

Report to Hackney Health and Wellbeing Board

Item No:		Date:	Wednesday 7 March 2017
Subject:	Complaints Charter – agreement of charter design		
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. It was agreed at the November Board to publicly launch at the next Board on the 10 January 2018. However this meeting was cancelled.</p> <p>In the intervening period it was recognised the design of the charter (as a poster and booklet) is important so it is accessible and fits into required standards (i.e. The Accessible Information Standards). Therefore at this meeting Members will be presented with poster and booklet options, which once the final version is agreed, will be printed following the meeting. The charter will be then be launched at the next Board meeting (likely to be June/July 2018).</p> <p>Draft posters and booklets will be presented at the Board meeting and are not attached to this report.</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>		
Recommendation:	<ul style="list-style-type: none"> a) Health and Well-Being Members review and agree the poster and booklet form for the Complaints Charter b) Signatories to the Charter agree to share cost of production of the posters and booklet c) Members note the Charter will be launched at the next Board meeting 		
Contacts:	<p>Jon Williams, Director, Healthwatch Hackney jon@healthwatchhackney.co.uk 020 7923 8351</p>		

1 Financial Considerations

Cost for producing draft posters and booklets and a final print run is £1100. There will be 70 posters (laminated on both sides) and 500 booklets.

2 Legal Consideration

None

3 Attachments

To Follow