



GAELINE E PHIPPS

Gaeline is a barrister with Harbour Chambers, and former partner of Rainey Collins Solicitors (who ran the helpline for, and were agents of, the Medical Defence Union). After a general litigation background, including insurance law, criminal law and family law, she specialised in professional law.

She has over 25 years experience in advising and acting for doctors and other health professionals, both privately and on instructions from their indemnifier. She has advised and represented medical practitioners in many different jurisdictions including Commissions of Inquiry, Mental Health Act inquiries, Disciplinary Tribunal hearings, Health and Disability Commissioner and Privacy Commissioner investigations, Medical Council, Medical Council Health Committee, Medical Council Professional Conduct

Committee inquiries, ACC, Coroners' Inquests, the District Court, the High Court (where she has been counsel in four of the nine medical manslaughter prosecutions brought by Police in New Zealand), the Court of Appeal and Privy Council in the United Kingdom. She was associated with the law reform group which achieved the amendment to the manslaughter provisions of the Crimes Act and has appeared with doctors before Select Committees of Parliament.

Gaeline is regularly invited to speak at medico-legal functions and conferences conducted by specialist sectors of the medical profession. She writes a regular monthly column for the "NZ Doctor" magazine and has contributed to other medico-legal publications.

Gaeline's specialty area is litigation/inquiries into professional conduct. She has held the position of Convenor of the District Law Society Complaints Committee and is a Past President of the Wellington Medico-Legal Society. In addition, she regularly receives instructions to prosecute, defend and advise on the judicial processes for other professional bodies.

Symposium presentation - Complaint Resolution by a Momentum of Consonance

The obligation to provide a fair, simple, speedy and efficient resolution process for complaints is enshrined in Right 10 of the Health and Disability Commissioner's Code of Health and Disability Services Consumers Rights Regulation 1996.

Sometimes the first you know of a complaint is when you receive a formal letter requesting a written response. In this talk, Gaeline Phipps will examine ways to enhance the opportunity for resolution through the required tool of a written response to a complaint or request for a report from an external agency.

The session is intended to be interactive and provocative. Gaeline will show you how to discover your "inner mediator", and provide you with skills that will also assist you with all your patient interactions.