



香港藥學會
The Pharmaceutical Society
of Hong Kong



香港醫院藥劑師學會
The Society of Hospital
Pharmacist of Hong Kong

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Attn.: Ms. Doris Chan

30 July 2001

Dear Ms. Chan,

**LegCo Panel on Health Services
Subcommittee on improvements to the medical complaints mechanism
Invitation for submissions**

Thank you for your fax dated 4 July.

The Pharmaceutical Society of Hong Kong and The Society of Hospital Pharmacist absolutely agreed that Hong Kong requires an effective complaint mechanism in order to drive improvement for health care service.

The following is a summary of our joint response to the Green paper of Health Care Reform regarding the complaint mechanism.

Our profession is of the view that the complaint office should have the following characteristics:

1. only have coordinating and monitoring role over the complaint process;
2. have a fair representation of all health professionals, such as nurses, social workers, physiotherapists, occupational therapists, and pharmacists, etc.;
3. have an efficient mechanism to handle complaints against all health professionals;
4. have a transparent mechanism for the election of membership of the office to help improve the trust of the public to the health care professionals and health service providers;
5. have a clear and well-defined relationship with individual professional's disciplinary body. Drug-related issues or complaints should involve pharmacists, together with the participation of other relevant health professionals, whilst professionals should maintain their own autonomy regarding professional ethics-related matters.

In this way, apart from the professional body, which governs its own code of conduct, patients would have a channel through which they can voice their opinions.

With the establishment of a medical complaints system, our profession believes that it is necessary to establish a "pharmacovigilance" system that assists the collection of local data on drug use and information on possible adverse effect of drugs. MedWatch (www.fda.gov/medwatch/index.html) by the FDA is an example. Events include life threatening reactions, or events which require hospitalization, those that leads to disability, congenital anomaly, organ failure and other events requiring some kind of intervention. As a result, such information could alert health care providers the proper use of certain drugs and also serves as references whether the complaint is due to misuse of drug or an accepted risk of use. More importantly, with such proven evidence, necessary labelling changes or even withdrawal of the products can be recommended to pharmaceutical manufacturers. Prevention of

complaints as well as fairness to handling complaints is being looked after.

If you have any further information required, please contact our Honorary Secretary of PSHK.

Yours sincerely,


PP (Benjamin Kwong)
President, PSHK

For The Pharmaceutical Society of Hong Kong
& The Society of Hospital Pharmacists of Hong Kong

c.c. The President of SHP, Mr. Ng Kim-wah