



中華人民共和國香港特別行政區政府總部食物及衛生局  
Food and Health Bureau, Government Secretariat  
The Government of the Hong Kong Special Administrative Region  
The People's Republic of China

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**Our ref.:** FHB/H/16/11

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13 November 2018

Ms Kay CHU  
Clerk to Joint Subcommittee  
Legislative Council Complex  
1 Legislative Council Road  
Central, Hong Kong

Dear Ms Chu,

**Meeting of the Panel on Health Services  
on 12 February 2018 - Primary Healthcare Services**

The Panel on Health Services (“the Panel”) discussed primary healthcare services at its meeting on 12 February 2018. I herewith enclosed the following requested information in writing:

- (a) Information on the respective funding provision for, as well as establishment and service throughputs of the Tin Shui Wai, North Lantau and Kwun Tong Community Health Centres (“CHC”) in each year since their commencement of services in 2012, 2013 and 2015 respectively (at **Annex A**);
- (b) Advise how the Administration would gauge the views of and engage the district stakeholders concerned, in particular the non-governmental organizations, in the course of taking forward the District Health Centre (“DHC”) Pilot Project in Kwai Tsing District (at **Annex B**); and
- (c) Information on the number of complaints received under the Elderly Health Care Voucher (“EHV”) Scheme (“the Scheme”) since the conversion of the Scheme into a recurrent support programme in

2014, with a breakdown by the number of substantiated cases and the claims involved, and the actions taken by the Administration in respect of these cases (at Annex C).

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Regina Chan', with a stylized flourish at the end.

(Miss Regina CHAN)  
for Secretary for Food and Health

c.c. Director, Department of Health (Attn: Dr Teresa LI, Dr Janet KWAN)  
Chief Executive, Hospital Authority (Attn: Ms Dorothy LAM)

## **Community Health Centre (CHC) of Hospital Authority (HA)**

The Community Health Centre (“CHC”) in Tin Shui Wai (Tin Yip Road), the first of its kind based on the primary care development strategy and service model, was commissioned in February 2012 to provide integrated and comprehensive primary care services for chronic disease management and patient empowerment programme. The North Lantau CHC and Kwun Tong CHC commenced services in September 2013 and March 2015 respectively.

2. CHCs provide integrated multi-disciplinary healthcare services, including general outpatient clinic (“GOPC”) services, as well as health risk assessments, disease prevention, and support for self-health awareness services, through medical, nursing and allied health services. Similar to other public GOPCs, patients under the care of the CHCs mainly comprise two categories: chronic disease patients with stable medical conditions (such as patients with diabetes mellitus or hypertension); and episodic disease patients with relatively mild symptoms (such as those suffering from influenza, cold, fever, gastroenteritis, etc.).

3. Staff disciplines involved for the above integrated multi-disciplinary healthcare services in CHCs include doctors, nurses, dietitians, dispensers, optometrists, podiatrists, physiotherapists, pharmacists, social workers, clinical psychologists, occupational therapists, executive officers, technical services assistants and general service assistants, etc. These healthcare staff work in a multi-disciplinary manner, across different service programmes and in multiple service sites.

4. The consultation quotas in day clinics, evening clinics, Sundays’ and Public Holidays’ clinics are well utilised. The numbers of general outpatient attendances in the Tin Shui Wai (Tin Yip Road) CHC, North Lantau CHC and Kwun Tong CHC since their service commencement (up to 31 December 2017) are set out at the following table –

**Number of visits to GOPC of the Hospital Authority CHC  
since their commencement of services**

CHC	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18 (up to 31 December 2017) [Provisional figures]
<b>Tin Shui Wai (Tin Yip Road) CHC</b>	8 296 <i>(Commenced service in February 2012)</i>	60 691	71 124	75 448	82 431	99 944	82 276
<b>North Lantau CHC</b>	-	-	29 580 <i>(Commenced service in September 2013)</i>	59 774	64 826	68 326	50 054
<b>Kwun Tong CHC</b>	-	-	-	5 336 <i>(Commenced service in March 2015)</i>	235 505	244 972	176 340

5. As the service provision of CHCs involves cross programmes activities by different multi-disciplinary teams within the cluster, estimated expenditure of individual CHC cannot be separately identified.



