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15 November 2018

Clerk to the Establishment Subcommittee
Legislative Council
Legislative Council Complex
1 Legislative Council Road
Central, Hong Kong
(Attn: Ms Mandy LI)

Dear Ms LI,

**The Government's Response to the Matters Raised by the
Establishment Subcommittee at the Meeting of 31 October 2018**

At the meeting of the Establishment Subcommittee held on 31 October 2018, Members requested the Government to provide supplementary information on the proposed creation of one permanent directorate post of Consultant in the Department of Health for enhancing the overall clinical supervision, planning, development and operation of Families Clinics (see Paper No. EC(2018-19)13). The supplementary information requested is set out at Annex for Members' reference.

Yours sincerely,

(signed)
(Miss Winnie TSE)
for Secretary for Civil Service

Encl.

(a) **The timetable for the full implementation of the electronic Clinical Information Management System (CIMS) in Families Clinics (FCs)**

The Department of Health (DH) is implementing the CIMS in FCs by phases. In addition to Fanling FC, CIMS will first be implemented in the new Sai Kung FC upon its service commencement in December 2018. DH expects that CIMS will be fully implemented in all FCs in 2019-20.

(b) **A comparison between the waiting time of civil service eligible persons (CSEPs) for general out-patient and specialist out-patient services in FCs and that of the public for the same services in clinics of the Hospital Authority (HA)**

FCs under DH provide general out-patient services for CSEPs. CSEPs with episodic illnesses who wish to seek medical treatment in FCs are required to make an appointment in advance by phone. Chronic disease patients requiring follow-up consultations will be assigned a visit timeslot after each consultation and do not need to make separate appointments by phone. Under such booking mechanism, there is no waiting list in FCs, nor is there waiting time for new cases.

For the general out-patient services in HA, consultation timeslots in the next 24 hours are available for booking through HA's telephone appointment system for patients with episodic illnesses. Chronic disease patients requiring follow-up consultations will be assigned a visit timeslot after each consultation and do not need to make separate appointments by phone. Under such booking system, there is no waiting list for general outpatient services, nor is there waiting time for new cases.

As for the specialist outpatient (SOP) services, HA's SOP clinics have implemented a triage system to ensure that patients with urgent conditions requiring early intervention are treated with priority. Referrals of new patients are usually first screened by a nurse and then by a specialist doctor of the relevant specialty for classification into "Urgent", "Semi-urgent" and "Stable" categories. HA's targets are to maintain the median waiting time of "Urgent" and "Semi-urgent" cases within two weeks and eight weeks respectively, which can be largely

met at present. The waiting times for booking for “Stable” new cases at HA’s SOP clinics from July 2017 to June 2018 are at Appendix A.

For the provision of the above-mentioned baseline services by HA, priority of treatment will be based on the patients’ clinical needs. In other words, except for the priority disc arrangement stated in (d) and (f) below and services for the exclusive use of CSEPs, CSEPs and the public are treated the same in terms of allocation of treatment priority in general out-patient and SOP clinics.

Dedicated SOP services are provided by 9H Specialist Clinic in Prince of Wales Hospital, L Block of Queen Elizabeth Hospital and Saturday SOP Clinic in Queen Mary Hospital under HA to CSEPs. The median waiting times for new cases in major specialties from 1 October 2017 to 30 September 2018 are listed below –

9H Specialist Clinic in Prince of Wales Hospital

Specialty	Median Waiting Time (weeks)
Ear, Nose & Throat	5
Gynaecology	6
Medicine	19
Orthopaedics & Traumatology	28
Paediatrics	1
Surgery	3

L Block of Queen Elizabeth Hospital

Specialty	Median Waiting Time (weeks)
Medicine	102
Surgery	41
Gynaecology	40
Paediatrics	1
Orthopaedics & Traumatology	44

Saturday SOP Clinic in Queen Mary Hospital

Specialty	Median Waiting Time (weeks)
Medicine	8
Surgery	7

- (c) **A comparison between the arrangements of FCs and HA clinics for the increase in the number of staff at the senior management level for the enhancement of supervision in support of expansion in establishment (including the ratio of Consultants to Medical Officers and Senior Medical Officers)**

The Professional Development and Quality Assurance Service (PDQAS) of DH is responsible for the operation and development of FCs. When one Consultant post is added to FCs, the manpower ratio of Consultant to Senior Medical and Health Officer and Medical and Health Officer in PDQAS will be improved from 1:45 to 1:23. As the scope of services and the mode of operation of HA's general outpatient clinics (GOPCs) are different from that of DH's FCs, direct comparison of the manpower ratio of the two organisations is not considered appropriate.

