Jan	2004	03/04	2004 Qtr3		09/01/2004	Written		consumer	External Source	Ministerial	Privacy/Discrimination	MHU	BIMHS	SDMHS DM		Privacy/Discrimination	Inconsiderate service at Bundaberg Mental Health Unit - loss of respect, dignity and consideration.				apology given	unknown	2-Feb-04	24
0104.07	Jan-04	Jan	2004	03/04	2004 Qtr3		13/01/2004	verbal		consumer	Consumer	n/a	Treatment	Surgical	ASPIC	RN		Treatment	Missed nurse note in patient. Full that IV antibiotic protocol was incorrect and medication not given as ordered.				Improved practice	satisfied	18-Jan-04	2
0104.08	Jan-04	Jan	2004	03/04	2004 Qtr3		14/01/2004	Written		consumer	External Source	Health Rights Com	Treatment	Surgical	ASPIC	DMS		Treatment	Anaesthetist inserted an epidural without consent, resulting in a spinal infection which required surgery. Hospital failed to diagnose the infection or provide adequate treatment.				Explanation given	unknown	3-Mar-04	49
0104.06	Jan-04	Jan	2004	03/04	2004 Qtr3		15/01/2004	Written		consumer	Consumer	n/a	Access	ATODS	COMMUNITY	A/DMS		Access	Patient relocating to another HSD and unable to access ATODS program for 3 months. Doctor advised that he would continue to dose patient until he could access program if he had check-ups in Bundaberg. Patient believes that this agreement has now changed and doctor has no right not to provide treatment.				Explanation given	unknown	18-Jan-04	1
0104.17	Jan-04	Jan	2004	03/04	2004 Qtr3		16/01/2004	Written		consumer	External Source	MP - Bundaberg	Access	Elective Surgery/Dental	OTHER-Multiple	DM		Access	Elective surgery and dental waiting lists.				Explanation given	unknown	26-Jan-04	12
0104.09	Jan-04	Jan	2004	03/04	2004 Qtr3		19/01/2004	telephone		relative	Relative/Carer	n/a	Access	Medical	MED DIV	DMS		Access	Patient transferred from Maleny to Base and then discharged while still suffering from symptoms. Relatives would like explanation for transfer and why he was discharged while still ill.				Explanation given	unknown	17-Feb-04	29
0104.10	Jan-04	Jan	2004	03/04	2004 Qtr3		21/01/2004	telephone		consumer	External Source	MP - Bundaberg	Access	Dental	OTHER-Comm	A/Director WBB Oral Health Network DM		Access	Access to oral health services				Explanation given	unknown	21-Jan-04	0
0104.11	Jan-04	Jan	2004	03/04	2004 Qtr3		22/01/2004	telephone		consumer	External Source	MP - Bundaberg	Access	MHU	BIMHS	SDMHS		Access	Patient has needed MHU assistance. MHU advised him he needed to see a counsellor, patient claims he needs medical care to review his medications.				Concern Registered	unknown	30-Jan-04	8
0104.18	Jan-04	Jan	2004	03/04	2004 Qtr3		26/01/2004	Written		relative	Relative/Carer	n/a	Access	Medical Imaging	MED SERV	DMS		Access	Access to radiology services through DEM.				Explanation given	unknown	20-Feb-04	25
0104.22	Jan-04	Jan	2004	03/04	2004 Qtr3		26/01/2004	Written		staff	Staff Member	n/a	Communication	Surgical	ASPIC	DMS/DONS		Communication	Staff member made a complaint regarding the way spoken to by another member of staff.				Apology given	satisfied	20-Feb-04	25
0104.23	Jan-04	Jan	2004	03/04	2004 Qtr3		26/01/2004	Written		consumer	Consumer	n/a	Access	DEM	DEM			Access	Client brought daughter to hospital with painful arm from fall. Waited considerable number of hours, still not treated. Then asked to return next day for treatment.				Explanation given	unknown	4/2/2004	9
0104.13	Jan-04	Jan	2004	03/04	2004 Qtr3		27/01/2004	telephone		consumer	External Source	Other QH Dept	Access	Surgical	ASPIC	DMS		Access	GP requested blood transfusion. Advised by staff member that this was not possible as no beds were available.				Concern Registered	unknown	28-Jan-04	1
0104.19	Jan-04	Jan	2004	03/04	2004 Qtr3		27/01/2004	telephone		friend/other	External Source	MP - Bundaberg	Access	Optimetrical	CORP SERV	DM		Access	Waiting time to access Optimetrical Services.				services provided	unknown	5-Feb-04	0
0104.14	Jan-04	Jan	2004	03/04	2004 Qtr3		28/01/2004	Written		consumer	External Source	Ministerial	Access	Mt Perry	RURAL	DM		Access	Access to nursing staff at Mount Perry Health Centre.				Explanation given	unknown	4-Feb-04	7
0104.24	Jan-04	Jan	2004	03/04	2004 Qtr3		28/01/2004	Written		friend/other	Friend/Advocate	n/a	Professional Conduct	DEM	DEM	DM		Professional Conduct	Possessions missing from deceased patient.				Explanation given	unknown	5-Mar-04	37
0104.15	Jan-04	Jan	2004	03/04	2004 Qtr3		30/01/2004	Written		friend/other	External Source	Other QH Dept	Access	BWU	BFU	DM		Access	Issue with transfer of obstetric patient from Biggenden.				Concern Registered	unknown	30-Jan-04	0
0104.16	Jan-04	Jan	2004	03/04	2004 Qtr3		30/01/2004	Written		consumer	External Source	Ministerial	Access	Elective Surgery	ASPIC	DMS		Access	Waiting list at Bundaberg Hospital.				Explanation given	unknown	11-May-04	102
0204.01	Feb-04	Feb	2004	03/04	2004 Qtr3		02/02/2004	verbal		consumer	Consumer	n/a	Treatment	Physiotherapy	ALLIED	DCHS		Treatment	Incorrect sizing of back brace and fitted in a public place.				improved practice	unknown	2-Feb-04	0
0204.02	Feb-04	Feb	2004	03/04	2004 Qtr3		02/02/2004	telephone		consumer	Consumer	n/a	Treatment	DEM	DEM	DMS		Treatment	Attended with chronic pain. Was told that the hospital only treats acute problems, not ongoing problems and that if he came back he would not be seen.				Explanation given	unknown	17-Feb-04	15
0204.24	Feb-04	Feb	2004	03/04	2004 Qtr3		02/02/2004	Written		consumer	Consumer	n/a	Communication	HACC	COMMUNITY	A/HCC		Communication	Client unhappy with verbal communication from Home Care Worker.				Services provided	unknown	5-Feb-04	3
0204.03	Feb-04	Feb	2004	03/04	2004 Qtr3		04/02/2004	verbal		consumer	Consumer	n/a	Treatment	Surgical	ASPIC	Ward		Treatment	Poor pain management. Buzzer went unanswered twice times.				Concern Registered	unknown	4-Feb-04	0
0204.18	Feb-04	Feb	2004	03/04	2004 Qtr3		05/02/2004	Written		consumer	External Source	MP - Bundaberg	Access	Elective Surgery	ASPIC	DM		Access	Client had concern was removed from surgical waiting list after 3 years.				Explanation given	unknown	17-Feb-04	12
0204.13	Feb-04	Feb	2004	03/04	2004 Qtr3		06/02/2004	verbal		consumer	Staff Member	n/a	Access	Pharmacy/Surgical	OTHER-Multiple	RN		Access	Cream for patient not available when required due to pharmacy being closed and the cream not available in after hours cupboard.				apology given	unknown	1-Feb-04	1
0204.04	Feb-04	Feb	2004	03/04	2004 Qtr3		09/02/2004	Written		consumer	External Source	Ministerial	Access	Elective Surgery	ASPIC	DMS		Access	Waiting time for colonoscopy and orthopaedic appointments.				Explanation given	unknown	6-Mar-04	28
0204.23	Feb-04	Feb	2004	03/04	2004 Qtr3		09/02/2004	Written		friend/other	External Source	MP - Bundaberg	Access	Dental/Optical	OTHER-Multiple	DM		Access	Client concerned with waiting lists for dental and supply of specialists.				Explanation given	unknown	30-Mar-04	50

Complaint No.	Month	Month	Year	Qtr	Quarter	Date Complaint Received	Method of complaint	NAME, ADDRESS AND TELEPHONE CONTACT DETAILS OF COMPLAINANT	Complaint by	Source of Complaint	External Source	ISSUE (Narrative)	DEPARTMENT SERVICE AREA	UNIT	DIVISION AUTHORING OFFICER	SEVERITY OF ISSUE (CATEGORY)	ISSUE CATEGORY	Details	RECOMMENDED REQUIREMENT (Y or N)	CONSULTANT ON RESOLUTION (Y or N)	DATE OF RESOLUTION	Resolution outcomes	Complainant satisfied	Date Complaint Received	NO. OF DAYS TAKEN TO RESOLVE COMPLAINT
0204.05	Feb-04	Feb	2004	03/04	2004 Qtr3	10/02/2004	telephone		consumer	External Source	MP - Bundaberg	Access	SOPD	DAS	DM		Access	Refused to answer questionnaire prior to clinic appointment and was then refused treatment.				service provided	unknown	10-Feb-04	0
0204.06	Feb-04	Feb	2004	03/04	2004 Qtr3	10/02/2004	telephone		consumer	External Source	MP - Bundaberg	Access	HACC	COMMUNITY	DCAHS		Access	Waiting for increased Home Care Service for as months.				Explanation given	unknown	19-Apr-04	69
0204.19	Feb-04	Feb	2004	03/04	2004 Qtr3	10/02/2004	Written		consumer	External Source	MP - Bundaberg	Access	PTS	MED SERV	DMS		Access	Consent for accommodation while Mr Hunt and his wife were in Brisbane.				Explanation given	unknown	18-Feb-04	8
0204.20	Feb-04	Feb	2004	03/04	2004 Qtr3	11/02/2004	Written		consumer	External Source	Ministerial	Access	Elective Surgery	ASPIC	DMS/DM		Access	Client is concerned in regards to long wait for hip replacement surgery.				Explanation given	unknown	17-Feb-04	6
0204.07	Feb-04	Feb	2004	03/04	2004 Qtr3	18/02/2004	telephone		consumer	External Source	Ministerial	Access	Elective Surgery	ASPIC	ESD		Access	Waiting time for urgent appointment for breast biopsy.				Services provided	unknown	17-Feb-04	4
0204.08	Feb-04	Feb	2004	03/04	2004 Qtr3	18/02/2004	telephone		relative	Relative/Carer	n/a	Cost	Pharmacy/Medical	OTHER-Multiple	A/DOM		Cost	Brought medication in the hospital when admitted. Medication was not returned on discharge.				Apology given	satisfied	16-Mar-04	29
0204.09	Feb-04	Feb	2004	03/04	2004 Qtr3	18/02/2004	verbal		consumer	Consumer	n/a	Communication	Surgical/Dental	OTHER-Multiple	DMS		Communication	Was referred to PA Hospital in Brisbane without explanation. Wants to know what basin beside chair is for in Dental Clinic - policy on whether to spit and rinse or swallow.				Explanation given	unknown	20-Feb-04	4
0204.10	Feb-04	Feb	2004	03/04	2004 Qtr3	17/02/2004	telephone		consumer	Consumer	n/a	Professional Conduct	HACC	COMMUNITY	DCHS		Professional Conduct	Felt his Home Care worker wasn't doing the work. Would like the right to choose his Home Care worker. Wants previous homecare worker back.				Explanation given	unknown	5-Mar-04	17
0204.11	Feb-04	Feb	2004	03/04	2004 Qtr3	17/02/2004	telephone		consumer	Consumer	n/a	Communication	Management	HS Management	DMS		Communication	Complaint on this occasion was regarding the fact that he was not phoned back by the DMS.				services provided	unknown	20-Feb-04	3
0204.12	Feb-04	Feb	2004	03/04	2004 Qtr3	17/02/2004	telephone		consumer	Consumer	n/a	Treatment	Bundaberg	OTHER-Mid	DMS		Treatment	Regarding his friend who he believes was badly treated by the hospital.				services provided	unknown	20-Feb-04	3
0204.14	Feb-04	Feb	2004	03/04	2004 Qtr3	20/02/2004	verbal		consumer	Consumer	n/a	Treatment	Surgical	ASPIC			Treatment	Damage to throat during tube insertion leading to partial removal of voice box.				Concern registered	unknown	9-Mar-04	18
0204.15	Feb-04	Feb	2004	03/04	2004 Qtr3	23/02/2004	verbal		consumer	External Source	MP - Burnett	Access	Elective Surgery	ASPIC	DMS		Access	Waiting time for colonoscopy.				Explanation given	satisfied	26-Feb-04	3
0204.16	Feb-04	Feb	2004	03/04	2004 Qtr3	23/02/2004	verbal		consumer	External Source	MP - Burnett	Access	Speech Path	ALLIED	DCAHS		Access	Access to speech pathology.				Explanation given	unknown	8-Mar-04	14
0204.17	Feb-04	Feb	2004	03/04	2004 Qtr3	24/02/2004	verbal		consumer	Consumer	n/a	Access	Gin Gin	RURAL			Access	Patient had baby unexpectedly at home. Proceeded to Gin Gin Hospital. Nursing staff contacted doctor to review patient. Doctor refused to see them.				Explanation given	unknown	18-Mar-04	23
0204.21	Feb-04	Feb	2004	03/04	2004 Qtr3	27/02/2004	verbal		consumer	Consumer	n/a	Treatment	Theatre	ASPIC	DMS		Treatment	Client unhappy with treatment. Client unhappy that request to be asleep for operation was denied and made to have a local anaesthetic. Also lot of pain and lack of care after operation.				Explanation given	unknown	10/3/2004	12
