

Report to Hackney Health and Wellbeing Board

Item No:		Date:	6 September 2017
Subject:	Complaints Charter		
Report From:	Healthwatch Hackney		
Summary:	A copy of the draft Hackney Complaints Charter is attached.		
Recommendations:	<p>Health and Well-Being Members:</p> <ul style="list-style-type: none"> a) Adopt the Complaints Charter b) Publicise it on their websites, wards and waiting areas; and c) Provide copy of the Charter to patients and users within their Complaint pack. d) Publicly launch the Charter in order to ensure that local people are aware of the aspirations that local health and social care bodies are committed to. 		
Background:	<ul style="list-style-type: none"> 1) Following the last Health and Wellbeing Board, we have worked successfully with the Homerton University Hospital, to ensure that they are fully supportive of the Charter. We incorporated their amendments into the Charter, but on September 25th 2017, I was informed by Sheila Adam, Chief Nurse of the HUH, that their Board wished to make a number of additional amendments to the Charter. Unfortunately, I have not been able to access these changes. We therefore attach to latest version of the Charter to be noted by the HWBB, pending the HUH's final comments. The matter is in the hands of Tracey Fletcher, CE of the HUH. 2) We are very pleased to inform the HWBB that the Local Pharmaceutical Committee have signed up to the Charter. 3) We also wish to inform the Board that discussion are taking place with the Local Medical Committee on August 31st 2017 to determine whether they are able to sign up to the Charter. We have also discussed the Charter with the GP Confederation. In addition, the Local Optical Committee will be discussing the Charter at their next meeting on September 27th. We have been unable to get any response from the Local Dental Committee despite several requests. 		

- 4) We propose that once the final amendments are received from the HUH, that these are either shared at or prior to the meeting of the HWBB Board on September 6th, or by the Chair, members of the HWBB and parties to the Charter, after the HWBB Board meeting, in order to receive executive agreement for the Charter to be adopted and formally signed.
- 5) Furthermore, we propose that the Charter is launched in the Autumn by the HWBB, as agreed on June 21st 2017.

Contacts:

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