

# PATIENT COMPLAINTS

## Putting out the fire

- Patient complaints are becoming increasingly common.
- How patient complaints are managed in the early stages can significantly impact the progression and outcome.
- This interactive and pragmatic afternoon workshop for doctors, solicitors, barristers, and allied health practitioners will be an excellent opportunity to learn while following a scenario-based “real life” case study; with ample time for the concluding Q&A session.
- Our expert presenters will demonstrate practical approaches to managing complaints which are most likely to achieve the best outcome for all parties

**Dr Lynne McKinlay**, Senior Medical Educator, Cognitive Institute; Medical Director, Learning and Workforce, Children’s Health Queensland and Specialist in paediatric rehabilitation medicine, Brisbane

- Why is a complaint made? What are the underlying issues?
- Dealing with the patient – on the phone, escalation, contact, open disclosure, meeting

**Nick Gaffney**, Claims Manager, Avant Insurance, Brisbane. Nick’s professional background as a critical care nurse, paramedic and solicitor underpins his advice and understanding for effective, pro-active solutions.

- You have notified your MDO – what now?
- How does your MDO manage the file?
- What advice is provided?
- What approach is useful?
- What support is available?

**Dr Susan O’Dwyer**, Chair, Queensland Board of the Medical Board of Australia, and Executive Director Medical Services, Metro South Health, Queensland Health, Brisbane

- How does AHPRA deal with a complaint?
- What does AHPRA see as useful in achieving resolution?
- Are there patterns emerging?

**Samantha Pillay**, Principal, Insurance & Health Team, Barry.Nilsson, Brisbane. Samantha specialises in medical malpractice and professional indemnity, coronial inquests, OHO and AHPRA matters.

- What needs to be addressed in a submission to AHPRA/OHO?
- What can the recipient of the complaint do to assist in the preparation of submissions?



## The Medico-Legal Society of Queensland Inc. October Workshop

- DATE:** Saturday 12 October 2019
- VENUE:** Evan & Mary Thomson Auditorium  
Level 1, Moorlands Wing,  
The Wesley Hospital  
Chasely Street, Auchenflower
- DIRECTIONS:** Enter Hospital Main Reception, walk past Admissions and Florist, to elevators. Take elevator down to Level 1. Enter courtyard. Follow directions to Gown & Glove Café. Veer left at café and walk along corridor to the Auditorium.
- Alternatively, follow directions to the Moorlands Wing, and take elevator to Level 1.
- PARKING:** Parking is available at the Wesley Hospital car park.
- Please indicate if you require a discount parking voucher, to be collected from the workshop registration desk on arrival.
- Public transport options: Bus to Coronation Drive, or Ipswich Line Train. Refer: [www.translink.com.au](http://www.translink.com.au)
- TIME:** 1.00pm Registration opens  
Light lunch buffet  
1.45 Workshop commences  
4.30 Workshop concludes
- DRESS:** Smart casual
- COST:** \$130 for MLSQ members\*  
\$155 for non-members
- RSVP:** Tuesday 8 October 2019  
NB: Numbers are limited. Please register early to avoid disappointment.

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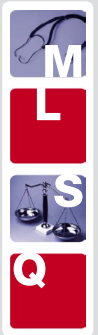


**Saturday 12 October 2019**

**Please complete and return this form to:**

Medico-Legal Society of Queensland Inc.  
ABN 95 306 570 547  
PO Box 2624, Toowong, Q 4066  
Email: office@medico-legal.com.au  
Tel & Fax: 07 3871 0595

- The form may be completed on screen, saved as a PDF file and emailed to office@medico-legal.com.au
- This document becomes a tax invoice for GST purposes when payment is made.



**My name:**  Mr  Mrs  Miss  Ms  Dr  Prof  Justice  Judge

.....  
(Preferred Name in BLOCK LETTERS please)

**Please indicate profession:**  Doctor  Lawyer  Associate Member  Other

**Organisation :** .....

**Preferred email address:**.....

**Contact telephone number:**.....

**Postal address:** .....

**Special requirements:** (eg: dietary, wheelchair access)

**I require a discounted Wesley Hospital Car Park voucher:**  Yes  No

**Registration confirmation will be emailed. Collect your namebadge on arrival.**

**Cost:**

No. Attending

Member \*: \$130 x .....

Non-member: \$155 x .....

**Total amount owing \$** .....

\* Current MLSQ members only

I am interested in joining the MLSQ. Please email membership information.

**Payment Options:**

- Payment is required to confirm reservation as numbers are limited. Tentative bookings cannot be held.
- Prices include GST.
- Cancellation Policy: refunds for cancelled registration available up to 12 noon Friday 4 October 2019

My cheque payable to: *Medico-Legal Society of Queensland Inc.* is enclosed

Bank transfer: BSB 084-424 Account Number 942591297  
*Please include attendee's name in the transaction reference and advise payment by email to office@medico-legal.com.au*

Please debit my credit card:

Mastercard  Visa

Expiry date:

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Credit Card Number:

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Cardholder: .....

Signature (*Digital signature accepted*): .....

**Attendance certificates will be emailed to all registrants after the workshop.**