0204.22	Feb-04	Feb	2004	03/04	2004 Qtr3	27/02/2004	Written		friend/other	External Source	MP - Bundaberg	Access	PTS	MED SERV	DMS/DCHS		Access	Patient was given approval to travel by train, but felt medical condition warranted air travel. Patient requested explanation of what is needed for consent for air travel.				Explanation given	unknown	17/3/2004	18
0304.07	Mar-04	Mar	2004	03/04	2004 Qtr3	01/03/2004	Written		friend/other	Other	n/a	Communication	Diabetes Education	MED DIV	DON		Communication	Communication/management of diabetic children in high school setting.				Apology given	unknown	7-May-04	67
0304.06	Mar-04	Mar	2004	03/04	2004 Qtr3	02/03/2004	telephone		consumer	Consumer	n/a	Access	HACC	COMMUNITY	A/HCC		Access	Client not happy with having a male Home Care Worker.				Services provided	unknown	2-Mar-04	0
0304.02	Mar-04	Mar	2004	03/04	2004 Qtr3	08/03/2004	Written		friend/other	External Source	MP - Bundaberg	Access	Elective Surgery	ASPIC	DM		Access	Waiting time for surgery.				Explanation given	unknown	17-Mar-04	9
0304.04	Mar-04	Mar	2004	03/04	2004 Qtr3	08/03/2004	Written		friend/other	External Source	MP - Bundaberg	Access	Other	OTHER-Comm	DM		Access	Provision of support services at home.				Services provided	unknown	16-Mar-04	8
0304.01	Mar-04	Mar	2004	03/04	2004 Qtr3	10/03/2004	Written		staff	Staff Member	n/a	Communication	Pharmacy	MED SERV	DMS		Communication	Staff member was verbally abusive to another staff member over telephone. Telephone was slammed down in staff members ear.				Explanation given	unknown	21-Jul-04	133
0304.08	Mar-04	Mar	2004	03/04	2004 Qtr3	12/03/2004	Written		consumer	Consumer	n/a	Access	SOPD	DAS	DMS		Access	Client not happy with having to wait such a long time for an appointment.				Explanation given	unknown	2-Apr-04	21
0304.09	Mar-04	Mar	2004	03/04	2004 Qtr3	15/03/2004	telephone		relative	Relative/Carer	n/a	Treatment	DEM	DEM	DMS		Treatment	Concerned for method of treatment his son received whilst in DEM.				Explanation given	unknown	30-Mar-04	18
0304.10	Mar-04	Mar	2004	03/04	2004 Qtr3	23/03/2004	telephone		relative	Relative/Carer	n/a	Communication	Medical	MED DIV	DMS		Communication	Concerned of treatment of husband in ward 10.				Explanation given	unknown	23-Mar-04	0
0304.11	Mar-04	Mar	2004	03/04	2004 Qtr3	23/03/2004	Written		consumer	Consumer	n/a	Privacy/Discrimination	Q Clinic/Sexual Health	COMMUNITY	DON		Privacy/Discrimination	Alleged concern re confidentiality.				Apology given	unknown	11-Apr-04	19
0304.12	Mar-04	Mar	2004	03/04	2004 Qtr3	24/03/2004	telephone		consumer	Consumer	n/a	Communication	DEM	DEM	DON		Communication	Communication by staff member to attend pain in DEM.				Apology given	unknown	13-May-04	50
0304.13	Mar-04	Mar	2004	03/04	2004 Qtr3	29/03/2004	Written		friend/other	Other	n/a	Communication	DEM	DEM	DON		Communication	Attitude/communication by staff member to GP on telephone.				Apology given	unknown	12-May-04	43
0304.14	Mar-04	Mar	2004	03/04	2004 Qtr3	29/03/2004	Written		consumer	Consumer	n/a	Treatment	DEM	DEM	DMS		Treatment	Client not happy with treatment and wanting Doctor's certificates.				Explanation given	unknown	23-Apr-04	22
0304.15	Mar-04	Mar	2004	03/04	2004 Qtr3	29/03/2004	Written		relative	Relative/Carer	n/a	Communication	Medical	MED DIV	DMS		Communications	Daughter is not happy with the information supplied on her mother's death certificate.				Services provided	unknown	8-Apr-04	8
0304.03	Mar-04	Mar	2004	03/04	2004 Qtr3	01/04/2004	Written		consumer	Consumer	n/a	Communication	Main Hospital Reception	CORP SERV	HIM		Communication	Staff member at front reception did not acknowledge or greet consumers in a timely and pleasant manner. Waiting time unacceptable. There was also a person of islander descent who was there before these people and was still being ignored when they were eventually given directions.				Improved practice	unknown	6-Apr-04	5
0404.01	Apr-04	Apr	2004	03/04	2004 Qtr4	02/04/2004	telephone		relative	Relative/Carer	n/a	Privacy/Discrimination	Stomatherapy	ASPIC	DON		Privacy/Discrimination	Patient's mother concerned at condition of wound following stay in hospital. Unsure how to care for wound and complained about treatment by particular staff member who stated consumer should be more sensitive and just get used to relatives condition. Consumer is now scared to contact hospital due to staff members attitude.				Explanation given	unknown	13-May-04	41
0404.04	Apr-04	Apr	2004	03/04	2004 Qtr4	05/04/2004	Written		friend/other	External Source	Ministerial	Privacy/Discrimination	Management	HS Management	HRM		Privacy/Discrimination	Request medical records of late father.				Explanation given	unknown	22-Apr-04	17
0404.02	Apr-04	Apr	2004	03/04	2004 Qtr4	06/04/2004	Written		consumer	Consumer	n/a	Communication	BWU	BFU	None		Communication	Felt staff member was rude and discourteous.				Concern registered	unknown	6-Apr-04	0
0404.07	Apr-04	Apr	2004	03/04	2004 Qtr4	06/04/2004	Written		friend/other	External Source	MP - Burnett	Corporate Services	Management	HS Management	DMS		Corporate Services	Poor working conditions in Bundaberg.				Explanation given	unknown	21-Apr-04	15
0404.13	Apr-04	Apr	2004	03/04	2004 Qtr4	12/04/2004	telephone		consumer	Consumer	n/a	Communication	BWU	BFU	DMS		Communication	Client unhappy about the manner of one of the doctors caring for her had spoken and also some information given.				Explanation given	unknown	29-Apr-04	17
0404.03	Apr-04	Apr	2004	03/04	2004 Qtr4	15/04/2004	verbal		relative	Relative/Carer	n/a	Treatment	DEM	DEM	DM/DMS		Treatment	Client concerned why cat scan not given to relative immediately. Wait of 8 days for one to be done privately.				Explanation given	unknown	29-Apr-04	14
0404.09	Apr-04	Apr	2004	03/04	2004 Qtr4	15/04/2004	telephone		consumer	Consumer	n/a	Communication	HACC	COMMUNITY	A/HCC		Communication	Client indicated unhappiness with Home Care Worker's verbal communication and with work performance.				Services provided	unknown	15-Apr-04	0
0404.06	Apr-04	Apr	2004	03/04	2004 Qtr4	19/04/2004	Written		relative	Relative/Carer	n/a	Treatment	Children	RURAL	DM		Treatment	Patient discharged herself after staff member allegedly gave bad comments to patient.				Apology given	unknown	13-Jun-04	50
0404.05	Apr-04	Apr	2004	03/04	2004 Qtr4	20/04/2004	Written		friend/other	External Source	MP - Bundaberg	Access	Physiotherapy/Speech	ALLIED	DM		Access	Lack of services, Physio and Speech Therapy. Access to Slow Stream Rehabilitation.				Explanation given	unknown	4-May-04	14
0404.14	Apr-04	Apr	2004	03/04	2004 Qtr4	21/04/2004	verbal		consumer	Consumer	n/a	Corporate Services	Coffee Shop	CORP SERV	DCS		Corporate Services	Client complained about the conduct and appearance of hospital café contractors.				No action taken	unknown	27-Apr-04	6
0404.08	Apr-04	Apr	2004	03/04	2004 Qtr4	22/04/2004	Written		relatives	Relative/Carer	n/a	Treatment	SOPD	DAS	DMS		Treatment	Medication dosage was misinterpreted and consequently dosage taken was too high and resulted in severe nausea and dehydration.				Explanation given	unknown	3-Jun-04	41
0404.15	Apr-04	Apr	2004	03/04	2004 Qtr4	23/04/2004	telephone		consumer	Consumer	n/a	Access	SOPD	DAS	DMS		Access	Client failed to attend his rescheduled appointment. On phoning Specialist Clinic to reschedule his appointment he was told that the visiting specialist was no longer working here and there was no replacement. He wants to know what is going to happen with his appointment and treatment.				Explanation given	unknown	4-May-04	11

Complaint S/N 2003	Month	Month	Year	FY	Quarter	Complaint Received	Method of complaint	NAME, ADDRESS AND TELEPHONE CONTACT DETAILS OF COMPLAINANT	Complaint By	Source of Complaint	Complaint Source	Issue Number	Issue Description	DEPARTMENT/ SERVICE AREA	UNIT	Action Officer	Complaint Resolved	Issue Category	Detail	Risk Management Required	Risk Management Completed	Level of Risk	Resolution outcome	Complaint Status	Date Complaint Resolved	No. of days taken to resolve complaint
0404.10	Apr-04	Apr	2004	03/04	2004 Qtr4	29/04/2004	verbal		staff	Staff Member	n/a	Treatment	Surgical	ASPIC	CN		Treatment	Patient C/O dressing to foot not being done BD as ordered. Patient also complained that dressing was not being attended in aseptic technique.				Concern registered	unknown	29-Apr-04	2
0404.11	Apr-04	Apr	2004	03/04	2004 Qtr4	29/04/2004	Written		consumer	External Source	Health Rights Com	Treatment	DSU/Physio/Surgical	OTHER-MULTIPLE	DMS		Treatment	Patient not examined by medical practitioner prior to discharge from DSU. During post-operative visits was incorrectly advised about treatment and failure in physiotherapy. Still experiencing pain and concerned about long term health problems.				Unresolved	legal action pending		0
0404.12	Apr-04	Apr	2004	03/04	2004 Qtr4	29/04/2004	telephone		consumer	Consumer	n/a	Treatment	Medical Imaging	MED SERV	DMS		Treatment	Patient's xray's were not available at doctors surgery when patient arrived for appointment.				Explanation given	unknown	11-May-04	12
0404.16	Apr-04	Apr	2004	03/04	2004 Qtr4	30/04/2004	verbal		consumer	Consumer	n/a	Professional Conduct	HACC	COMMUNITY	HACC Coord		Professional Conduct	Client contacted Home Care office to complain that Home Care Worker had used a cleaning product that had left a stain.				Explanation given	unknown	10-May-04	10
0504.02	May-04	May	2004	03/04	2004 Qtr4	04/05/2004	telephone		relative	Relative/Carer	n/a	Treatment	DEM	DEM	DMS		Treatment	Patient presented in DEM by DAS. Relative unhappy with treatment received by both DAS and DEM. Patient later presented to private GP for treatment.				Explanation given	unknown	19-May-04	15
0504.04	May-04	May	2004	03/04	2004 Qtr4	05/05/2004	verbal		consumer	Consumer	n/a	Professional Conduct	HACC	COMMUNITY	HACC Coord		Professional Conduct	Client complained that Home Care Workers were always breaking things in household and wanted to cease the service.				Concern registered	unknown	6-May-04	0
0504.01	May-04	May	2004	03/04	2004 Qtr4	06/05/2004	Written		staff	Relative/Carer	n/a	Access	TSDAT	COMMUNITY	TEAM LEADER - TSDAT		Access	Requesting ongoing access beyond chronological age 7 year old. Confusion in discharge planning and education.				Explanation given	unknown	26-May-04	20
0504.03	May-04	May	2004	03/04	2004 Qtr4	07/05/2004	verbal		consumer	Consumer	n/a	Treatment	SOPD	DAS	DMS		Treatment	Patient had surgery at BBH but still had pain and was given permission to go on holidays. After arrival the patient collapsed, was unconscious and went into a coma. Patient is questioning why other many BBH appointments why nothing was noticed to prevent the incident.				Explanation given	unknown	10-Jun-04	34
0504.05	May-04	May	2004	03/04	2004 Qtr4	17/05/2004	Written		consumer	External Source	Health Rights Com	Treatment	Surgical	ASPIC	DMS		Treatment	Stales needle left in stomach after surgery				Explanation given	dissatisfied	15-Dec-04	212
0504.06	May-04	May	2004	03/04	2004 Qtr4	30/05/2004	verbal		relative	Relative/Carer	n/a	Treatment	Medical	MED DIV	DOON		Treatment	Wife has visited husband in hospital twice and both times she has found him in vail distress & from. Client read 'unkept person' which has upset the wife.				Explanation given	unknown	13-Aug-04	76
0504.10	May-04	May	2004	03/04	2004 Qtr4	23/06/2004	Written		relative	Relative/Carer	n/a	Communication	Theatre	ASPIC	DON		Communication	Several complaints regarding treatment in Surgery, DEM and communication and WHSB concerns.				Explanation given	unknown	16-Jul-04	51
0504.11	May-04	May	2004	03/04	2004 Qtr4	31/05/2004	Written		consumer	Consumer	n/a	Professional Conduct	BWU	BFU	DMS		Professional Conduct	The attending physician made opinionated derogatory remarks which offended the patient.				Explanation given	unknown	28-Jul-04	58
