

3.2 Retraining

3.2.1 Mechanisms to Identify Fellows Whose Standard of Practice is of Concern to the College

Fellows whose standard of practice is of concern to the College are identified:

- By their colleagues
- When complaints are made by patients to the College
- When a medical board contacts the College about an issue/s involving one of its Fellows.

Fellows are advised to notify the Honorary Secretary or President if they believe that a colleague is underperforming.

When the College receives a complaint from a member of the public the nature of the complaint is assessed by the Honorary Secretary and/or the President.

The process used to deal with the complaint depends on the nature of the complaint.

If the complaint is minor the College will acknowledge the complaint in writing and no further action will be taken. An example of a complaint where this process is implemented is when a patient complains about the number of weeks they had to wait to see a dermatologist, or the amount of time they were kept waiting on the day of their appointment.

If the complaint appears to be more serious the College may advise the patient or carer to discuss the complaint with the dermatologist if possible. If it is not possible to do this, or this has already been done, then the College may advise the patient or carer to contact the medical board in their state.

If a medical board contacts the College about a complaint made about a Fellow then the President and/or the College Board will consider the issues raised by the medical board and take appropriate action. This may include expelling the Fellow from the College.

If a complaint of a very serious nature comes to the attention of the College, the College Board may consider the complaint simultaneously with the relevant medical board. An example of a complaint where this process would be implemented is if sexual impropriety occurred.

3.2.2 Procedures for Retraining and Remediation of Fellows

The College asks a senior Fellow of the College to supervise the retraining or remediation of Fellows who are underperforming. The College ensures that the supervising Fellow lives in a different state to the Fellow receiving retraining or remediation.

If the retraining or remediation program has been instigated by a medical board then the supervising Fellow will liaise with the medical board regarding the issues to be addressed. The supervising Fellow will then visit the practice of the Fellow being supervised and assess their performance. The supervising Fellow will visit the practice three to four times a year until the retraining or remediation program is finished. The supervising Fellow prepares the reports required by the relevant medical board.

The College would follow the same process to assess, retrain or remediate a Fellow who was underperforming, but their underperformance was not at a level that required the intervention of a medical board. The only difference in the process would be that the College would not liaise with or report to a medical board.

3.2.3 Requests From Fellows For Retraining After Prolonged Absence From Practice

If a situation arose where a Fellow requested retraining after a long absence from practice the same supervision process described in 3.2.2 of this submission would be implemented, with the exception of liaising with and reporting to the medical board.