

**立法會**  
***Legislative Council***

LC Paper No. CB(3) 149/11-12

Ref : CB(3)/M/MM

Tel : 3919 3300

Date : 17 November 2011

From : Clerk to the Legislative Council

To : All Members of the Legislative Council

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**Council meeting of 30 November 2011**

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

Hon Andrew CHENG has given notice to move the attached motion on “Establishing an independent statutory Office of the Health Service Ombudsman” at the Council meeting of 30 November 2011. 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.

(Translation)

**Motion on  
“Establishing an independent statutory  
Office of the Health Service Ombudsman”  
to be moved by Hon Andrew CHENG  
at the Council meeting of 30 November 2011**

**Wording of the Motion**

That, as medical incidents in public and private health services have occurred frequently in recent years, but there is a current lack of a uniform, 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 public and private health services 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.