0604.01	Jun-04	Jun	2004	03/04	2004 Qtr4	01/06/2004	telephone		consumer	External Source	Other QH Dept	Communication	Surgical	ASPIC	Surgical NUM		Communication	Stated RN giving handover details before air transport showed lack of interest & reluctant to give vital signs				Apology given	unknown	2-Jun-04	1
0604.02	Jun-04	Jun	2004	03/04	2004 Qtr4	01/06/2004	Written		consumer	External Source	MP - Bundaberg	Access	SOPD	DAS	DMS		Access	Client has severe stomach pain. GP has submitted referral & a second one. Very concerned about her condition & when might a spec appt be made?				Explanation given	unknown	22-Jun-04	21
0604.03	Jun-04	Jun	2004	03/04	2004 Qtr4	01/06/2004	Written		consumer	External Source	MP - Bundaberg	Access	Elective Surgery	ASPIC	DMS		Access	Client has severe pain & condition has deteriorated. When is knee surgery likely?				Explanation given	unknown	22-Jun-04	21
0604.04	Jun-04	Jun	2004	03/04	2004 Qtr4	04/06/2004	verbal		consumer	Consumer	n/a	Treatment	Surgical	ASPIC	NPC - Surg		Treatment	Patient unhappy with treatment and states that staff are negligent in treatment.				Explanation given	unknown	4-Jun-04	0
0604.05	Jun-04	Jun	2004	03/04	2004 Qtr4	07/06/2004	verbal		consumer	Consumer	n/a	Treatment	Surgical	ASPIC	NPC - Surg		Treatment	Treatment not to be repeated to another patient. Wishes staff to be tasked re incidents.				Explanation given	unknown	7-Jul-04	30
0303.05	Unknown	Unknown	2004	02/03	2004 Qtr4	Unknown	Written		relative	Relative/Carer	n/a	Treatment	MHU	BMHS	DM/BMHS		Treatment	Investigation into circumstances surrounding sister's death.				Explanation given	unknown	10-Feb-03	0
0303.23	Unknown	Unknown	2004	02/03	2004 Qtr4	Unknown	telephone		relative	Relative/Carer	n/a	Communication	DEM	DEM	DMS		Communication	Reasons for admissions to Base Hospital.				Explanation given	unknown	18-May-03	0
0404.17	Apr-04	Apr	2004	03/04	2004 Qtr4	02/04/2004	Written		consumer	Consumer	n/a	Communication	MHU	BMHS	DM		Communication	A rumoured construction of a foot path through the northern and at the MHU garden. Stated that there is a footpath that can be used.				Explanation given	unknown	4-May-04	32
0604.06	Jun-04	Jun	2004	03/04	2004 Qtr4	02/06/2004	Written		consumer	External Source	Ministerial	Access	Dental/SOPD	OTHER-MULTIPLE	DMS		Access	Unable to access ENT Specialist at BBH. Also son needing to have dental treatment and have been told the waiting list is at least a year.				Explanation given	unknown	23-Jul-04	50
0604.07	Jun-04	Jun	2004	03/04	2004 Qtr4	04/06/2004	Written		friend/other	External Source	MP - Bundaberg	Access	Elective Surgery	ASPIC	DMS		Access	Has been on the elective surgery waiting list for over the last 3 years waiting for tonsilectomy and nasal surgery.				Explanation given	unknown	17-Jun-04	13
0604.08	Jun-04	Jun	2004	03/04	2004 Qtr4	09/06/2004	Written		consumer	Consumer	n/a	Treatment	BWU	BFU	DMS		Treatment	Letter stating problems that have occurred since being a patient of BWU. As since seen private specialist who have suggest corrective surgery and is asking SHSD to pay for help. (compensation)				Explanation given	unknown	29-Jun-04	20
0604.09	Jun-04	Jun	2004	03/04	2004 Qtr4	10/06/2004	verbal		consumer	Consumer	n/a	Access	Physiotherapy	ALLIED	DCAHS		Access	Patient has been advised she is allowed two Physiotherapist appointments/treatment and states that this will not be enough to correct her condition.				Explanation given	unknown	10-Jun-04	0
0604.10	Jun-04	Jun	2004	03/04	2004 Qtr4	10/06/2004	verbal		consumer	Consumer	n/a	Communication	Rehab	MED DIV	Colleen Sinclair DO3		Communication	Nurse entered clients room and snatched blankets out of clients hand making derogatory remarks				Concern registered	unknown	11-Jun-04	1
0604.07	May-04	May	2004	03/04	2004 Qtr4	12/05/2004	Written		friend/other	External Source	MP - Burnett	Access	Elective Surgery	ASPIC	DMS		Access	Long waiting lists for knee replacement operation				Explanation given	unknown	26-May-04	15
0404.18	Apr-04	Apr	2004	03/04	2004 Qtr4	20/04/2004	Written		friend/other	External Source	MP - Burnett	Access	SOPD	DAS	DMS		Access	Length of time to see a specialist.				Explanation given	unknown	20-May-04	30
0504.08	May-04	May	2004	03/04	2004 Qtr4	28/03/2004	Written		friend/other	External Source	MP - Burnett	Access	DEM	DEM	DMS		Access	Client arrived by ambulance, then was given an Xray and told you go home and go to Brisbane by train. Patient wants to know why wasn't he flown to Brisbane or escorted by a trained professional to Brisbane.				Explanation given	unknown	16-Apr-04	20
0304.16	Mar-04	Mar	2004	03/04	2004 Qtr3	04/03/2004	Written		friend/other	External Source	MP - Bundaberg	Access	Optimetrical	CORP SERV	DM		Access	Client complained that the spectacle scheme only provides one option of frames that fit poorly and the lenses pop out.				Explanation given	unknown	28-Mar-04	22
0204.11	Jun-04	Jun	2004	03/04	2004 Qtr4	02/06/2004	verbal		consumer	Consumer	n/a	Professional Conduct	HACC	COMMUNITY	AHCC		Professional Conduct	Client contacted Home Care office unhappy with work performance of Home Care Worker.				Concern registered	unknown	8-Jun-04	6
0204.26	Feb-04	Feb	2004	03/04	2004 Qtr3	02/02/2004	Written		friend/other	External Source	MP - Bundaberg	Access	Dental	OTHER-Com.m	DM		Access	Client claims he has been on the dental waiting list for years.				Explanation given	unknown	15-Mar-04	43
0204.25	Feb-04	Feb	2004	03/04	2004 Qtr3	27/02/2004	Written		friend/other	External Source	MP - Bundaberg	Access	Ophthalmology	MED SERV	DM		Access	Concerns with no ophthalmology services in Bundaberg.				Explanation given	unknown	5-Mar-04	7
0304.17	Mar-04	Mar	2004	03/04	2004 Qtr3	08/03/2004	Written		friend/other	External Source	MP - Burnett	Access	Surgical	ASPIC			Access	Client had an appointment for treatment but was cancelled due to Dr R Thiele retiring. Wanting to know how long the wait is now.				Explanation given	unknown	23-Mar-04	17
0304.18	Mar-04	Mar	2004	03/04	2004 Qtr3	30/03/2004	Written		friend/other	External Source	Ministerial	Privacy/Discrimination	Health Information	CORP SERV	HIM		Privacy/Discrimination	Client has been unsuccessful in receiving his medical records through his flat mate				Explanation given	unknown	6-Apr-04	0
0304.19	Mar-04	Mar	2004	03/04	2004 Qtr3	10/03/2004	Written		consumer	External Source	Ministerial	Cost	Pharmacy/Medical	OTHER-Multiple	DMS		Cost	Query if GP could apply for an authority for an increase in the amount of his prescriptions.				Explanation given	unknown	31-Mar-04	21
0304.20	Mar-04	Mar	2004	03/04	2004 Qtr3	24/03/2004	Written		friend/other	External Source	MP - Bundaberg	Access	PTS	MED SERV	DM		Access	No response to correspondence asking why request of an escort to Brisbane requested by the operating specialist surgeon was overruled by BBH				Explanation given	unknown	6-Apr-04	13
0504.09	May-04	May	2004	03/04	2004 Qtr4	06/05/2004	Written		friend/other	External Source	MP - Bundaberg	Access	HACC	COMMUNITY	DCAHS		Access	Query why approved Home Care has not been received and told there is a waiting list of 12 months.				Explanation given	unknown	12-May-04	6
0604.13	Jun-04	Jun	2004	03/04	2004 Qtr4	25/06/2004	Written		friend/other	External Source	MP - Bundaberg	Access	Surgical	ASPIC	DMS		Access	Client is waiting for surgery and was advised it will be approx 2-3 years wait.				Explanation given	unknown	23-Jun-04	-2
0604.14	Jun-04	Jun	2004	03/04	2004 Qtr4	29/06/2004	Written		consumer	Consumer	n/a	Corporate Services	BWU	BFU	DCS		Corporate Services	Client would like the Smoking Policy changed to 'no smoking' in hospital grounds.				Explanation given	unknown	29-Jun-04	0

Complaint ID	Month	Month	Year	FY	Quarter	Date Complaint Received	How did the complaint arrive?	HOW WOULD YOU PREFER TO CONTACT YOU? DETAILS OF PREFERRED CONTACT COMPLAINANT	Complaint Source	Source of Complaint	External Source	ISSUE (complaint)	DEPARTMENT/ SERVICE AREA	DIV	PERSON RESPONSIBLE OFFICER	SUBJECT OF COMPLAINT	ISSUE CATEGORY	DETAIL	DHC LEVEL OF RESOLUTION	DHC LEVEL OF RESOLUTION	DHC LEVEL OF RESOLUTION	Resolution Outcome	Resolution Outcome	Date Complaint Closed	NO. OF DAYS TAKEN TO RESOLVE COMPLAINT
0604.15	Jun-04	Jun	2004	03/04	2004 Qtr4	30/06/2004	telephone		relative	Relative/Carer	n/a	Communication	DEM	DEM	DNS		Communication	Staff member gave misleading information regarding services				Apology given	unknown	13-Aug-04	44
0604.17	Jun-04	Jun	2004	03/04	2004 Qtr4	01/07/2004	verbal		consumer	Consumer	n/a	Communication	Dental	OTHER-Comm	DCS		Communication	Client was on hold with a message that replayed for 1/2 hour which was annoying and upsetting to the client				Concern registered	unknown	1-Jul-04	0
0704.01	Jul-04	Jul	2004	04/05	2005 Qtr1	06/07/2004	telephone		relative	Relative/Carer	n/a	Treatment	Pharmacy	MED SERV	DMS		Treatment	Client discharged from hospital with additional incorrect medications				Explanation given	unknown	13-Aug-04	38
0704.02	Jul-04	Jul	2004	04/05	2005 Qtr1	04/07/2004	telephone		relative	Relative/Carer	n/a	Access	SOPD	DAS	DMS		Access	Client had to wait for the Plaster room to reopen after lunch and says it should reflect that of the outpatient clinic times.				Explanation given	unknown	21-Jul-04	17
0604.18	Jun-04	Jun	2004	03/04	2004 Qtr4	22/06/2004	Written		friend/other	External Source	MP - Burnett	Access	Dental	OTHER-Comm	D/DGHS		Access	Client has waited 3 years to receive set of dentures.				Explanation given	unknown	6-Sep-04	78
0404.10	Apr-04	Apr	2004	03/04	2004 Qtr4	19/04/2004	telephone		consumer	External Source	MP - Other	Access	HACC	COMMUNITY	DCHS		Access	Client awaiting list for additional home care services. Wishes to be given service immediately, but is priority 5.				Concern registered	unknown	19-Apr-04	0
0704.03	Jul-04	Jul	2004	04/05	2005 Qtr1	02/07/2004	verbal		consumer	Consumer	n/a	Treatment	Theatre	ASPIC	DMS		Treatment	Patient believes that a biopsy should have been done instead of the mesh given to patient.				Explanation given	unknown	12-Aug-04	41
0704.04	Jul-04	Jul	2004	04/05	2005 Qtr1	18/07/2004	Written		consumer	External Source	Ministerial	Communication	MHU	BIMHS	SD/MHS		Communication	Mi 122339 General re Mental Health Issues				Explanation given		26-Jul-04	12
0704.05	Jul-04	Jul	2004	04/05	2005 Qtr1	27/07/2004	telephone		consumer	Relative/Carer	n/a	Communication	SOPD	DAS	DMS		Communication	Mother brought daughter into Fracture Clinic and was told to go back to GP for a referral. She thought she was attending the fracture clinic to obtain a referral for a MRI Scan. They had to travel 100 km to attend the clinic.				Explanation given	unknown	6-Aug-04	10
0604.12	Jun-04	Jun	2004	03/04	2004 Qtr4	18/06/2004	Written		consumer	Relative/Carer	n/a	Treatment	DEM	DEM	DMS		Treatment	Complaint about the medical treatment of husband. DEM and admission to Medicine.				Explanation given	unknown	28-Jul-04	42
0604.16	Jun-04	Jun	2004	03/04	2004 Qtr4	30/06/2004	Written		staff	Staff Member	n/a	Communication	Medical	MED DIV	DMS		Communication	Complaint concerning conversation with Dr Khan about patient's medical condition				Explanation given	unknown	28-Jul-04	28
0404.20	Apr-04	Apr	2004	03/04	2004 Qtr4	01/04/2004	Written		consumer	External Source	Response to Survey	Treatment	Theatre	ASPIC	DMS		Treatment	Complaint through survey sent out by Infection Control Coordinator. Complaint about recent surgery.				Explanation given	unknown	21-Jul-04	111
