

Report to Hackney Health and Wellbeing Board

Item No:		Date:	Wednesday 1 November 2017
Subject:	Complaints Charter		
Report From:	Healthwatch Hackney		
Summary:	<p>The 6th September Board meeting agreed to adopt the Complaints Charter, which is supported by all the members of the Board. Also agreed was a public launch of the Charter so Hackney people are made aware of the aspirations the local health and social care bodies are committed to.</p> <p>This report proposes a public launch at the next Health and Well Being Board on the 10 January 2018.</p> <p>The charter was created out of a Healthwatch Hackney NHS Community Voice public meeting on 'Complaining Effectively in the NHS' on 31st January 2017, 85 people attended.</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>		
Recommendation:	Health and Well-Being Members agreed to public launch of the Complaint Charter at the 10 January 2018		
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