



Malcolm Alexander,  
Chair  
Healthwatch Hackney,  
St Leonards Hospital, Nuttall Street, London, N1 5LZ

Dr Vinay Patel  
Stamford Hill Group Practice  
2 Egerton Road,  
Stamford Hill,  
N16 6UA

October 19<sup>th</sup> 2020

Dear Dr Patel,

### **Hackney GP Surgery Complaints Charter**

I hope you are well and congratulations on your appointment as Chair of the LMC. I hope that the LMC and Healthwatch will collaborate effectively in relation to our shared commitment to enhanced patient care.

You may recall that we asked the LMC to formally support the Hackney GP Surgery Complaints Charter earlier this year. The Charter was developed by Healthwatch Hackney following a public meeting (NHS Community Voices) about complaints, during which local people asked for a Charter to make clear the duties and responsibilities of the NHS, when patients have complaints about primary care services.

The Charter is intended to create a collaborative culture in City and Hackney between patients and primary care teams, and encourages the development of an open and collaborative culture, where patients can feel that their comments on service improvements are welcome.

The Charter was adopted by the Health and Wellbeing Board, and has been formally ratified by London Borough of Hackney, Homerton University Hospital, East London Foundation Trust, the CCG and the City and Hackney Local Pharmaceutical Committee.

More recently the Board of the GP Confederation has agreed a slightly modified version of the Charter, and we have redesigned a version specifically for GP practices in City and Hackney, which I attach.

We are also asking the PCCC to support our commitment to ensuring that the Charter is seen by as many patients as possible and promoted by the PCNs and within Neighbourhoods.

I do hope that the LMC will now agree to ratify and support the Charter, and we would be delighted to attend an online meeting of the LMC to present the Charter, answer any questions and to jointly sign the document.

The next meeting of the Health and Wellbeing Board will be reviewing the progress made by local GPs in adopting the Charter to better support patients who wish to raise concerns or complaints with GPs and primary care teams.

Very best wishes



Malcolm Alexander  
Chair  
Healthwatch Hackney  
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Copy to  
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Honor Rhodes, PCCC Chair  
Richard Bull, CCG  
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Attached: **Hackney GP Surgery Complaints Charter**