0704.06	Jul-04	Jul	2004	04/05	2005 Qtr1	01/07/2004	Written		consumer	External Source	Ministerial	Access	MHU	BIMHS	SD/MHS		Access	Complaint re Mental Health Services				Explanation given	unknown	12-Jul-04	12
0704.07	Jul-04	Jul	2004	04/05	2005 Qtr1	21/07/2004	verbal		consumer	Consumer	n/a	Treatment	HACC	COMMUNITY	HACC Coord		Treatment	Client not happy with standard of vacuuming provided by Home Care Worker.				Performance Management	unknown	21-Jul-04	0
0704.08	Jul-04	Jul	2004	04/05	2005 Qtr1	26/07/2004	verbal		consumer	External Source	MP - Bundaberg	Access	Dental	OTHER-Comm	A/PDO		Access	Client presented, but priority was with other clients				Explanation given	unknown	26-Jul-04	0
0704.09	Jul-04	Jul	2004	04/05	2005 Qtr1	27/07/2004	verbal		consumer	Consumer	n/a	Communication	Theatre Bookings	ASPIC	DMS		Communication	staff member rude and dismissive				Apology given	unknown	24-Aug-04	28
0704.10	Jul-04	Jul	2004	04/05	2005 Qtr1	02/07/2004	telephone		consumer	Other	n/a	Treatment	DEM	DEM	DON		Treatment	Patient sent home to Nursing Home and collapsed.				Apology given	unknown	5-Aug-04	35
0604.19	Jun-04	Jun	2004	03/04	2004 Qtr4	22/06/2004			consumer	Consumer	n/a	Access	Dental	OTHER-Comm	DCAHS		Access	Access to dental work				Explanation given	unknown	21-Jul-04	29
0704.11	Jul-04	Jul	2004	04/05	2005 Qtr1	07/07/2004	telephone		consumer	Relative/Carer	n/a	Professional Conduct	MHU	BIMHS	SD/MHS / DON		Professional Conduct	Relative upset the way staff spoke when inquiry made on clients condition.				Explanation given	unknown	9-Jul-04	2
0704.12	Jul-04	Jul	2004	04/05	2005 Qtr1	19/07/2004	Written		consumer	External Source	Ministerial	Communication	MHU	BIMHS	DM		Communication	Client wants to know whether Dr has completed his investigation to BIMHS and if findings of recommendations are available.				Explanation given	unknown	27-Jul-04	11
0704.13	Jul-04	Jul	2004	04/05	2005 Qtr1	30/07/2004	telephone		consumer	Consumer	n/a	Professional Conduct	HACC	COMMUNITY	HACC Coord		Professional Conduct	Client advised that she believed her Home Care Worker had stolen $100 from her.				Concern registered	unknown	6-Aug-04	7
0804.01	Aug-04	Aug	2004	04/05	2005 Qtr1	03/08/2004	Written		staff	External Source	Ministerial	Communication	Surgical	ASPIC	DOON		Communication	Mi 128713 Nurses re four hour shifts				Explanation given	unknown	5-Aug-04	2
0604.02	Aug-04	Aug	2004	04/05	2005 Qtr1	09/08/2004	telephone		consumer	Other	n/a	Communication	MHU	BIMHS	SD/MHS		Communication	Client was inappropriately discharged after incident involving police. Carer unable to find out any information regarding client.				In process			0
0604.03	Aug-04	Aug	2004	04/05	2005 Qtr1	09/08/2004	Written		friend/other	External Source	MP - Burnett	Treatment	DEM	DEM	DM/DOON		Treatment	Daughter is appalled the her 81 yr old mother was sent home in the middle of the night in a taxi. Also the waiting time for treatment considering her condition.				Explanation given	unknown	27-Aug-04	18
0404.21	Apr-04	Apr	2004	03/04	2004 Qtr4	14/04/2004	telephone		consumer	Relative/Carer	n/a	Treatment	MHU	BIMHS	DM		Treatment	Client's husband feels let down by MHU as he can't understand why his wife was sent home nearly every day. Some staff did not treat his wife with respect and dignity.				Explanation given	unknown	30-Aug-04	138
0704.14	Jul-04	Jul	2004	04/05	2005 Qtr1	12/07/2004	Written		consumer	External Source	MP - Burnett	Communication	Children	RURAL	DM		Communication	Concerns to the delay in approval in admittance and visiting rights of doctors at the Children Hospital.				Explanation given	unknown	12-Aug-04	31
0804.04	Aug-04	Aug	2004	04/05	2005 Qtr1	10/08/2004	Written		consumer	Consumer	n/a	Access	SOPD	DAS	DM		Access	Client has waited 22 months for operation. Now after that time Dr doesn't want to operate until compensation is settled.				Explanation given	unknown	24-Aug-04	14
0604.20	Jun-04	Jun	2004	03/04	2004 Qtr4	30/06/2004	Written		consumer	Consumer	n/a	Communication	HACC	COMMUNITY	HACC Coord		Communication	Clients complained that the Home Care Worker doesn't start work straight away and discusses her own personal issues with them.				Performance Management	unknown	5-Aug-04	37
0804.05	Aug-04	Aug	2004	04/05	2005 Qtr1	19/08/2004	Written		consumer	External Source	MP - Burnett	Access	Elective Surgery	ASPIC	DMS		Access	Re Administrative errors for surgical waiting list				Explanation given	unknown	27-Aug-04	8
0804.06	Aug-04	Aug	2004	04/05	2005 Qtr1	19/08/2004	Written		consumer	Consumer	n/a	Access	elective Surgery	ASPIC	DMS		Access	Re delay in knee surgery				Explanation given	unknown	27-Aug-04	8
0704.15	Jul-04	Jul	2004	04/05	2005 Qtr1	12/07/2004	telephone		relative	Relative/Carer	n/a	Access	DEM	DEM	DOON		Access	Patient presented in DEM by DAS, admission not required & patient to return home. Carer (daughter in law) contacted to take patient home to Rosedale. Carer became hostile demanding QAS transport, or alternately transport problem to be solved.				Explanation given	unknown	12-Jul-04	0
0804.07	Aug-04	Aug	2004	04/05	2005 Qtr1	26/08/2004	telephone		relative	Relative/Carer	n/a	Access	MHU	BIMHS	SD/MHS		Access	Mother & sister met with DM & SD/MHS who were provided with an explanation regarding Exclusion Examination Order & Justice Examination Order.				Explanation given	unknown	30-Aug-04	4
0804.01	Sep-04	Sep	2004	04/05	2005 Qtr1	03/09/2004	telephone		relative	Relative/Carer	n/a	Treatment	Gin Gin	RURAL	DM		Treatment	Complaint re doctors treatment of patient while in hospital				Explanation given	unknown	8-Nov-04	66
0804.08	Aug-04	Aug	2004	04/05	2005 Qtr1	16/08/2004	Written		relative	External Source	Other	Access	Elective Surgery	ASPIC	DMS		Access	Re delay in knee surgery will have to wait until age 65, current age is 51 years.				Explanation given	unknown	23-Nov-04	99
0904.02	Sep-04	Sep	2004	04/05	2005 Qtr1	03/09/2004	telephone		consumer	Consumer	n/a	Treatment	BWU	BFU	DMS		Treatment	Follow up treatment after birth of baby				Services provided	unknown	3-Sep-04	0
0904.03	Sep-04	Sep	2004	04/05	2005 Qtr1	03/09/2004	Written		relative	External Source	MP - Burnett	Access	Elective Surgery	ASPIC	DMS		Access	Re delay in knee surgery				Services provided	unknown	21-Sep-04	18
0904.04	Sep-04	Sep	2004	04/05	2005 Qtr1	07/09/2004	Written		consumer	External Source	Health Rights Com	Treatment	BWU	BFU	DMS		Treatment	Re Treatment coordination				Apology given	unknown	12-Nov-04	65
0904.05	Sep-04	Sep	2004	04/05	2005 Qtr1	07/09/2004	Written		consumer	External Source	MP - Bundaberg	Access	Elective Surgery	ASPIC	DMS		Access	Re delay in hip replacement				Explanation given	unknown	15-Sep-04	8
0904.06	Sep-04	Sep	2004	04/05	2005 Qtr1	07/09/2004	Written		consumer	External Source	MP - Other	Access	Elective Surgery	ASPIC	DMS		Access	Re delay with specialist appointment				Explanation given	unknown	15-Sep-04	8
0904.07	Sep-04	Sep	2004	04/05	2005 Qtr1	08/09/2004	telephone		relative	External Source	MP - Other	Treatment	Surgical	ASPIC	DMS		Treatment	Patient's daughter has expressed concern that her mother passed away 3 days after surgery.				Explanation given	unknown	14-Oct-04	36
0704.16	Jul-04	Jul	2004	04/05	2005 Qtr1	09/07/2004	Written		consumer	Consumer	n/a	Cost	PTS	MED SERV	DMS		Cost	Previously only 1 nights accommodation approved by PTAS. Now again there is a problem with PTSS.				Explanation given	unknown	8-Sep-04	61
0904.08	Sep-04	Sep	2004	04/05	2005 Qtr1	02/09/2004	telephone		consumer	Consumer	n/a	Communication	SOPD	DAS	DMS		Communication	Medical report has not been forwarded to GP as requested.				Services provided	unknown	14-Sep-04	12
0904.09	Sep-04	Sep	2004	04/05	2005 Qtr1	20/09/2004	Written		consumer	External Source	MP - Burnett	Treatment	ICU	ASPIC	DMS		Treatment	Treatment following admission to hospital for accident in which he received a fractured sternum, patient subsequently passed away.				Concern registered	unknown	30-Sep-04	10
0904.10	Sep-04	Sep	2004	04/05	2005 Qtr1	23/09/2004	telephone		consumer	Consumer	n/a	Treatment	DEM	DEM	A/DMS		Treatment	Presented to DEM with acute asthma attack. Since then client has been extremely unwell and alleges this is due to getting a germ from the nebulizer.				Explanation given	unknown	15-Oct-04	22
0904.11	Sep-04	Sep	2004	04/05	2005 Qtr1	27/09/2004	verbal		relative	Relative/Carer	n/a	Treatment	Medical	MED DIV	DM		Treatment	Wife is upset with treatment of her obese husband has received while in hospital and were turn transferred to Brisbane where there are facilities to handle these patients.				Concern registered	unknown	27-Sep-04	0
0904.12	Sep-04	Sep	2004	04/05	2005 Qtr1	28/09/2004	Written		consumer	External Source	MP - Bundaberg	Cost	PTS	MED SERV	DMS		Cost	Patient complaint re the re-assessment of a PTSS claim. Would like re-assessment.				Explanation given	unknown	8-Oct-04	10

Complaint ID	Month	Month	Year	FY	Quarter	Date of Complaint Received	Time of complaint	NAME, ADDRESS AND TELEPHONE CONTACT DETAILS OF COMPLAINANT	Complaint by	Source of Complaint	Source	ISSUE (narrative)	DEPARTMENT OF SERVICE AREA	UNIT	SENIOR ACTIONING OFFICER	SEVERITY & CATEGORY	ISSUE CATEGORY	Description	LEVEL OF RECURRENCE	CONSEQUENCE OF ADVERSE	LEVEL OF RISK (E, H, M, L)	Resolution Outcome	Complaint Outcome	Date Complaint Resolved	NO. OF DAYS TAKEN TO RESOLVE COMPLAINT
0804.09	Aug-04	Aug	2004	04/05	2005 Qtr1	30/08/2004	verbal		consumer	Relative/Carer	n/a	Professional Conduct	HACC	COMMUNITY	DCAHS		Professional Conduct	Son agry that his father is now required to supply a pump action soap dispenser for the use of the home care worker. He believes his father should not have to supply this.				Explanation given	unknown	30-Aug-04	0
0804.10	Aug-04	Aug	2004	04/05	2005 Qtr1	20/08/2004	telephone		consumer	External Source	Other DH Dept	Communication	Health Information	CORP SERV	DCS		Communication	Concerns that consumer is unable to access birth details from BSH. Was told by hospital that these records were not available because of a fire.				Concern registered	unknown	14-Oct-04	55
0804.13	Sep-04	Sep	2004	04/05	2005 Qtr1	21/09/2004	verbal		consumer	Consumer	n/a	Professional Conduct	HACC	COMMUNITY	HACC Coord		Professional Conduct	Client complained Home Care Worker threw a mop insert away and also not getting enough done in the allocated time.				Concern registered	unknown	23-Sep-04	2
0804.14	Sep-04	Sep	2004	04/05	2005 Qtr1	23/09/2004	telephone		relative	Relative/Carer	n/a	Professional Conduct	Speech Path	ALLIED	DCAHS		Professional Conduct	Mother of young child receiving speech pathology dissatisfied with the level of treatment her child is getting from the speech pathologist. Therapy has no goals and unclear direction.				Apology given	unknown	24-Sep-04	1
0804.11	Aug-04	Aug	2004	04/05	2005 Qtr1	11/08/2004	Written		consumer	External Source	MP - Other	Access	SOPD	DAS	DMS		Access	Client placed on waiting list for an appt at the Pain Management Clinic. Clarification is asked for re situation of service provided at BSH.				Explanation given	unknown	24-Aug-04	13
0404.22	Apr-04	Apr	2004	03/04	2004 Qtr4	09/04/2004	verbal		consumer	Consumer	n/a	Treatment	BWU	BFU	DMS/DDON		Treatment	Patient felt that the Doctor did not know what he was doing when examining the patient. Nurse's communication was aggressive and inappropriate to the patient.				Apology given	unknown	6-Jul-04	81
1004.01	Oct-04	Oct	2004	04/05	2005 Qtr2	20/10/2004	Written		consumer	Relative/Carer	n/a	Treatment	DEM	DEM	DMS		Treatment	Patient who resides in a retirement village is 80 yrs and weighs 31 kgs. She collapsed at home and was taken to hospital. 3 hours later she was fed a drip and then placed in a taxi and sent home by herself.				Explanation given	unknown	11-Nov-04	22
