



Ms Lauren Mesiti
Committee Clerk
Standing Committee on Public Administration Committee
Legislative Council
Parliament House
PERTH, WA, 6000

Dear Ms Mesiti

Inquiry into the Patient Assisted Travel Scheme (PATS)

Thank you for your correspondence relating to the Standing Committee on Public Administration's inquiry into the Patient Assisted Travel Scheme (PATS).

Between 1 January 2011 and 31 December 2013, the Health and Disability Services Complaints Office (HaDSCO) received 29 complaints about PATS. Forty issues were identified within these complaints.

Table 1 illustrates the types of issues identified in complaints about PATS. Fifty percent of issues related to 'Access'. HaDSCO identifies that a complaint relates to 'Access' issues when a person alleges that they experienced difficulties gaining entry to, or obtaining a service. Each of the issues identified in Table 1 are defined in Appendix A.

Table 1: Issues identified in complaints about PATS (2011 – 2013)

| Issue category | Count | % of total PATS issues |
|--|-------|------------------------|
| Access | 20 | 50% |
| Communication & Information | 8 | 20% |
| Environment / Management of Facilities | 3 | 8% |
| Treatment | 3 | 8% |
| Fees & Costs | 2 | 5% |
| Other | 4 | 10% |

The four sub-issues that were most frequently identified in complaints are shown in Table 2. 'Service Availability' was identified as an issue in 28 per cent of complaints received about PATS. HaDSCO identifies that a complaint relates to 'Service

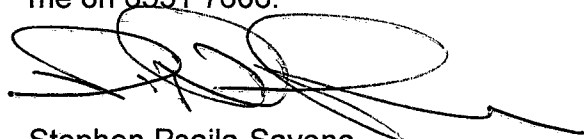
Availability' issues when a person alleges that there were non-existent or insufficient services or resources. Each of the sub-issues identified in Table 2 are defined in Appendix A.

Table 2: Top four sub-issues identified in complaints about PATS (2011 – 2013)

| Issue | Sub-issue | Count | % of total PATS complaints |
|-----------------------------|---------------------------|-------|----------------------------|
| Access | Service Availability | 8 | 28% |
| Access | Refusal to Admit or Treat | 5 | 17% |
| Access | Access to subsidies | 4 | 14% |
| Communication & Information | Attitude/Manner | 4 | 14% |

Please note that the above information is based on complaints made *directly* to HaDSCO. Although on an annual basis, HaDSCO collects complaints data from prescribed health providers, information relating to the PATS program is not included.

Should you have any questions relating to the above, please do not hesitate to contact me on 6551 7606.



Stephen Psaila-Savona
A/Director
Health and Disability Services Complaints Office

24 April 2014

cc Hon Kim Hames MLA, Minister for Health

Appendix A: Issue category definitions

| Issue | Definition |
|--------------------------------------|---|
| Access | Consumer alleged that there were difficulties gaining entry to, or obtaining services from, a provider. |
| Communication Information and | Consumer alleged that the provider failed to convey information clearly, professionally and in a culturally appropriate manner. Includes situations where a provider failed to provide an adequate amount of information. |
| Environment/Management Facilities of | Consumer alleged that the provider failed to provide facilities which are well managed, adequately staffed, adequately resourced and/or hygienic. |
| Treatment | Consumer alleged that the provider failed to provide quality, timely treatment that was effectively coordinated. Includes complaints where treatment resulted in unexpected negative outcomes for the consumer. |
| Fees & Costs | Consumer alleged that there were problems with the fees charged by the provider. |

| Sub-issue | Definition |
|---------------------------|---|
| Service Availability | Consumer alleged that services or resources were non-existent or insufficient. |
| Refusal to Admit or Treat | Consumer alleged that the provider refused to accept a person as a client or refused to provide a service where a service is available. |
| Access to subsidies | Consumer alleged that subsidies for treatment or services were unavailable or inadequate. |
| Attitude/Manner | Consumer alleged that the provider's manner was offensive (e.g. rude, lacked sensitivity, was patronising). |



Complaints closed by HaDSCO between 1 January 2011 and 31 December 2013 about the Patient Assisted Travel Scheme (PATs)

HaDSCO received 29 complaints about the Patient Assisted Travel Scheme (PATs) between 2011 and 2013. Forty issues were identified in these complaints.

Table 1 shows the types of issues identified in complaints about PATs. Fifty percent of issues related to 'Access'. We identify that a complaint relates to 'Access' issues when a person alleges that they experienced difficulties gaining entry to, or obtaining a service. Each of the issues identified in Table 1 are defined in Appendix A.

Table 1: Issues identified in complaints about PATs (2011 – 2013)

| Issue category | Count | % of total issues |
|--|-------|-------------------|
| Access | 20 | 50% |
| Communication & Information | 8 | 20% |
| Environment / Management of Facilities | 3 | 8% |
| Treatment | 3 | 8% |
| Fees & Costs | 2 | 5% |
| Other | 4 | 10% |

The four sub-issues that were most frequently identified in complaints are shown in Table 2. 'Service Availability' was identified as an issue in 28 per cent of complaints received about PATs. We identify that a complaint relates to 'Service Availability' issues when a person alleges that there were non-existent or insufficient services or resources. Each of the sub-issues identified in Table 2 are defined in Appendix A.

Table 2: Top four sub-issues identified in complaints about PATs (2011 – 2013)

| Issue | Sub-issue | Count | % of total complaints |
|-----------------------------|---------------------------|-------|-----------------------|
| Access | Service Availability | 8 | 28% |
| Access | Refusal to Admit or Treat | 5 | 17% |
| Access | Access to subsidies | 4 | 14% |
| Communication & Information | Attitude/Manner | 4 | 14% |



Appendix A: Issue category definitions

| Issue | Definition |
|--|---|
| Access | Consumer alleged that there were difficulties gaining entry to, or obtaining services from, a provider. |
| Communication and Information | Consumer alleged that the provider failed to convey information clearly, professionally and in a culturally appropriate manner. Includes situations where a provider failed to provide an adequate amount of information. |
| Environment/ Management of Facilities | Consumer alleged that the provider failed to provide facilities which are well managed, adequately staffed, adequately resourced and/or hygienic. |
| Treatment | Consumer alleged that the provider failed to provide quality, timely treatment that was effectively coordinated. Includes complaints where treatment resulted in unexpected negative outcomes for the consumer. |
| Fees & Costs | Consumer alleged that there were problems with the fees charged by the provider. |

| Sub-issue | Definition |
|---------------------------|---|
| Service Availability | Consumer alleged that services or resources were non-existent or insufficient. |
| Refusal to Admit or Treat | Consumer alleged that the provider refused to accept a person as a client or refused to provide a service where a service is available. |
| Access to subsidies | Consumer alleged that subsidies for treatment or services were unavailable or inadequate. |
| Attitude/Manner | Consumer alleged that the provider's manner was offensive (e.g. rude, lacked sensitivity, was patronising). |