

**From:** Jane Ralls  
**To:** [medboardconsultation](#)  
**Subject:** Public consultation on draft revised code of conduct  
**Date:** Saturday, 30 June 2018 11:14:55 AM

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Dear Medical Board

I would like to make the point that the way AHPRA deals with doctors who have had a complaint against them should be radically altered. While there will always be some doctors in this situation who have erred badly or displayed unethical behaviour, there are many who have not. Often the doctor has been diligent and very caring and may have encountered a difficult patient who puts in an inappropriate complaint for numerous possible reasons. Sometimes the doctor has made a simple human error and may already be filled with shame or guilt about it.

The current approach by AHPRA can be extremely detrimental to doctors' mental health. This is not good for their ability to continue to look after all their other patients while they are dealing with the matter, which is often long and protracted and demanding of a lot of their free time. I think it is very important for this process, and the wording AHPRA uses in communicating with doctors, to be changed with great thought and care.

The consultation paper looks reasonable although I have not had an in depth look at it.

Yours sincerely

Dr Jane E Ralls

A black rectangular redaction box covering the signature of Dr Jane E Ralls.

GP in Scarborough, WA

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