1004.02	Oct-04	Oct	2004	04/05	2005 Qtr2	04/10/2004	Written		consumer	Consumer	n/a	Treatment	DEM/Surgical Ward	DEM	DMS		Treatment	Not happy with treatment in DEM & Surgery Ward				Apology given	unknown	8-Oct-04	4
1004.03	Oct-04	Oct	2004	04/05	2005 Qtr2	13/10/2004	telephone		consumer	Consumer	n/a	Communication	DEM	DEM	DMS		Communication	Patient was hit by a bus. Says staff dont treat him with respect.				Explanation given	unknown	18-Oct-04	5
1004.04	Oct-04	Oct	2004	04/05	2005 Qtr2	18/10/2004	verbal		consumer	Consumer	n/a	Treatment	Gin Gin	RURAL	RURAL DON		Treatment	Patient states care was not up to usual standard. Nurse on duty treated patient abruptly.				Apology given	unknown	18-Oct-04	0
1004.05	Oct-04	Oct	2004	04/05	2005 Qtr2	28/10/2004	telephone		relative	External Source	MP - Burnett	Access	MHU	BMHS	SDMHS		Access	Concerns about client not being fully assessed				Explanation given	unknown	7-Jan-05	71
1004.06	Oct-04	Oct	2004	04/05	2005 Qtr2	28/10/2004	verbal		consumer	Consumer	n/a	Access	HACC	COMMUNITY	HACC Coord		Access	Client complained the service times were being changed to deliberately prevent her from attending a support group meeting once a month.				Services provided	unknown	28-Oct-04	0
1004.07	Oct-04	Oct	2004	04/05	2005 Qtr2	18/10/2004	verbal		consumer	Consumer	n/a	Professional Conduct	HACC	COMMUNITY	HACC Coord		Professional Conduct	Client unhappy with home care worker talking too much and not getting all of the required work finished.				Concern registered	unknown	29-Oct-04	11
1004.08	Oct-04	Oct	2004	04/05	2005 Qtr2	25/10/2004	Written		staff	Staff Member	Staff Referral	Professional Conduct	Medical	MED DIV	Director Medicine		Professional Conduct	Nurse paged Medical Officer re treatment. MO responded to staff member inappropriately in front of patient.				Concern registered	unknown	3-Nov-04	8
1104.01	Nov-04	Nov	2004	04/05	2005 Qtr2	18/11/2004	telephone		friend/other	External Source	n/a	Communication	Medical	MED DIV	DMS/DDON		Communication	Client phoned to express concern regarding inappropriate discharge processes on 3 separate occasions for his mother.				Explanation given	unknown	21-Dec-04	35
1104.02	Nov-04	Nov	2004	04/05	2005 Qtr2	18/11/2004	Written		consumer	External Source	Ministerial	Access to Services	Elective Surgery	ASPIC	DMS		Access	Waiting for knee replacement				Explanation given	unknown	8-Dec-04	18
1104.03	Nov-04	Nov	2004	04/05	2005 Qtr2	18/11/2004	Written		relative	Relative/Carer	Ministerial	Access to Services	BMHS	BMHS	SDMHS		Access	Concerned that his brother is in need of urgent involuntary mental health care, which is being denied.				Explanation given	unknown	13-Dec-04	25
1104.04	Nov-04	Nov	2004	04/05	2005 Qtr2	18/11/2004	Written		consumer	External Source	Ministerial	Access to Services	Dental	OTHER-Comm	DMS/Oral Health		Access	Delay in accessing emergency and ongoing care				In process			0
1104.05	Nov-04	Nov	2004	04/05	2005 Qtr2	22/11/2004	telephone		relative	Relative/Carer	n/a	Access to Service	Physiotherapy	ALLIED	DCAHS		Access	Client could not understand why an interview could not get OPD Physiotherapy at BSH as he had personally received it in the past.				Concern registered	unknown	8-Nov-04	6
1104.06	Nov-04	Nov	2004	04/05	2005 Qtr2	04/11/2004	verbal		relative	Relative/Carer	n/a	Communication	GYMHS	BMHS	T/L GYMHS		Communication	Due to staff being part-time, the mother was having to change appointment times to fit in with the worker. Then the worker was going on holidays and didnt inform the mother that someone else would be caring for her child.				Concern registered	unknown	9-Nov-04	5
1104.07	Nov-04	Nov	2004	04/05	2005 Qtr2	18/11/2004	verbal		consumer	Consumer	n/a	Communication	HACC	COMMUNITY	HACC Coord		Communication	Client thought home care worker didn't clean toilet properly and also felt uncomfortable with her. Also wanted to change time to allow her to attend swimming group to help manage arthritis. Client also complained home care worker had arrived late.				Explanation given	unknown	19-Nov-04	1
1104.08	Nov-04	Nov	2004	04/05	2005 Qtr2	24/11/2004	telephone		relative	Relative/Carer	MP - Bundaberg	Access to Service	Paediatrician	PAEDIATRIC	DCM		Access	Delay in accessing paediatrician appointment for her son Jack.				Explanation given	unknown	7-Dec-04	13
1104.09	Nov-04	Nov	2004	04/05	2005 Qtr2	12/11/2004	Written		relative	Relative/Carer	n/a	Communication	Medical	MED DIV	DDON		Access	The carer expressed concern regarding visitation rights when her mother was a patient in the medical ward.				Performance Management	unknown	17-Jan-05	66
1204.09	Oct-04	Oct	2004	04/05	2005 Qtr2	08/10/2004	telephone		relative	Relative/Carer	n/a	Communication	BMHS	BMHS	SDMHS		Communication	Client became distressed after reading a News-Mail article.				Explanation given	unknown	8-Oct-04	0
1204.10	Oct-04	Oct	2004	04/05	2005 Qtr2	01/10/2004	telephone		consumer	Consumer	n/a	Communication	BWU	BFU	DM		Communication	Alleged poor communication with patient about breastfeeding.				Apology given	unknown	20-Oct-04	19
0704.17	Jul-04	Jul	2004	04/05	2005 Qtr1	12/07/2004	telephone		consumer	External Source	MP - Burnett	Treatment	DEM	DEM	DDON		Communication	Call had a number of concerns with regards to treatment at DEM.				Explanation given	unknown	16-Jul-04	4
1204.01	Dec-04	Dec	2004	04/05	2005 Qtr2	08/12/2004	Written		consumer	External Source	Ministerial	Access	Management	HS Management	DMS		Access	Why do fitbeng people travel so far for health care, when there is a perfectly good public hospital?				Explanation given	unknown	10-Dec-04	4
1204.02	Dec-04	Dec	2004	04/05	2005 Qtr2	03/12/2004	Written		relative	Relative/Carer	n/a	Treatment	Medical	MED DIV	DMS		Treatment	Client discharged from BSH and admitted to a NZ hospital. Concerns expressed with contrary information in discharge summary and condition of patient.				Explanation given	unknown	17-Mar-05	104

Complaint No	Month	Month	Year	FY	Quarter	Complaint Received	Type of complaint	NAME, ADDRESS AND TELEPHONE CONTACT DETAILS OF COMPLAINANT	Complaint by	Source of Complaint	External Source	Issue Raised	DEPARTMENT SERVICE AREA	UNIT	HEALTH CENTRE ACTIONING OFFICER (CE)	REPORTING CATEGORY (HA)	ISSUE CATEGORY	Description of Complaint	LIKELIHOOD OF RECURRENCE (1-5 FREQUENT)	CONSEQUENCE OF ISSUE (1-5)	LEVEL OF RISK (L,M,H,E)	Resolution outcome	Complaint outcome	Date Complaint Resolved	No. OF DAYS TAKEN TO RESOLVE COMPLAINT
0904.09	Aug-04	Aug	2004	04/05	2005 Qtr1	30/08/2004	verbal		consumer	Relative/Carer	n/a	Professional Conduct	HACC	COMMUNITY	DCAHS		Professional Conduct	Son says that his father is now required to supply a pump action soap dispenser for the use of the home care worker. He believes his father should not have to supply this				Explanation given	unknown	30-Aug-04	0
0904.10	Aug-04	Aug	2004	04/05	2005 Qtr1	20/08/2004	telephone		consumer	External Source	Other QH Dept	Communication	Health Information	CORP SERV	DCS		Communication	Concerns that consumer is unable to access birth details from BBH. Was told by hospital that these records were not available because of a fire.				Concern registered	unknown	14-Oct-04	55
0904.13	Sep-04	Sep	2004	04/05	2005 Qtr1	21/09/2004	verbal		consumer	Consumer	n/a	Professional Conduct	HACC	COMMUNITY	HACC Coord		Professional Conduct	Client complained Home Care Worker threw a mop insert away and also not getting enough done to the allocated time.				Concern registered	unknown	23-Sep-04	2
0904.14	Sep-04	Sep	2004	04/05	2005 Qtr1	23/09/2004	telephone		relative	Relative/Carer	n/a	Professional Conduct	Speech Path	ALLIED	DCAHS		Professional Conduct	Mother of young child receiving speech pathology dissatisfield with the level of treatment her child is getting from the speech pathologist. Therapy has no goals, and unclear direction				Apology given	unknown	24-Sep-04	1
0804.11	Aug-04	Aug	2004	04/05	2005 Qtr1	11/08/2004	Written		consumer	External Source	MP - Other	Access	SOPD	OAS	DMS		Access	Client placed on weaning tablet on spot at the Pain Management Clinic. Clarification is asked for re situation of service provided at BBH.				Explanation given	unknown	24-Aug-04	13
0404.22	Apr-04	Apr	2004	03/04	2004 Qtr4	05/04/2004	verbal		consumer	Consumer	n/a	Treatment	BWU	BFU	DMS/DDON		Treatment	Patient felt that the Doctor did not know what he was doing when examining the patient. Nurse's communication was aggressive and inappropriate to the patient				Apology given	unknown	8-Jul-04	91
1004.01	Oct-04	Oct	2004	04/05	2005 Qtr2	20/10/2004	Written		consumer	Relative/Carer	n/a	Treatment	DEM	DEM	DMS		Treatment	Patient who resides in a retirement village is 89 yrs and weighs 31 kgs. She collapsed at home and was taken to hospital. 3 hours later she was fed a drip and then placed in a taxi and sent home by herself.				Explanation given	unknown	11-Nov-04	22
1004.02	Oct-04	Oct	2004	04/05	2005 Qtr2	04/10/2004	Written		consumer	Consumer	n/a	Treatment	DEM/Surgical Ward	DEM	DMS		Treatment	Not happy with treatment in DEM & Surgery Ward				Apology given	unknown	8-Oct-04	4
1004.03	Oct-04	Oct	2004	04/05	2005 Qtr2	13/10/2004	telephone		consumer	Consumer	n/a	Communication	DEM	DEM	DMS		Communication	Patient was hit by a bus. Bays staff didn't treat him with respect.				Explanation given	unknown	18-Oct-04	5
1004.04	Oct-04	Oct	2004	04/05	2005 Qtr2	13/10/2004	verbal		consumer	Consumer	n/a	Treatment	Gin Gin	RURAL	RURAL DON		Treatment	Patient states care was not up to usual standard. Nurse on duty treated patient abruptly				Apology given	unknown	15-Oct-04	0
1004.05	Oct-04	Oct	2004	04/05	2005 Qtr2	28/10/2004	telephone		relative	External Source	MP - Burnett	Access	MHU	BMHS	SDMHS		Access	Concerns about client not being fully assessed				Explanation given	unknown	7-Jan-05	71
1004.06	Oct-04	Oct	2004	04/05	2005 Qtr2	28/10/2004	verbal		consumer	Consumer	n/a	Access	HACC	COMMUNITY	HACC Coord		Access	Client complained the service times were being changed to deliberately prevent him from attending a support group meeting once a month.				Services provided	unknown	28-Oct-04	0
1004.07	Oct-04	Oct	2004	04/05	2005 Qtr2	19/10/2004	verbal		consumer	Consumer	n/a	Professional Conduct	HACC	COMMUNITY	HACC Coord		Professional Conduct	Client unhappy with home care worker talking too much and not getting all of the required work broken.				Concern registered	unknown	29-Oct-04	11
1004.08	Oct-04	Oct	2004	04/05	2005 Qtr2	25/10/2004	Written		staff	Staff Member	Staff Referral	Professional Conduct	Medical	MED DIV	Director Medicine		Professional Conduct	Nurse paged Medical Officer re treatment. MO responded to staff member inappropriately in front of patient.				Concern registered	unknown	3-Nov-04	9
1104.01	Nov-04	Nov	2004	04/05	2005 Qtr2	16/11/2004	telephone		friend/other	External Source	n/a	Communication	Medical	MED DIV	DMS/DDON		Communication	Client phoned to express concern regarding inappropriate discharge processes on 3 separate occasions for his mother.				Explanation given	unknown	21-Dec-04	35
1104.02	Nov-04	Nov	2004	04/05	2005 Qtr2	18/11/2004	Written		consumer	External Source	Ministerial	Access to Services	Elective Surgery	ASPIC	DMS		Access	Waiting for knee replacement				Explanation given	unknown	6-Dec-04	18
1104.03	Nov-04	Nov	2004	04/05	2005 Qtr2	18/11/2004	Written		relative	Relative/Carer	Ministerial	Access to Services	BMHS	BMHS	SDMHS		Access	Concerned that his brother is in need of urgent, involuntary, mental health care, which is being denied				Explanation given	unknown	13-Dec-04	25
