

立法會
Legislative Council

LC Paper No. CB(3) 281/08-09

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Tel : 2869 9205
Date : 9 January 2009
From : Clerk to the Legislative Council
To : All Members of the Legislative Council

Council meeting of 14 January 2009

**Proposed amendment to motion on
“Establishing an independent statutory
Office of the Health Service Ombudsman”**

Further to LC Paper No. CB(3) 261/08-09 issued on 31 December 2008, Hon CHAN Hak-kan has given notice to move an amendment to Hon Andrew CHENG Kar-foo’s motion on “Establishing an independent statutory Office of the Health Service Ombudsman” scheduled for the Council meeting of 14 January 2009. As directed by the President, Hon CHAN Hak-kan’s amendment will be printed in the terms in which it was handed in on the Agenda of the Council.

2. For Members’ ease of reference, the terms of the original motion and of the motion, if amended, are set out in the **Appendix**.

(Mrs Justina LAM)
for Clerk to the Legislative Council

Encl.

(Translation)

**Motion debate on
“Establishing an independent statutory
Office of the Health Service Ombudsman”
to be held at the Legislative Council meeting
of Wednesday, 14 January 2009**

1. Hon Andrew CHENG Kar-foo’s original 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.

2. Motion as amended by Hon CHAN Hak-kan

That, ~~given the~~ *medical incidents have occurred frequently in recent years, but there is a* current lack of a uniform ~~and~~, credible *and highly transparent* mechanism for handling health service complaints from members of the public, *causing the public to feel helpless*; 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, *also inform complainants of the investigation outcome within a reasonable time frame and regularly announce to the community the situation regarding handling of medical complaints*, so as to ensure that complaints targeting at health service are properly handled *and transparency in the handling of complaints is enhanced*, and thereby improving the quality of health service.

Note: Hon CHAN Hak-kan’s amendment is marked in *bold and italic type* or with deletion line.