

24 February 2014**Agenda Item: 10**

REPORT OF THE CHAIRMAN OF HEALTH SCRUTINY COMMITTEE

CLINICAL COMMISSIONING GROUP - COMPLAINTS PROCEDURE

Purpose of the Report

1. To introduce a briefing on Mansfield and Ashfield/Newark and Sherwood Clinical Commissioning Groups new complaints procedure.

Information and Advice

2. Elaine Moss, Director of Quality and Governance at Newark and Sherwood Clinical Commissioning Group to describe the changes in the CCG's management of complaints since April 2013.
3. A written briefing from the CCG which provides background information on the Local Authority Social Services and NHS Complaints (England) Regulations 2009, the handling of complaints prior to 1st April 2013, as well as the current arrangements, is attached as an appendix to this report.
4. Further to receiving the briefing, the Health Scrutiny Committee will need to determine if the proposed merger is in the interests of the local Health Service.

RECOMMENDATION

That the Health Scrutiny Committee:

- i) receive the briefing on the new complaints procedure
- ii) comment and ask questions, as necessary

Councillor Kate Foale
Chairman of Health Scrutiny Committee

For any enquiries about this report please contact: Martin Gately – 0115 9772826

Background Papers

Nil

Electoral Division(s) and Member(s) Affected

All