1104.04	Nov-04	Nov	2004	04/05	2005 Qtr2	18/11/2004	Written		consumer	External Source	Ministerial	Access to Services	Dental	OTHER-Comm	DMS/Oral Health		Access	Delay in accessing emergency and ongoing care				In process			0
1104.05	Nov-04	Nov	2004	04/05	2005 Qtr2	02/11/2004	telephone		relative	Relative/Carer	n/a	Access to Service	Physiotherapy	ALLIED	DCAHS		Access	Client could not understand why son-in-law could not get DPD Physiotherapy at BBH as he had personally received it in the past				Concern registered	unknown	8-Nov-04	6
1104.06	Nov-04	Nov	2004	04/05	2005 Qtr2	04/11/2004	verbal		relative	Relative/Carer	n/a	Communication	CYMHS	BMHS	T/L CYMHS		Communication	Due to staff being part-time, the mother was having to change appointment times to fit in with the worker. Then the worker was going on holidays and didnt inform the mother that someone else would be caring for her child				Concern registered	unknown	9-Nov-04	3
1104.07	Nov-04	Nov	2004	04/05	2005 Qtr2	18/11/2004	verbal		consumer	Consumer	n/a	Communication	HACC	COMMUNITY	HACC Coord		Communication	Client thought home care worker didn't clean toilet properly and also felt uncomfortable with her. Also wanted to change time to allow her to attend swimming group to help manage arthritis. Client also complained home care worker had arrived late.				Explanation given	unknown	15-Nov-04	1
1104.08	Nov-04	Nov	2004	04/05	2005 Qtr2	24/11/2004	telephone		relative	Relative/Carer	MP - Bundaberg	Access to Service	Paediatrician	PAEDIATRIC	DCM		Access	Delay in accessing paediatrician appointment for her son Jack.				Explanation given	unknown	7-Dec-04	13
11[illegible]	Nov-04	Nov	2004	04/05	2005 Qtr2	12/11/2004	Written		relative	Relative/Carer	n/a	Communication	Medical	MED DIV	DDON		Access	The carer expressed concern regarding visitation rights when her mother was a patient in the medical ward				Performance Management	unknown	17-Jan-05	65
10[illegible]	Oct-04	Oct	2004	04/05	2005 Qtr2	08/10/2004	telephone		relative	Relative/Carer	n/a	Communication	BMHS	BMHS	SDMHS		Communication	Client became distressed after reading a News-Mail article				Explanation given	unknown	8-Oct-04	0
1004.10	Oct-04	Oct	2004	04/05	2005 Qtr2	01/10/2004	telephone		consumer	Consumer	n/a	Communication	BWU	BFU	DM		Communication	Alleged poor communication with patient about breastfeeding				Apology given	unknown	20-Oct-04	19
0704.17	Jul-04	Jul	2004	04/05	2005 Qtr1	12/07/2004	telephone		consumer	External Source	MP - Burnett	Treatment	DEM	DEM	DDON		Communication	Client had a number of concerns with regards to treatment at DEM				Explanation given	unknown	19-Jul-04	4
1204.01	Dec-04	Dec	2004	04/05	2005 Qtr2	06/12/2004	Written		consumer	External Source	Ministerial	Access	Management	HS Management	DMS		Access	Why do B'berg people travel so far for health care, when there is a perfectly good public hospital?				Explanation given	unknown	10-Dec-04	4
1204.02	Dec-04	Dec	2004	04/05	2005 Qtr2	03/12/2004	Written		relative	Relative/Carer	n/a	Treatment	Medical	MED DIV	DMS		Treatment	Client discharged from BBH and admitted to a NZ hospital. Concerns expressed with contrary information in discharge summary and condition of patient				Explanation given	unknown	17-Mar-05	104
1104.10	Nov-04	Nov	2004	04/05	2005 Qtr2	05/11/2004	Written		relative	Relative/Carer	n/a	Access	SOPD	ASPIC	DMS		Access	Wife expressed concern that her husband was unable to access urgent medical treatment, therefore they had to seek treatment via a private hospital				Explanation given	unknown	30-Nov-04	[illegible]
1104.11	Nov-04	Nov	2004	04/05	2005 Qtr2	29/11/2004	Written		consumer	External Source	Ministerial	Access	SOPD	ASPIC	DMS		Access	Concerns expressed that client is unable to access cataract surgery through public system for 5years; concerns expressed with cost of accessing private system				Explanation given	unknown	6-Dec-04	7
1204.03	Dec-04	Dec	2004	04/05	2005 Qtr2	14/12/2004	Written		relative	External Source	Other QH Dept	Access	DEM	DEM	DMS		Access	Waiting time in DEM				Apology given	unknown	13-Dec-04	1
1204.04	Dec-04	Dec	2004	04/05	2005 Qtr2	16/12/2004	Written		consumer	Consumer	n/a	Corporate Services	Children	CORP SERV	DCS		Corporate Services	Availability of carparking at Children hospital				Explanation given	unknown	21-Dec-04	5
1204.05	Dec-04	Dec	2004	04/05	2005 Qtr2	17/12/2004	Written		consumer	Consumer	n/a	Access	Elective Surgery	ASPIC	DMS		Treatment	Re hip replacement surgery on 25/08/2003 after cars				Extension given	unknown	3-Feb-05	48
1104.12	Nov-04	Nov	2004	04/05	2005 Qtr2	03/11/2004	Written		consumer	Consumer	n/a	Treatment	BWU	BFU	DMS		Treatment	Complaint re treatment while in BFU for the birth of daughter - Jan 2002				Apology given	unknown	24-Dec-04	51
1204.06	Dec-04	Dec	2004	04/05	2005 Qtr2	23/12/2004	telephone		consumer	Consumer	n/a	Treatment	Surgical	ASPIC	DMS		Treatment	Client developed a sore infection which resulted surgery healing and extra scarring. Now requested plastic surgery be provided at no expense to her.				Concern registered	unknown	28-Dec-04	5
1104.13	Nov-04	Nov	2004	04/05	2005 Qtr2	23/11/2004	Written		relative	External Source	MP - Bundaberg	Access	Elective Surgery	ASPIC	DMS		Access	Concern with waiting list in regards to groin pain and ortho services				Explanation given	unknown	15-Dec-04	20
1004.11	Oct-04	Oct	2004	04/05	2005 Qtr2	26/10/2004	verbal		consumer	Consumer	n/a	Professional Conduct	Surgical	ASPIC	DMS		Professional Conduct	RN response to client not compassionate				Explanation given	unknown	24-Nov-04	30
1204.07	Dec-04	Dec	2004	04/05	2005 Qtr2	16/12/2004	Written		consumer	External Source	Ministerial	Access	DEM	DEM	DMS		Access	Waiting times in DEM				Explanation given	unknown	23-Dec-04	7

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Complaint No.	Month	Month	Year	Quarter	Quarter	Date Received	Type of Complaint	NAME, ADDRESS AND TELEPHONE CONTACT DETAILS OF COMPLAINANT
1204 08	Dec-04	Dec	2004	04/05	2005 Qtr2	29/12/2004	Written	
1104 14	Nov-04	Nov	2004	04/05	2005 Qtr2	15/11/2004	Written	
1104 15	Nov-04	Nov	2004	04/05	2005 Qtr2	26/11/2004	Written	
0604 21	Jun-04	Jun	2004	03/04	2004 Qtr4	10/06/2004	Written	
1004 12	Oct-04	Oct	2004	04/05	2005 Qtr2	26/10/2004	telephone	
1004 13	Oct-04	Oct	2004	04/05	2005 Qtr2	21/10/2004	telephone	
1104 16	Nov-04	Nov	2004	04/05	2005 Qtr2	23/11/2004	Written	
1204 13	Dec-04	Dec	2004	04/05	2005 Qtr2	23/12/2004	Written	
1204 09	Dec-04	Dec	2004	04/05	2005 Qtr2	12/12/2004	Written	
1204 10	Dec-04	Dec	2004	04/05	2005 Qtr2	10/12/2004	verbal	
1204 11	Dec-04	Dec	2004	04/05	2005 Qtr2	09/12/2004	Written	
1204 12	Dec 04	Dec	2004	04/05	2005 Qtr2	07/12/2004	verbal	
0105 01	Jan-05	Jan	2005	04/05	2005 Qtr3	01/01/2005	verbal	
0105 02	Jan-05	Jan	2005	04/05	2005 Qtr3	06/01/2005	Written	
0105 03	Jan-05	Jan	2005	04/05	2005 Qtr3	06/01/2005	Written	
0105 04	Jan-05	Jan	2005	04/05	2005 Qtr3	18/01/2005	telephone	
0105 05	Jan-05	Jan	2005	04/05	2005 Qtr3	20/01/2005	Written	
0105 06	Jan-05	Jan	2005	04/05	2005 Qtr3	24/01/2005	Written	
0105 07	Jan-05	Jan	2005	04/05	2005 Qtr3	24/01/2005	Written	
0105 08	Jan-05	Jan	2005	04/05	2005 Qtr3	24/01/2005	Written	
0105 09	Jan-05	Jan	2005	04/05	2005 Qtr3	06/01/2005	Written	
0105 10	Jan-05	Jan	2005	04/05	2005 Qtr3	19/01/2005	telephone	
0105 11	Jan-05	Jan	2005	04/05	2005 Qtr3	25/01/2005	telephone	
0105 12	Jan-05	Jan	2005	04/05	2005 Qtr3	28/01/2005	Written	
0205 01	Feb-05	Feb	2005	04/05	2005 Qtr3	01/02/2005	telephone	
0205 02	Feb-05	Feb	2005	04/05	2005 Qtr3	03/02/2005	telephone	
0205 03	Feb-05	Feb	2005	04/05	2005 Qtr3	04/02/2005	Written	
0205 04	Feb-05	Feb	2005	04/05	2005 Qtr3	04/02/2005	Written	
0105 13	Jan-05	Jan	2005	04/05	2005 Qtr3	31/01/2005	Written	
0205 05	Feb-05	Feb	2005	04/05	2005 Qtr3	02/02/2005	telephone	
0205 06	Feb-05	Feb	2005	04/05	2005 Qtr3	08/02/2005	telephone	
0205 07	Feb-05	Feb	2005	04/05	2005 Qtr3	09/02/2005	verbal	
0205 08	Feb-05	Feb	2005	04/05	2005 Qtr3	09/02/2005	Written	
0205 09	Feb-05	Feb	2005	04/05	2005 Qtr3	14/02/2005	telephone	
0205 10	Feb-05	Feb	2005	04/05	2005 Qtr3	15/02/2005	Written	
0205 11	Feb-05	Feb	2005	04/05	2005 Qtr3	15/02/2005	telephone	
0205 12	Feb-05	Feb	2005	04/05	2005 Qtr3	17/02/2005	Written	
1004 14	Oct-04	Oct	2004	04/05	2005 Qtr2	18/10/2004	Written	
0404 23	Apr-04	Apr	2004	04/05	2004 Qtr4	07/04/2004	telephone	
0205 13	Feb-05	Feb	2005	04/05	2005 Qtr3	02/02/2005	Written	
0205 14	Feb-05	Feb	2005	04/05	2005 Qtr3	09/02/2005	telephone	
0205 15	Feb-05	Feb	2005	04/05	2005 Qtr3	17/02/2005	Written	
0205 16	Feb-05	Feb	2005	04/05	2005 Qtr3	18/02/205	Written	
0205 17	Feb-05	Feb	2005	04/05	2005 Qtr3	21/02/2005	Written	
0205 18	Feb-05	Feb	2005	04/05	2005 Qtr3	22/02/2005	telephone	
0205 19	Feb-05	Feb	2005	04/05	2005 Qtr3	25/02/2005	Written	
0205 20	Feb-05	Feb	2005	04/05	2005 Qtr3	25/02/2005	Written	
0205 21	Feb-05	Feb	2005	04/05	2005 Qtr3	28/02/2005	Written	

Complaint No.	Complaint By	Source of Complaint	External Source	ISSUE (Narrative)	DEPARTMENT/ SERVICE AREA	UNIT	MANAGER ACTIONING OFFICER	RELEVANT PATIENT	ISSUE CATEGORY	DETAILS	DEGREE OF SEVERITY OF ISSUE (1-5)	CONSEQUENCE OF ISSUE (1-5)	LEVEL OF RISK (H, M, L)	Resolution outcomes	Outcome	Date Complaint Resolved	DAYS TAKEN TO RESOLVE COMPLAINTS
	consumer	External Source	MP - Bundaberg	Access	Elective Surgery	ASPIC	DMS		Access	Client on 10 day waiting list, however has still not received any further advice re operation				Explanation given	unknown	5-Jan-05	18
	relative	Relative/Carer	n/a	Treatment	Medical	MED DIV	DMS		Treatment	The infection is getting worse and also patients are not sat up for their meals and the trays are taken away untouched.				Explanation given	unknown	21-Dec-04	36
	consumer	Consumer	n/a	Treatment	Medical	MED DIV	DDON		Treatment	Concerns re post-operative care & subsequent visit to DEM.				Explanation given	unknown	18-Jan-05	53
	staff	Staff Member	n/a	Communication	Rehab	MED DIV	DMS		Communication	Management of patients admission				Concern registered	unknown	28-Oct-04	138
	consumer	Consumer	n/a	Privacy/Discrimination	Rehab	MED DIV	DDON		Privacy/Discrimination	Alleged breach of confidentiality - access to medical records by staff member				Explanation given	unknown	7-Jan-05	73
	consumer	Consumer	n/a	Communication	DSU	ASPIC	DMS/DDON		Communication	Communication re medical staff in procedure room				Performance Management	unknown	17-Jan-05	83
	consumer	Consumer	n/a	Treatment	Elective Surgery	ASPIC	DMS		Treatment	Re surgery on ear Jan 2004				Explanation given	unknown	13-Jan-05	51
	consumer	External Source	MP - Bundaberg	Access	SOPD	DAS	DMS		Access	Re waiting list to gastroenterologist				Explanation given	unknown	11-Jan-05	19
	relative	Relative/Carer	n/a	Cost	Rehab	MED DIV	DMS		Cost	Re tax invoice for services provided whilst husband was in rehab ward				Explanation given	unknown	21-Jan-05	40
	relative	Relative/Carer	n/a	Treatment	SFU	SFU	DMS		Treatment	Procedure was painful				Apology given	unknown	7-Jan-05	28
	consumer	External Source	MP - Bundaberg	Access	SOPD	DAS	A/DMS		Access	Delays in surgery on foot with Dr Robinson				Explanation given	unknown	10-Dec-04	2
	consumer	Consumer	n/a	Professional Conduct	Medical	MED DIV	DMS/DDON		Professional Conduct	Patient is a diabetic. Doctors & nurses are encouraging him of buying chocolate & soft drink from canteen. Feels that nurses are not treating him properly & not being fair.				Concern registered	unknown	7-Dec-04	0
	consumer	Consumer	n/a	Grievance					Professional Conduct	Home care worker didn't complete full 2 hours work and claims worker was rude.				Concern registered	unknown	4-Jan-05	3
