

Report to Hackney Health and Wellbeing Board

Item No:	8	Date:	Wednesday 21 October 2017
Subject:	Complaints Charter – launch of the 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>At the 7th March Board members reviewed Charter and Booklet options and Healthwatch Hackney was asked to finalise with signatory partners.</p> <p>At this meeting the Charter will be formally launched. A photographer will present to record the launch and members are asked to be available for this photo opportunity. The photos of the launch will be available to members' organisations for their own publicity purposes.</p> <p>To support the promotion of the charter each signatory will need to produce a delivery plan how they will tell their patients and service users including the Foundation Trust members about the charter.</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:	<p>a) Health and Well-Being Members note the formal launch of the Complaints Charter.</p> <p>b) Charter signatories report to the next meeting on the implementation of their complaints charter delivery plan.</p>		
Contacts:	<p>Jon Williams, Director, Healthwatch Hackney jon@healthwatchhackney.co.uk 020 7923 8351</p>		

1 Financial Considerations

Cost for producing posters and booklets and final print run is estimated at £1200. Signatory partners agreed to share these costs equally at the 7th March Board meeting.

2 Legal Considerations

The Charter is in line with statutory obligations

3 Equality Impact Assessment

N/A

4 Attachments

None. Copies of the poster and booklet will be available at the meeting.

Comments of the Corporate Director of Finance and Resources	
Comments of the Corporate Director of Legal, HR and Regulatory Services	