

立法會
Legislative Council

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Tel : 2869 9205

Date : 31 December 2008

From : Clerk to the Legislative Council

To : All Members of the Legislative Council

Council meeting of 14 January 2009

**Motion on
“Establishing an independent statutory
Office of the Health Service Ombudsman”**

Hon Andrew CHENG Kar-foo has given notice to move the attached motion on “Establishing an independent statutory Office of the Health Service Ombudsman” at the Council meeting of 14 January 2009. The President has directed that “it be printed in the terms in which it was handed in” on the Agenda of the Council.

(Mrs Justina LAM)
for Clerk to the Legislative Council

Encl.

2009年1月14日(星期三)
立法會會議席上
鄭家富議員就
“設立獨立的法定醫療服務申訴專員公署”
提出的議案

議案措辭

鑒於現時缺乏統一而有公信力的機制處理市民對醫療服務的申訴，本會促請當局在不違反專業自主的原則下，設立獨立而法定的醫療服務申訴專員公署，以統一機制接受市民關於醫療服務的投訴，負責調查和調解投訴，以及處理賠償事務，確保針對醫療服務的投訴得到妥善處理，並藉此改善醫療服務的質素。

(Translation)

**Motion on
“Establishing an independent statutory
Office of the Health Service Ombudsman”
to be moved by Hon Andrew CHENG Kar-foo
at the Legislative Council meeting
of Wednesday, 14 January 2009**

Wording of the Motion

That, given the current lack of a uniform and credible mechanism for handling health service complaints from members of the public, this Council urges the Administration to, without violating the principle of professional autonomy, establish an independent statutory Office of the Health Service Ombudsman to receive complaints concerning health service from the public, investigate and conciliate complaints as well as handle compensation matters under a uniform mechanism, so as to ensure that complaints targeting at health service are properly handled, and thereby improving the quality of health service.