

Report to Hackney Health and Wellbeing Board

Date:	10 September 2020
Subject:	Hackney Health and Care Complaints Charter – Extension and Review (for noting)
Report From:	Healthwatch Hackney
Summary:	<p>The Hackney Health and Care Complaints Charter was launched by the Health and Wellbeing Board in April 2019. It was developed following a public meeting reviewing the effectiveness of complaints systems in 2017.</p> <p>This report proposes the extension of the Charter to other local health care providers: General Practitioners, Dentists and Opticians for consideration at the next meeting of this board.</p> <p>Current signatories are asked to review their implementation of the Charter in their organisation and report back to the next meeting of this board.</p>
Recommendations:	<p>The Board is asked to note:</p> <ul style="list-style-type: none"> ● The Healthwatch Hackney Board member will write to current signatories after this meeting asking them to review they use and promotion of the charter for reporting at the November Board ● The Healthwatch Hackney Board member will write to local leads for GPs, Dentists and Opticians after this meeting explaining the November Board will consider the extension of the Charter in Hackney
Contacts:	Jon Williams, Executive Director, Healthwatch Hackney email: jon@healthwatchhackney.co.uk Tel: 020 3960 7455

Introduction

The Complaints Charter was signed by five key health and care organisations who pledged to improve people’s experience of making a complaint when they are unhappy with their treatment or care. Each signatory would promote the Charter across their services and automatically issue a copy to anyone who makes a complaint about their treatment or care. Importantly, the signatories committed to making sure people’s complaints are used to make services better.

The Charter signatories are:

- Homerton University Hospital
- London Borough of Hackney
- East London Foundation Trust
- City and Hackney Clinical Commissioning Group

- City and Hackney Local Pharmaceutical Committee

These organisations committed to greater openness and transparency during the complaints handling process by making sure people are fully informed on the progress of their complaint. Charter signatories pledged to investigate all complaints thoroughly and quickly and treat complainants with courtesy, respect and sensitivity.

The Charter does not replace the organisations' own complaints handling policies but sets out a common Hackney-wide commitment and standards local people can expect to be met when they complain.

Extending the Charter

Healthwatch Hackney have been investigating extending the charter. In particular to GPs who are not currently covered by the Charter's commitments. A proposed Charter was shared with the Local Medical Committee (LMC) GP Confederation, and we await their views on the proposal.

Healthwatch Hackney is of the view that to ensure continued public confidence in local public services that all health and care services should commit publicly to the Charter. A Healthwatch Hackney survey recently showed a lack of public confidence in public information. It is therefore important health and care bodies send a strong message out that they want to hear complaints from the public and can demonstrate learning from them.

To see how this extension can be taken forward Healthwatch Hackney would like the Health and Wellbeing Board to consider, for example, calling on GPs, dentists and opticians to commit to the Charter, or advise of other approaches to extend the Charter.

Reviewing the Charter

The Charter has been in place since April 2019. Current signatories committed to promoting the Charter and providing every complainant with an electronic or paper copy of the Charter.

Healthwatch Hackney would like all signatories (including itself) to report back to the next meeting on:

- How the Charter has been promoted within their organisation and externally.
- Confirmation that all complainants are sent the Charter (including how many Charters were issued).
- Evidence of commitment in the Charter.
- Examples of where the organisation has learnt from complaints and improved services for patients as a result.

Financial Considerations

Costs of the design and printing of the original charter poster and booklet were equally shared between the 6 signatories. There are no financial implications in this report, however if the charter is developed and extended a further report will propose how this will be managed.

Legal Considerations

The Charter operates in-line with signatories' statutory responsibilities.

Attachments

[Download Hackney's Health & Social Care Complaints Charter here.](#)