

Report to Hackney Health and Wellbeing Board

Item No:		Date:	Wednesday 21 June 2017
Subject:	Complaints Charter		
Report From:	Healthwatch Hackney		
Summary:	<p>Last year Healthwatch Hackney NHS Community Voice held a public meeting on 'Complaining Effectively in the NHS' on 31st January 2017, 85 people attended.</p> <p>Homerton and ELFT PALS spoke at the meeting and Voiceability explained their NHS Complaints Advocacy Service. The CCG Primary Care Board also attended to hear about the public view of complaints handled by primary services.</p> <p>At the meeting members of the public called for a local patient's charter on the rights of patients regarding the complaints processes, which all services and providers should sign up to and which treats complainants as valuable contributors to quality service delivery.</p> <p>A copy of the draft Complaints Charter is attached.</p>		
Recommendations:	<p>Health and Well-Being Members:</p> <ul style="list-style-type: none">a) Adopt the Complaints Charterb) Publicise it on their websites, wards and waiting areas; andc) Provide copy of the Charter to patients and users within their Complaint pack.		
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