

THE HEALTH AND SOCIAL CARE (REFORM) ACT (NORTHERN IRELAND) 2009

AMENDMENT DIRECTIONS TO THE HEALTH AND SOCIAL CARE BOARD ON PROCEDURES FOR DEALING WITH COMPLAINTS ABOUT FAMILY HEALTH SERVICES PRACTITIONERS AND PILOT SCHEME PROVIDERS

The Department of Health, Social Services and Public Safety, in exercise of the powers conferred by section 8(1)(b) of the Health and Social Care (Reform) Act (Northern Ireland) 2009 (a) hereby directs as follows:

Citation, commencement and interpretation

1.—(1) These Directions, which may be cited as the Amendment Directions to the Health and Social Care Board on procedures for dealing with complaints about family health services practitioners and pilot scheme providers, shall come into operation on 1 October 2009.

(2) In these Directions, “the principal Directions” means the Directions to the Health and Social Care Board on procedures for dealing with complaints about family health services practitioners and pilot scheme providers, which came into operation on 1 April 2009.

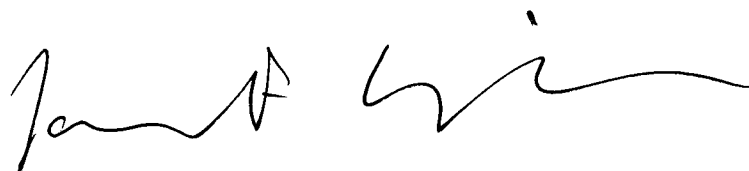
Amendment of the principal Directions with respect to monitoring

2.—(1) For paragraph 21(2) of the principal Directions substitute the following—

“(2) For the purposes of monitoring complaints the HSC Board shall require the practitioner to —

- (a) forward an anonymised copy of—
 - (i) each written complaint; and
 - (ii) each response,to the HSC Board within 3 working days of the response being issued; and
- (b) provide the HSC Board with quarterly complaints statistics outlining the number of complaints received.”

Sealed with the Official Seal of the Department of Health, Social Services and Public Safety on
28 September 2009



A senior officer of the
Department of Health, Social Services and Public Safety