



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

Daniel Waller,
Chair,
EAST LONDON, CITY & ISLINGTON LOC
October 19th 2020

Dear Mr Waller,

Hackney Complaints Charter

I hope you are well.

You may recall that we asked the LOC to formally support the Hackney Complaints Charter in 2017, but unfortunately at that stage the LOC was unwilling to do so.

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 NHS services, when patients have comments and 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 will also be asking the London NHSI optical care commissioners to support our commitment to ensuring that the Charter is seen by as many patients as possible and promoted by optometrists.

I do hope that the LOC will now reconsider and agree to ratify and support the Charter. We would be delighted to attend an online meeting of the LOC 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 optometrists in adopting the Charter to better support patients who wish to raise concerns or complaints with optometrists and their teams.

I hope that the LOC and Healthwatch will collaborate effectively in relation to our shared commitment to enhanced patient care.

Very best wishes



Malcolm Alexander
Chair
Healthwatch Hackney
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Copy to:

- Jon Williams, Director, Healthwatch Hackney
- Chair, LOC: Daniel Waller
- Administrative Secretary, LOC: Charles Greenwood - admin@elcloc.org
- JCL Consulting (admin), LOC - londonseouteast@jclconsulting.co.uk
- Jeremy Wallman, Head of Primary Care Commissioning; Dentistry, Optometry and Pharmacy, NHS England and NHS Improvement – London Region

Attached: Letter and Hackney Complaints Charters