	consumer	External Source	Ministerial	Access	Dental	OTHER-Comm	Oral Health		Access	Waiting times for dental services				Explanation given	unknown	11-Jan-05	5
	consumer	Consumer	n/a	Access	DEM	DEM	DMS		Access	Waiting time in DEM				Explanation given	unknown	12-Jan-05	6
	relative	Relative/Carer	n/a	Communication	Surgical	ASPIC	DDON		Communication	Daughter in law claims there was no communication re discharge of her mother in law after knee replacement surgery.				Explanation given	unknown	18-Jan-05	1
	consumer	External Source	MP - Bundaberg	Access	SOPD	DAS	DMS		Access	BSH advised patient to go back to GP to receive an injection when arrangements were previously made for BSH to give the injection.				Concern registered	unknown	25-Jan-05	5
	consumer	External Source	Ministerial	Access	Dental	OTHER-Comm	Oral Health		Access	Oral health waiting times to access services				Explanation given	unknown	25-Jan-05	1
	relative	External Source	MP - Burnett	Access	BMHS	BMHS	SDMHS		Access	Alleges that access to treatment in MHU denied				In process			0
	relative	External Source	MP - Burnett	Cost	Medical Imaging	MED SERV	DMS		Cost	Provided with incorrect information re access to closed service for MRI. Has now been advised they are ineligible for PTSS assistance.				Explanation given	unknown	2-Feb-05	8
	consumer	External Source	Ministerial	Communication	DEM	DEM	DDON		Communication	Unhappy with treatment received in DEM				In process			0
	consumer	External Source	MP - Burnett	Professional Conduct	ATDCB	COMMUNITY	DCAHS		Professional Conduct	Staff member did not believe client's story and told him he "looked too neat and tidy to be an alcoholic".				Concern registered	unknown	19-Jan-05	6
	relative	Relative/Carer	n/a	Access	DEM	DEM	DMS		Access	Concern that client has been brought into DEM twice during the week and has been sent home twice in pain.				Explanation given	unknown	26-Jan-05	6
	consumer	External Source	MP - Bundaberg	Access	Elective Surgery	ASPIC	DMS		Access	Both have been referred for surgery but have not been advised of dates. Request estimate of waiting time for surgery.				Explanation given	unknown	2-Feb-05	8
	relative	Relative/Carer	n/a	Access	BMHS	BMHS	A/SM/MHS		Access	Mother of client would like an explanation why her son was allowed to leave the service.				Explanation given	unknown	2-Feb-05	1
	relative	Relative/Carer	n/a	Treatment	DEM	DEM	DMS		Treatment	Patient presented with an infection and was sent home 2 days later she presented again and was admitted receiving IV antibiotics. Son is questioning why his mother wasn't admitted in the first instance.				Explanation given	unknown	4-Feb-05	1
	consumer	External Source	MP - Bundaberg	Access	Elective Surgery	ASPIC	DMS		Access	Re waiting times for surgical procedure				Explanation given	unknown	21-Feb-05	17
	consumer	External Source	MP - Burnett	Access	ICU	ASPIC	DMS		Access	Transfer from BSH ICU to Hervey Bay ICU				Explanation given	unknown	15-Feb-05	11
	relative	Other	n/a	Access	ICU	ASPIC	DMS		Access	Patient was transferred to ICU at BSH and has been advised that he cannot be transferred to TPCH as there are no beds.				Explanation given	unknown	31-Jan-05	0
	consumer	Other	n/a	Access	SOPD	ASPIC	DMS		Access	Hip operation has been cancelled 3 times				Explanation given	unknown	18-Feb-05	10
	consumer	Consumer	n/a	Access	DEM	DEM	A/H Nurse Manager - Barb Taylor		Access	Client states she spent 4 hrs waiting without being seen by a MO				Explanation given	unknown	8-Feb-05	0
	relative	Relative/Carer	n/a	Treatment	DEM	DEM	DMS		Treatment	Child presented to DEM on 2 separate occasions in the last week. Both times, no stitches were done and both times the mother took the child to their private GP who put stitches in both injuries.				Explanation given	unknown	21-Feb-05	12
	consumer	Consumer	n/a	Corporate Services	DEM	DEM	DCS/DDON		Professional Conduct	Concerned that people (including staff member) are smoking in areas where there are "no smoking" signs.				Explanation given	unknown	13-Mar-05	37
	consumer	Consumer	n/a	Communication	SOPD	ASPIC	DMS		Communication	Patient has requested access to her chart as she is not happy with the level of communication received re her condition/diagnosis.				Explanation given	unknown	7-Mar-05	21
	relative	Relative/Carer	n/a	Access	SOPD	ASPIC	DMS		Access	Waiting time for consultation with Dr Robinson				Explanation given	unknown	3-Mar-05	16
	consumer	Consumer	n/a	Access	Theatre	ASPIC	DMS		Access	Patient has had her laparoscopy cancelled and rescheduled 3 times				In process	unknown	21-Feb-05	8
	consumer	External Source	Ministerial	Privacy/Discrimination	BMHS	BMHS	SDMHS		Privacy/Discrimination	Inability of Mr Tosh to gain information re his wife due to confidentiality laws. MHU have closed case & sent her home in a terminal condition				Explanation given	unknown	27-Feb-05	10
	relative	Relative/Carer	n/a	Treatment	DEM	DEM	DMS		Treatment	Patient was brought in emergency with severe stomach pains and sent home with pain relief & antibiotics for urine infection. 3 days later patient had surgery for a perforated appendix.				Concern registered	unknown	19-Mar-05	145
	relative	Relative/Carer	n/a	Communication	DEM	DEM	DDON		Communication	Concerns over staff attitude/communication skills.				Explanation given	unknown	13-May-04	41
	relative	Relative/Carer	n/a	Professional Conduct	Paeds Unit	PAEDIATRIC	NUM - Paeds		Privacy/Discrimination	Complaint re loud communication/information by staff member about other clients privacy/details of information heard by complainant.				In process			0
	consumer	Consumer	n/a	Access	Dental	OTHER-Comm	Oral Health		Access	Waiting time in Dental Clinic				Concern registered	unknown	18-Feb-05	9
	relative	Relative/Carer	n/a	Access	Surgical	ASPIC	NUM - Surgical		Treatment	Daughter states her mother was called to sit with patient as patient was restless & disturbing patients. Daughter believes this was inappropriate.				In process			0
	staff	Staff Member	n/a	Professional Conduct	Surgical	ASPIC	DDON		Professional Conduct	Unhappy with attitude of a/hrs nurse manager when phoning in fatigued and unable to work.				In process			0
	staff	Staff Member	n/a	Professional Conduct	DEM	DEM	DDON		Professional Conduct	Unhappy with attitude of a/hrs nurse manager when phoning BSH re transfer of patient.				In process			0
	consumer	External Source	MP - Other	Access	Elective Surgery	ASPIC	DMS		Access	Client expressing concern re waiting time for surgery.				Explanation given	unknown	23-Feb-05	1
	consumer	External Source	Ministerial	Access	Elective Surgery	ASPIC	DMS		Access	Seeking assistance to access surgery to reattach a ligament.				Explanation given	unknown	2-Mar-05	5
	consumer	External Source	Ministerial	Corporate Services	other	CORP SERV	DM		Corporate Services	Seeking assistance concerning a letter received from SHSD regarding overpayment. (HR/Payroll Services)				Explanation given	unknown	8-Mar-05	11
	Next/other	External Source	MP - Burnett	Communication	Medical	MED DIV	SDMHS		Communication	Requesting release of Dr Mark Water's review report				Explanation given	unknown	11-Mar-05	11

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Complaint ID	Month	Quarter	Year	Date Received	Quarter	Date of Complaint	Type of Complaint	NAME, ADDRESS AND TELEPHONE CONTACT DETAILS OF COMPLAINANT	Complaint ID	Source of Complaint	Complaint Type	Issue (Summary)	DEPARTMENT/ SERVICE/ UNIT	REPORTING OFFICER	COST CENTRE (LT)	COST CATEGORY (LT)	ISSUE DATE/CATEGORY	[illegible]	UNDISCLOSED OF DISCLOSED	[illegible]	[illegible]	[illegible]	Complaint Outcome	Complainant Outcome	Date Complaint Received	NO. OF DAYS TAKEN TO RESOLVE COMPLAINT
0305.01	Mar-05	Mar	2005	04/05	2005 Qtr3	01/03/2005	telephone		relative	Relative/Carer	n/a	Treatment	Children	RURAL	DON Children		Treatment	Patient had broken wrist and was told to shower self. A hot pack was requested but never received. Bed sheets were never changed through a 5 day stay.					Explanation given	unknown	7-Apr-05	37
0305.02	Mar-05	Mar	2005	04/05	2005 Qtr3	04/03/2005	Written		consumer	External Source	Ministerial	Access	Dental	OTHER-Comm	Oral Health		Access	Waiting times for oral health services					Explanation given	unknown	1-Apr-05	29
0305.03	Mar-05	Mar	2005	04/05	2005 Qtr3	07/03/2005	telephone		friend/other	Friend/Advocate	n/a	Access	MHU	BMHS	SD/MHS		Access	Friend concerned that client had been treated by MHU however, was planning to leave town by train the same day					Explanation given	unknown	7-Mar-05	0
0305.04	Mar-05	Mar	2005	04/05	2005 Qtr3	07/03/2005	telephone		relative	Relative/Carer	n/a	Communication	Housekeeping	CORP SERV	DCS		Communication	Deceased persons wallet was given to partner and sister-in-law would like to ascertain if there was any money in the wallet when it was given to the partner					In process			0
0305.05	Mar-05	Mar	2005	04/05	2005 Qtr3	08/03/2005	Written		relative	Relative/Carer	n/a	Treatment	Medical	MED DIV	DMS		Treatment	Mother is questioning why son was discharged from hospital with a sugar reading of 38					Explanation given	unknown	17-Mar-05	9
0305.06	Mar-05	Mar	2005	04/05	2005 Qtr3	08/03/2005	Written		consumer	Other	n/a	Cost	PTS	MED DIV	DMS		Cost	PTSS - client wanting to appeal a decision					Explanation given	unknown	15-Mar-05	7
0305.07	Mar-05	Mar	2005	04/05	2005 Qtr3	10/03/2005	verbal		relative	Relative/Carer	n/a	cost	DEM	DEM	DCS		Cost	Patient presented to DEM and was referred to Dr McDermott. They have now received an account for the visit from the debt collection agency. Patient was of the belief that because it was a referral by the BBH there should be no charge for the appointment.					In process			0
0305.08	Mar-05	Mar	2005	04/05	2005 Qtr3	10/03/2005	Written		relative	External Source	Ministerial	Cost	Medical	MED DIV	DMS		Cost	Patient was receiving treatment for cancer in BBG and was sent to BME for further treatment and was then transferred to a private hospital. Patient is seeking reimbursement of some of the fees.					Explanation given	unknown	22-Mar-05	13
0305.09	Mar-05	Mar	2005	04/05	2005 Qtr3	11/03/2005	Written		consumer	Consumer	n/a	Access	Elective Surgery	ASPIC	DMS		Access	Client states scheduled surgery was cancelled twice. Surgery has been rescheduled but client wants the surgery sooner.					Explanation given	unknown	11-Mar-05	0
0305.10	Mar-05	Mar	2005	04/05	2005 Qtr3	14/03/2005	Written		consumer	External Source	Ministerial	Access	DEM	DEM	DMS		Access	Re waiting times in DEM & Dental					Explanation given	unknown	23-Mar-05	9
0304.18	Jul-04	Jul	2004	04/05	2005 Qtr1	23/07/2004	verbal		staff	Staff Member	Staff Referral	Treatment	Surgical	ASPIC	DCON		Treatment	Patient was neglected on evening shift. Urinal change not attended, buzzer not answered for over 30 minutes, and general lack of attendance to patient.					Concern registered	unknown	13-Aug-04	21
02	Feb-05	Feb	2005	04/05	2005 Qtr3	08/02/2005	verbal		relative	Relative/Carer	n/a	Treatment	DEM	DEM	DMS		Treatment	Son is upset about failure treatment at the BBH including DEM PTSS.					Explanation given	unknown	7-Mar-05	27
0205.23	Feb-05	Feb	2005	04/05	2005 Qtr3	15/02/2005	verbal		relative	Relative/Carer	n/a	Cost	Pharmacy	MED SERV	DMS		Cost	Patient's mother is questioning the price of Nutrison between RSH & BSH.					Explanation given	unknown	15-Mar-05	28
0305.11	Mar-05	Mar	2005	04/05	2005 Qtr3	17/03/2005	telephone		consumer	Consumer	n/a	Treatment	Surgical	ASPIC	DCS		Treatment	Patient seeking compensation due to being off work from alledged 'bugs' caught from BBH while in hospital which complicated his illness.					In process	unknown		0
