

[1 May 2009]

Dear Mr Rouw,

Two women have asked me to forward this letter that I have sent to the NSW Parliament today.

I believe it is of timely significance given your body's current considerations about the ACC.

Regards
Deidre Nolan

Cosmetic Surgery Consumer Alert

[REDACTED]

Deidre Nolan, [REDACTED]

1/05/09

Attention: Mr John Della Bosca, NSW Health Minister

RE: Dr [REDACTED] and Cosmetic Surgery Regulation

cc: To The NSW Parliament

Dear Minister,

I write on behalf of Ms Marika Castelletti and Ms Nicole Russell.

These women are both independent, unrelated former patients of Dr [REDACTED]

[REDACTED]

Dr [REDACTED] appears to have no Australian Medical Council (AMC) accredited qualifications above GP status.

[REDACTED] performs cosmetic procedures and identifies [REDACTED] as a "specialist".

[REDACTED] also identifies [REDACTED] as a so-called 'fellow' of the widely advertised, but non-AMC accredited, Australasian College of Cosmetic Surgery which has a predominantly GP membership.

Neither Ms Castelletti nor Ms Russell had any idea that Dr [REDACTED] was not a properly accredited specialist at the time of their respective treatments with [REDACTED] which is approximately 7 months ago for Ms Castelletti, and approximately 11 months ago for Ms Russell.

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Ms Castelletti and Ms Russell have both given moving and alarming accounts of harrowing ordeals with Dr [redacted] and both state that they have suffered non-trivial pain and disfigurement in [redacted] hands, for which they have had to seek further expensive remedial treatments from other doctors.

In addition to the physical detriments from which these women continue to suffer, they have also endured, and continue to endure, serious emotional distress and financial hardships as a consequence of Dr [redacted] unfavorable handling and their ongoing medical needs due to the same.

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Both women also independently state that Dr [redacted] was variously aggressive or dismissive or even exploitative towards them regarding their respective concerns about their adverse treatment outcomes.

[redacted]

[redacted]

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In retrospect both women also say that they believe that Dr [redacted] has deliberately and recklessly seduced them into serious treatments, without proper regard for their best interests, in order to ensure the thousands of dollars of payment that have been involved.

In addition to the above I would also like to draw attention to the ethically questionable contents of Dr [redacted] website.

In particular, I note the following breaches of standards for medical advertising-

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- 1) Whereas the avoidance of puffery, and claims of superiority to other practitioners is required, Dr [redacted] website simply states that [redacted]

[redacted]

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- 2) Whereas the use of testimonials or purported testimonials is expressly rejected in the guidelines for medical advertising Dr [redacted] website features an extensive section, entirely devoted to the presentation of lavish testimonials!

3) Whereas cosmetic surgery as a prize has been prohibited, at Dr [redacted] website,

[redacted]

[Click here to view Dr \[redacted\] website transgressions.](#)

Despite their awareness that victims of cosmetic surgery are sometimes quite irrationally derided and blamed, when they're not simply being callously ignored for their unfortunate circumstances, Ms Castelletti, who is a actually a specialist nurse in a public hospital, and Ms Russell are brave enough and caring enough, notwithstanding their ongoing injuries and distress, to tell their stories in the hope that other women will be protected from similar ordeals.

What will you do to ensure the same?

I note that the Queensland state government has moved to prevent GP's from describing themselves as surgeons and that here in the state of NSW the Hon Dr Gordon Moyes MLC has actually called for GP's to be excluded from the practice of invasive cosmetic procedures altogether.

What will you do to ensure the safety of consumers of cosmetic surgery?

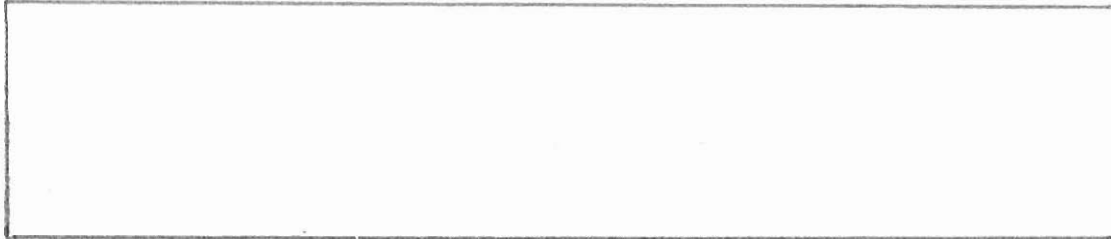
Yours sincerely

Deidre Nolan

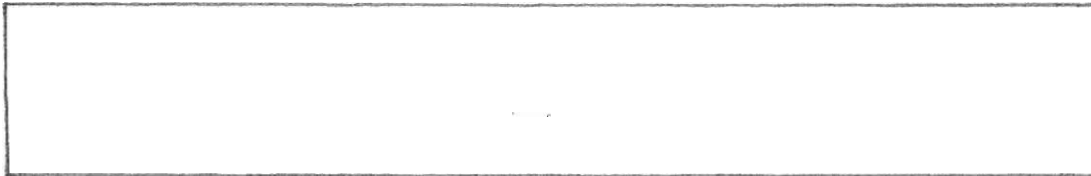
[16 May 2009]

It has come to my attention that the Australasian college of Cosmetic Surgery (ACCS) is trying to gain an endorsement by the ACCC of its proposed codes of conduct.

