

STATES OF JERSEY



HEALTH AND SOCIAL SERVICES DEPARTMENT: MANAGEMENT IMPROVEMENT PLAN (P.31/2010) – COMMENTS

Presented to the States on 10th May 2010
by the Minister for Health and Social Services

STATES GREFFE

COMMENTS

I have pleasure in accepting both parts of this proposition.

With regard to part (a), I shall seek to bring forward a Management Improvement Plan for Health and Social Services which identifies a structure that facilitates the implementation of both the Verita and Williamson recommendations and provides a more appropriate separation of the operational delivery of services from the strategic aspects of Health and Social Services. I am keen for my new Chief Officer to bring this forward in her first 6 months in office. I am happy to bring this Plan to the Assembly for information.

With regard to part (b), the States-wide whistle-blowing policy is administered by the Chief Minister's Department. The current policy was introduced in 2009 and I am informed that it has recently undergone a review after being in place for a year; and was accepted as working satisfactorily.

In addition, a Health and Social Services primary and secondary stage complaints procedure has been in place for some time now, with good effect.

This said, I am always happy to consider any suggestions that may improve policies and procedures and, as such, I shall instruct the new Chief Officer to review these procedures and I shall inform the Assembly if any changes are to be considered.