

Greater Glasgow NHS Board

Board Meeting

Tuesday, 20 May, 2003

Board Paper No. 03/37



Head of Board Administration, GGNHSB

**Reforming the NHS Complaints Procedure:
Patient Focus and Public Involvement - Consultation**

Recommendation:

The NHS Board is asked to note that a paper will be tabled detailing the responses received to the consultation on the Complaints Procedure.

Background

At its March meeting the NHS Board received, as part of the Quarterly Complaints Report, a copy of the Scottish Executive Health Department's consultation document entitled Reforming the NHS Complaints Procedure: Patient Focus and Public Involvement.

The consultation period ends on 2 June 2003 and it was agreed at the March Board meeting to ensure that Board Member comments were sought. The consultation document had been sent to Trust Chief Executives, Complaints Officers, Conveners, Independent Lay Chairmen and Panel Members, Conciliators and the Local Health Council for comments. In addition, a seminar had been arranged for the morning of Thursday, 15 May 2003 from 9.00 a.m. to 12.00 noon in the Board Room in Dalian House in order that the proposals within the consultation document could be presented and feedback received. The invitation to attend the seminar included the aforementioned and the West of Scotland Race Equality Council and the Chair of the Ethnic Minority Health Advisory Committee, as well as Board Members.

A further copy of the consultation document is enclosed for Members' information and it is intended that as a result of the seminar on Thursday, 15 May, the feedback received from the Trusts and attendees at the seminar will be pulled together into a paper which will be tabled for the NHS Board's consideration at its meeting on 20 May.

Following discussion at the NHS Board meeting, a final response will then be compiled by the end of the month and submitted to the Scottish Executive Health Department with a copy sent to Members for information.

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