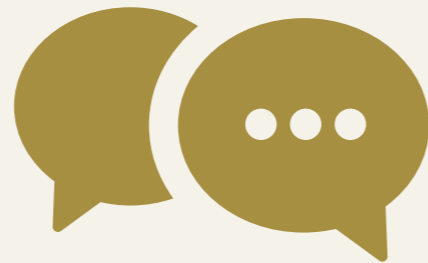


Overview of practitioners and complaints in 2019/20



1,157

cases were open
at the beginning
of the year



2,653

complaints were received
about 2,165 medical practitioners

There were 107 mandatory
notifications about 99 medical
practitioners

Complaints were mainly from:

Patients - 1,404

Relatives - 509

Member of the public - 177

Complaints were mainly about:

Clinical care - 1,266

Communication - 380

Pharmaceuticals/medication - 213



2,615

cases were closed
during the year



1,195

cases were open
at the end of the year



There were **38,003**
registered medical practitioners
in NSW

This represents 30%
of registered medical
practitioners in
Australia

Complaints were
made about 5.7%
of NSW medical
practitioners