**Consultation Sessions on Kwai Tsing District DHC pilot project**

The Food and Health Bureau (“FHB”) participated in the Special Meeting and the Public Hearing of the Legislative Council (“LegCo”) Panel on Health Services on 26 March 2018 to gauge the LegCo’s and the public views on the Kwai Tsing District DHC pilot project. In addition, during the period from March 2018 to May 2018, FHB organized 7 consultation sessions as the first round consultation (details are set out in below **Chart 1**), including the consultation session with non-governmental organizations (“NGOs”) and allied health professionals that was held on 18 April 2018.

**Chart 1**

<b>1<sup>st</sup> Round Consultation Sessions (March 2018 – May 2018)</b>	
<b>Target audience</b>	<b>Date</b>
<b>1.</b> Kwai Tsing District private medical practitioners	22 March 2018 10 April 2018 23 April 2018
<b>2.</b> NGOs and allied health professionals	18 April 2018
<b>3.</b> Kwai Tsing District Council (Signature and other Community Healthcare Projects Steering Committee Meeting)	20 April 2018
<b>4.</b> Residents of Kwai Tsing District	28 April 2018
<b>5.</b> Patient groups	15 May 2018

2. We noticed that some NGOs representatives also participated in the 28 April and 15 May consultation sessions.

3. Having regard to feedback received to date, FHB participated in the Meeting of the LegCo Panel on Health Services on 16 July 2018 to explain the details of the DHC project to Members. In addition, FHB completed the second round consultation from July 2018 to August 2018 to further collect views from stakeholders from Kwai Tsing District (including Kwai Tsing District Council, healthcare professionals, residents of Kwai Tsing District and NGOs) (details are set out in below **Chart 2**).

**Chart 2**

<b>2<sup>nd</sup> Round Consultation Sessions ( July 2018 – August 2018)</b>	
<b>Target audience</b>	<b>Date</b>
1. Kwai Tsing District Council (Meeting)	12 July 2018
2. Healthcare Professionals	20 July 2018 2 August 2018
3. Residents of Kwai Tsing District	28 July 2018 4 August 2018 14 August 2018
4. NGOs	31 July 2018

4. On 12 September 2018, FHB invited open tenders from non-public entities to provide services for the operation of the Kwai Tsing DHC. Submission of tenders will close on 16 November 2018. The successful tenderer (i.e. the future operator of the DHC), upon being awarded the service contract in the first quarter of 2019, will gear up for the targeted commissioning of the Kwai Tsing DHC and service network from around the third quarter of 2019 for a three-year operation period.

**Complaints about the Elderly Health Care Voucher Scheme**

The Elderly Health Care Voucher Scheme (“the Scheme”) was converted from a pilot project into a recurrent programme in January 2014. Since then and as of end-September 2018, the Department of Health (“DH”) had received 239 complaints (including media reports and other reports) about the Scheme, out of which 209 involved healthcare service providers. As of end-September 2018, the investigation of 105 of these cases had been completed, with 34 cases found to be substantiated/ partially substantiated. These cases involved complaints against operational procedures, improper voucher claims and issues related to service charges of participating healthcare service providers.

2. In respect of the above 209 complaints involving healthcare service providers, DH had conducted investigation into each case and had taken appropriate actions/ measures <sup>note</sup>, such as issuing advisory/ warning/ contract termination letters to the relevant healthcare service providers (36 letters issued in total); and withholding reimbursements or recovering paid reimbursements (13 cases in total). Moreover, DH had referred 16 cases to the Police and 9 cases to the relevant professional regulatory boards/ councils for follow-up as appropriate, and also disqualified 10 service providers from participating in the Scheme.

*Note Some cases may involve more than one action/ measure. There are also cases where the complaint is not substantiated, as well as cases still under investigation.*