Due to the ACCS lack of Australasian medical accreditation and as a recent consumer of cosmetic surgery I feel that this endorsement is inappropriate.



I am a Clinical Nurse Specialist in a large public hospital, and would never have contemplated this procedure with Dr [redacted] had I known [redacted] had no Australian medical Council (AMC) qualifications above GP status and the so called accreditation bestowed on him by the ACCS which in itself is not recognised by the AMC.



I was led into a false sense of security as I believed I was being treated by a specialist and am still coming to terms that i was deceived by [redacted] and the ACCS website and thus was deprived of the right as a consumer to make an informed decision.

Due to the ACCS lack of accreditation by the AMC I do not recognise the ACCS as legitimate highlighted by its false and misleading information on its website.

Furthermore the ACCS does not seem to exhibit any real concern for patients. This is highlighted by my own experience with the organisation. One month ago I lodged a complaint with them about one of their members Dr [redacted] and was sent a reply via email that they would be in contact with me in due course (Whatever that means) and I have not heard from them since. I have attached a copy of their reply.

The ACCS claims that it exists to 'raise standards and protect patients' however they do not seem to taking my concerns seriously if at all as evident by their response to my complaint.

This is further highlighted by Deidre Nolans written concerns to the ACCS with regards to Dr [redacted] website which goes against all the guidelines outlined by the Australian Society of Plastic surgeons as it is plagued with testimonials and even offers a competition [redacted]

[redacted] All of these details are outlined in the letter that Deidre Nolan has submitted on my behalf to the parliament and which she also forwarded to the ACCC. I urge you to recognise this letter to the parliament as a submission on the matter of the ACCS code of conduct.

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I also urge you to recognise my letter as a submission of opposing the ACCS attempt to gain an endorsement of its code of conduct with the ACCC. Through my personal involvement with such an organisation they do not deserve it.

Marika castelletti


Message From ACCS Website

From: **Australasian College Of Cosmetic Surgery** (admin@accs.org.au)

 You may not know this sender. Mark as safe | Mark as junk

Sent: Wednesday, 15 April 2009 10:50:02 AM

To:

 1 attachment

Compl. Re...doc (34.9 KB)

Dear Ms Castelletti,

Please refer to the attached letter in reply to your correspondence received yesterday afternoon.

Jenny Vallance, General Manager will be in contact with you in due course.

Sincerely,

Katia Manfredi

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The Australasian College of Cosmetic Surgery
Raising Standards, Protecting Patients

15 April 2009

Ms Marika Castelletti

Dear Ms Castelletti,

We are in receipt of your e-mail regarding Dr which was received by our office on 15 April 2009. Your complaint has been forwarded to the relevant department for assessment and you will be notified of the outcome in due course.

If you have any questions in the meantime please do not hesitate to contact me.

Yours sincerely

Jenny Vallance
General Manager
Australasian College of Cosmetic Surgery

Dear Mr Rouw,

My name is Nicole Russell, and I reside at [REDACTED]

I am aware that Ms Deidre Nolan has sent you a copy of a letter she has written to the NSW Parliament, on behalf of me and Ms Marika Castelletti in relation to our traumatic experiences as patients of Dr [REDACTED] who is a member of the Australasian College of Cosmetic Surgery (ACCS)

Would you please recognize Ms Nolan's letter, and this email, as submissions against the authorization of the ACCS's codes of practice?

In my opinion it is inappropriate to authorize the College's codes of conduct, when its medical training programs are not even recognised by the Australian Medical Council (AMC).

Any such authorization would almost certainly lead to further consumer confusion about the medical standing of the College's members.

Had I myself not been misled by Dr [REDACTED] who claims to be a 'specialist' at [REDACTED] website, and a fellow of the ACCS, I would never have undertaken cosmetic medical treatment with [REDACTED] knowing, as I do now, that [REDACTED] appears to have no AMC accredited training above GP status.

Actually, I would not knowingly undertake most cosmetic medical procedures with any GP.

Any authorization of the ACCS codes of practice is likely to give consumers the impression that the ACCS is a properly accredited medical training centre.

Furthermore, it seems to me that if the ACCS was really genuine about member adherence to a strict code of practice for the protection of consumers, Dr [REDACTED] would not be 'out there' presenting so much objectionable advertising at [REDACTED] website, and as demonstrated in Ms Nolan's letter.

I certainly doubt the ACCS's commitment to the highest standards of patient care and encourage the refusal of authorization.

Yours sincerely,

Nicole Russell