0305.12	Mar-05	Mar	2005	04/05	2005 Qtr3	08/03/2005	verbal		consumer	Consumer	n/a	Treatment	MHU	BMHS	SD/MHS		Treatment	Client alleges staff member grabbed client around the neck when asked to turn the music down					In process			0
0305.13	Mar-05	Mar	2005	04/05	2005 Qtr3	22/03/2005	telephone		consumer	Consumer	n/a	Access	BWU	BFU	Debbie Zysk		Access	Client receiving ante-natal care through BFU. Client sought medical treatment through GP in Harvey Bay who has advised her to seek admittance at BFU. Client contacted BFU who advised her to seek treatment in Harvey Bay.					In process			0
0305.14	Mar-05	Mar	2005	04/05	2005 Qtr3	22/03/2005	Written		consumer	Consumer	n/a	Treatment	BWU	BFU	DMS		Treatment	Complaint re the professional treatment of a doctor in the BWU.					In process			0
0304.12	Aug-04	Aug	2004	04/05	2005 Qtr1	11/08/2004	telephone		relative	Relative/Carer	n/a	Communication	DEM	DEM	DDCN		Communication	Complaint re DEM nurse who was rude and upset the client. Client left without the son being treated by a doctor.					Explanation given	unknown	12-Oct-04	62
0203.24	Feb-05	Feb	2005	04/05	2005 Qtr3	18/02/2005	Written		consumer	Consumer	n/a	Treatment	Medical	MED DIV	DDCN		Treatment	Unhappy with patient care provided in Medical Ward					Improved practice	unknown	14-Mar-05	24
0305.15	Mar-05	Mar	2005	04/05	2005 Qtr3	22/03/2005	Written		consumer	External Source	Ministerial	Communication	Dental	OTHER-Comm	Oral Health		Communication	Expressing concern with attitude of dentist; teeth totally mismatched.					Explanation given	unknown	30-Mar-05	8
0305.16	Mar-05	Mar	2005	04/05	2005 Qtr3	29/03/2005	Written		relative	External Source	Ministerial	Access	PTS	MED SERV	DMS		Access	Expressing concern that PTSS assistance was not approved, and requesting continuance of payment towards accommodation expenses.					Explanation given	unknown	11-May-05	40
0305.17	Mar-05	Mar	2005	04/05	2005 Qtr3	30/03/2005	Written		consumer	External Source	Ministerial	Access	PTS	MED SERV	DMS		Access	Follows on from previous ministerial MI 128124 re providing being provided with incorrect information regarding access to closest service for MRI.					Explanation given	unknown	7-Apr-05	8
0405.01	Apr-05	Apr	2005	04/05	2005 Qtr4	01/04/2005	verbal		relative	Relative/Carer	n/a	Treatment	Paeds Unit	PAEDIATRIC	DMS		Treatment	Father of child claims his son should not have been sent home from hospital to his mother in his condition. A diabetic, underweight, & bruised from injections. Claims mother does not look after the child properly.					Explanation given	unknown	22-Apr-05	21
0405.02	Apr-05	Apr	2005	04/05	2005 Qtr4	04/04/2005	Written		relative	Relative/Carer	Ministerial	Communication	Opthalmology	MED SERV	DCS		Communication	Concerns expressed with quality of wife's glasses (frames) and with incorrect information provided by staff.					Cost refunded	unknown	27-Apr-05	23
0405	Apr-05	Apr	2005	04/05	2005 Qtr4	04/04/2005	Written		staff	External Source	Ministerial	Corporate Services	HRM	CORP SERV	DCS		Corporate Services	Request to repay wages overpayment					Explanation given	unknown	6-Apr-05	2
0405	Apr-05	Apr	2005	04/05	2005 Qtr4	04/04/2005	Written		consumer	External Source	Ministerial	Access	DSU	ASPIC	DMS		Access	Concerns about being discharged too early from BBH after an operation for a hernia.					Explanation given	unknown	4-May-05	18
1004.15	Oct-04	Oct	2004	04/05	2005 Qtr2	25/10/2004	Written		staff	Staff Member	n/a	Communication	Diabetes Education	MED DIV	DMS		Communication	Concerns associated with interaction by Diabetes Educator to Doctor's patient, & advanced health directives.					Explanation given	unknown	18-Jan-05	85
0305.18	Mar-05	Mar	2005	04/05	2005 Qtr3	31/03/2005	Written		[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]		[illegible]	Letter from staff member tabled in Parliament regarding alledged income stamps by a [illegible]					[illegible]	[illegible]	[illegible]	6
0405.05	Apr-05	Apr	2005	04/05	2005 Qtr4	11/04/2005	Written		friend/other	External Source	Ministerial	Treatment	Paeds/Rehab	PAEDIATRIC	A/DDCN		Treatment	Expressing concern with re-location of paediatrics/rehabilitation unit					In process			0
0406.06	Apr-05	Apr	2005	04/05	2005 Qtr4	14/04/2005	telephone		relative	Relative/Carer	n/a	Treatment	Surgical	ASPIC	DMS		Treatment	Husband concerned about his wife. She had bowel surgery and has been admitted twice to BBH since her op. Concerned his wife has not been treated well.					In process			0
0405.07	Apr-05	Apr	2005	04/05	2005 Qtr4	14/04/2005	Written		consumer	Consumer	n/a	Treatment	DSU	ASPIC	DMS		Treatment	Very painful during operation. Complications after surgery.					In process			0
0405.08	Apr-05	Apr	2005	04/05	2005 Qtr4	15/04/2005	Written		consumer	Consumer	n/a	Access	Dental	OTHER-Comm	Oral Health		Access	Re-waiting times					In process			0
0405.09	Apr-05	Apr	2005	04/05	2005 Qtr4	15/04/2005	Written		consumer	Consumer	n/a	Treatment	DEM	DEM	DMS		Treatment	Concerns expressed in relation to treatment received at DEM by a doctor					In process			0
0405.10	Apr-05	Apr	2005	04/05	2005 Qtr4	20/04/2005	Written		consumer	Consumer	n/a	Communication	BFU	BFU	A/DMS		Communication	Expressing concern with attitude of a doctor, and outcomes of surgery.					In process			0
0405.11	Apr-05	Apr	2005	04/05	2005 Qtr4	22/04/2005	Written		consumer	External Source	Ministerial	Access	Opthalmology	MED SERV	DCS		Access	Expressing concern that access to progressive lenses is not available through the optometrical scheme. Also a complaint could not be logged with the OH website.					In process			0
	Apr-05	Apr	2005			22/04/2005	Written		consumer	Consumer	Ministerial	post op complications	Dr Patel		PLO		Treatment	Post op complications Dr patel. Also seeking explanation about administrative issues at BBH					Explanation given	unknown	4-May-05	11
	Apr-05	Apr	2005			15/04/2005	Written		consumer	Consumer	Ministerial	Requests medical records	Medical Records		PLO		Access	Requests medical records					Explanation given	unknown	4-May-05	15
	[illegible]	Apr	2005	[illegible]	[illegible]	20/04/2005	Written		relative	Relative/Carer	Ministerial	requests information regarding husbands death (DR Patel)	Dr Patel		PLO		Treatment	Requests information regarding husbands death					Explanation given	unknown	4-May-05	13
	Apr-05	Apr	2005			16/04/2005	Written		relative	Relative/Carer	Ministerial	requests information regarding husbands death (DR Patel)	Dr Patel		PLO		Treatment	Requests information regarding husbands death					Explanation given	unknown	4-May-05	15
	Apr-05	Apr	2005			13/04/2005	telephone		consumer	Consumer	Ministerial	complaint re poor communication with doctor	Surgical		PLO		Communication	Requests apology re poor communication 2002					Explanation given	unknown	11-May-05	28

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Complaint ID	Month	Month	Year	FY	Quarter	Date of Complaint Received	Type of Complaint	NAME, ADDRESS AND TELEPHONE CONTACT DETAILS OF APPROPRIATE COMPLAINANT	Complaint by	Source of Complaint	External Source	ISSUE (Relative/Carer)	DEPARTMENT SERVICE AREA	UNIT	SENIOR ACTIONING OFFICER	SEVERITY CATEGORY (1-4)	ISSUE CATEGORY	Detail	LIKELIHOOD OF REFERRAL TO HEALTH OMBUDSMAN	RISK CONSEQUENCE OF PROBLEM	CIVIL LIKELIHOOD OF LITIGATION	Resolution outcome	Outcome	Date Complaint Resolved	NO. OF DAYS TAKEN TO RESOLVE THE COMPLAINT
	Apr-05	Apr	2005			28/04/2005	Written		consumer	Consumer	Ministerial	post op complications	Dr Patel		PLO		Treatment	general complaint about post op complications				Explanation given	unknown	11-May-05	14
	Apr-05	Apr	2006			20/04/2006	Written		relative	Relative/Carer	Ministerial	Complaints about orthopaedic doctors in OPD	Ortho OPD		PLO		Communication	complaint about poor communication with ortho doctors in OPD				Explanation given	unknown	11-May-05	20
	Apr-05	Apr	2005			08/04/2005	Written		consumer	Consumer	Ministerial	Dr patel patient post op complications	Dr Patel		PLO		Treatment	complaint about treatment. Also requesting records				Explanation given	unknown	5-May-05	25
	Apr-05	Apr	2005			26/04/2005	Written		consumer	Consumer	Ministerial	post op complications surgery dr patel	Dr Patel		PLO		Treatment	Complaint re treatment				Explanation given	unknown	11-May-05	14
	Apr-05	Apr	2005			21/04/2005	Written		consumer	Consumer	Ministerial	Post op complications	Dr Patel		PLO		Treatment	Complaint re syringe left in situ				Explanation given	unknown	11-May-05	18
	Apr-05	Apr	2005			18/04/2005	Written		consumer	Consumer	Ministerial	complaint re doctor	ATCOS		PLO		Communication	Complaint re doctors attitude				Explanation given	unknown	11-May-05	22
	Apr-05	Apr	2005			11/04/2005	Written		consumer	Consumer	Ministerial	misdiagnosis	Dr Patel		PLO		Treatment	complaint re misdiagnosis of condition				Explanation given	unknown	6-May-05	16
	May-05	May	2005			03/05/2005	Written		relative	Relative/Carer	Ministerial	Death of father	Surgical		PLO		Treatment	death of father, want to discuss records				In process			
	May-05	May	2005			03/05/2005	Written		consumer	Consumer	Ministerial	Complaint re treatment pains altered	Surgical		PLO		Treatment	unhappy with treatment options				In process			
	Apr-05	Apr	2005			02/05/2005	Written		consumer	Consumer	n/a	misdiagnosis	Dr Patel		PLO		Treatment	Tritis/diagnosis				In process			
	Apr-05	Apr	2005			21/04/2005	Written		consumer	Consumer	Ministerial	general complaint about BBH staff	Dr Patel		PLO		Communication	Unhappy with communication surgeon/OT staff				In process			
	Apr-05	Apr	2005			19/04/2005	Written		transferee	Other	n/a	Requests arrival report			PLO		Communication	Requests reports				In process			
	Apr-05	Apr	2005			25/04/2005	Written		relative	Relative/Carer	n/a	multiple complaints re doctors, police, lawyers			PLO		Grievances	Multiple complaints (no return address enclosed or surname provided)				In process			
	Apr-05	Apr	2005			19/04/2005	Written		consumer	Consumer	n/a	Unhappy with treatment	OEM/Surgical		PLO		Treatment	Unhappy with treatment				In process			
	Mar-05	March	2005			10/03/2005	Written		consumer	Consumer	n/a	Unhappy with treatment			PLO		Communication	Unhappy with treatment				In process			
	Apr-05	Apr	2005			18/04/2005	Written		relatives	Relative/Carer	n/a	Unhappy with response to complaint			PLO		Grievances	Unhappy with response to complaint				In process			
	Apr-05	Apr	2005				Written		consumer	Relative/Carer	n/a	Unhappy with treatment at Gin Gin hospital	Gin Gin		PLO		Treatment	Unhappy with treatmment				Explanation given	unknown	10-May-05	
	Apr-05	Apr	2005			27/04/2005	telephone		consumer	Consumer	Ministerial	Post op pain			PLO		Treatment	Unhappy with treatment				Explanation given	unknown	10-May-05	14
	Apr-05	Apr	2005			12/04/2005	Written		consumer	Consumer	Ministerial	general complaint	Surg		PLO		Grievances	general complaint about lack of beds				Explanation given	unknown	5-May-05	15
	Apr-05	Apr	2005			19/04/2005	Written		consumer	Consumer	Ministerial	post op complications	Dr Patel		PLO		Treatment	post op complications Dr patel				Explanation given	unknown	5-May-05	15
	Apr-05	Apr	2005			19/04/2005	Written		consumer	Consumer	Ministerial	patient rights	Dr Patel		PLO		Treatment	poor treatment and lack of patient rights				Explanation given	unknown	5-May-05	15
	May-05	may	2005			06.05.05	Written		consumer	Consumer	Ministerial	treatment options	Dr Patel		PLO		Treatment	Ca diagnosis/Unsure of treatment				Explanation given	unknown	5-May-05	14
	May-05	May	2005			06.05.05	Written		consumer	Consumer	Ministerial	patient travel	PTS		PLO		Cost	requests reimbursement of costs				In process			