

**Subject:** AHPRA  
**Date:** Monday, 16 May 2011

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As a consumer, trying to employ doctors to staff our Emergency Department, the performance of this body has been absolutely dreadful. From start to present.

Many shifts have not been filled in the department despite having identified staff, due to persistent ongoing difficulties in gaining registration.

We were told by AHPRA that our organization was the first to submit a complete body of documentation when they first opened. Despite this early bird application, it took over 2 months to get registered. And that only occurred because I started ringing the Min of Health office in Canberra asking for assistance. (This also resulted in a very terse official from NSW AHPRA ringing me to tell me how busy they were). (Submitted on 15 July 2010 and he got approved on 23 September 2010: no gainful employment during that time).

More recently, the problems continue. We presently have a doctor working in the ED whose name is listed as being expired on the official register. AHPRA have told us that it is OK for him to continue working and "it will be alright".

*Good Morning*

*Thank you for your enquiry,*

*I can confirm that Dr XXXX is able to practise as his application is in the assessment stage. Although his listing on the public register (see link) states that his expiry date is 11/03/2011 it states underneath that Under the National Law, registrants are able to practise while their renewal application is being processed. I have advised the Health Practitioner in question of this as well. If the Health practitioner in question was unable to practise, he would not appear on the public register.*

Not in my book: it is very unprofessional: we want to be able to check that a doctor is able to practice. We don't really care when the registration expires: we want confirmation (and so do the patients who might also be checking) that the doctor is registered and having an expired registration date beside the name of the doctor is not reassuring.

Another criticism is that it is not possible to speak to anybody on the phone about these problems: we are usually, there are no designated case officers.

However, the biggest problem we have with this body is the very long time it is taking for registration processing and the lack of responsiveness to the consumer trying to provide services.

No accountability, no performance, and no care: what a terrible combination.

Yours Faithfully,

