

STATES OF JERSEY



ANNUAL BUSINESS PLAN 2007 (P.92/2006): SECOND AMENDMENT (P.92/2006 AMD.(2))– AMENDMENT

**Lodged au Greffe on 11th September 2006
by the Chief Minister**

STATES GREFFE

ANNUAL BUSINESS PLAN 2007 (P.92/2006): SECOND AMENDMENT (P.92/2006 AMD.(2))–
AMENDMENT

For the words “by January 2007” substitute the words “by December 2007”.

CHIEF MINISTER

REPORT

The Health and Social Services Department (HSSD) has maintained a constant dialogue with the Healthcare Commission over the last year to progress plans for independent external inspection and the management and resolution of second-stage complaints. A formal request from the Chief Executive of HSSD to perform these functions was sent to the Commission on 13th June 2006. Subsequently, an outline business case was sent 4th July 2006. A meeting took place between senior personnel from the Commission and HSSD on 6th July 2006 and the proposals were discussed at the Healthcare Commission's Strategy Committee in London on 13th July 2006. The Chief Executive of the Commission, Anna Walker, wrote outlining the outcome of that meeting on 1st August 2006. In her letter she stated that the Healthcare Commission were unable to provide the management of second-stage complaints for Jersey due to their own financial and managerial constraints. We are aware that they are due to merge with the Commission for Social Care Inspection (CSCI) in 2007 and significant changes are expected with regard to inspection and complaints processes in the U.K. as a result. Although Senior Officers from HSSD are planning to meet officers from the Healthcare Commission in September 2006 in London to negotiate plans for independent inspection, it is not anticipated that the Commission will change its position with regard to second-stage complaints.

The Council of Ministers recognises the importance of a mechanism to resolve complaints through an independent party and is committed to the exploration of alternative options to deliver such a function in 2007. Initial enquiries with Guernsey's Health Board suggest that they are in a similar position to Jersey, with no means of providing independent resolution to complaints. The Health and Social Services Minister will now explore the feasibility of reciprocal arrangements between the Islands to provide this function for one another.

Therefore, due to circumstances outside the control of the Department, it is unlikely that independent second-stage complaints will be in place by January 2007 and unlikely that such a function, once established, will be performed by the Healthcare Commission. This also means that the costs associated with such a function are unclear at this stage. A more realistic date for implementation would be December 2007.