- (d) **With the expansion and improvement of the services of FCs, it is expected that fewer civil servants will be using the priority discs of GOPCs under HA. In this connection, will the medical services provided to the public by the GOPCs under HA increase in proportion as a result**

According to the prevailing mechanism, civil servants priority discs that are unused will be released to members of the public after the designated registration hours in order to avoid wastage of public resources. With the expansion and improvement of the services of FCs, we will closely monitor the usage of FCs and the civil servants priority discs as well as review the arrangement of consultation discs at an appropriate juncture to ensure optimal use of public resources.

(e) **The prevailing per-head cost for the provision of medical services by FCs to CSEPs**

In 2017-18, the total expenditure incurred by FCs was around \$162.8 million. The total number of attendances in FCs in 2017 was around 297 000, but DH does not maintain statistics on the number of CSEP patients at FCs. Hence, DH is not able to provide the cost of medical services provision per civil service eligible person.

(f) **Usage of the civil servants priority discs at the HA clinics in different districts**

Please see [Appendix B](#) for the usage of the civil servants priority discs at the HA's GOPCs for the period between January and June 2018.

(g) **The current number of doctors in DH who are qualified Specialist in Family Medicine and the career prospect of the relevant grade**

DH currently has 40 doctors with specialist qualification in Family Medicine. As far as the relevant grade is concerned, they can be promoted up to the rank of Consultant and fill the post of Consultant (Family Medicine).

(h) **Detailed comparison on the provision of medical benefits for employees by the Government and HA**

The medical benefits offered by the Government as an employer to serving civil servants include free medical and dental treatment and services provided by DH or HA (except the charges applicable to hospital maintenance, dentures and dental appliances as provided for in the Civil Service Regulations). Moreover, eligible dependants of serving civil servants are also entitled to such benefits.

The medical and dental benefits provided by HA to its serving employees are listed at [Appendix C](#).

- (i) **Vacancy and wastage rates of officers in the Medical and Health Officer grade in DH over the past 10 years, and any specific measures taken by DH to improve the situation in the light of such rates of the grade**

The wastage and vacancy rates of officers of the Medical and Health Officer grade in the past 10 years are at Appendix D.

Apart from recruiting civil service Medical and Health Officers, DH is also accepting applications for contract doctors on Non-civil Service Contract terms through a round-the-year recruitment exercise without application deadline. The recruitment advertisement for contract doctors has stated that assistance will be given to successful applicants to apply to the Medical Council of Hong Kong to practise under limited registration and the contract period is three years. DH has also employed retired civil servants as contract doctors through the Post-retirement Service Contract Scheme to meet operational needs. Besides, a recommendation has been made by DH to the relevant policy bureaux to conduct a Grade Structure Review for the Medical and Health Officer grade.

- (j) **As regards the “other persons who are eligible for civil service medical benefits by way of their terms of appointment” (as specified in Footnote 1(e) of Paper No. EC(2018-19)13), what are the number and definition of such "other persons"**

Footnote 1(e) of Paper No. EC(2018-19)13 refers to the following persons –

- all eligible employees of the Legislative Council Secretariat and their eligible dependants; and
- the non-civil servants who are employed by the Government and eligible for civil service medical benefits by way of their terms of appointment and their eligible dependants.

There were 1 342 of them as at 31 August 2018.

專科門診穩定新症輪候時間

Waiting Time for Stable New Case Bookings for Specialist Out-patient Services

2017 年 7 月至 2018 年 6 月

July 2017 – June 2018

專科/Specialty	穩定新症(90 百分值數)輪候時間 Waiting time (week) for 90th percentile of routine cases
耳鼻喉科 Ear, Nose, Throat	80星期/weeks
婦科 Gynaecology	83星期/weeks
內科 Medicine	106星期/weeks
眼科 Ophthalmology	97星期/weeks
骨科 Orthopaedics & Traumatology	119星期/weeks
兒童及青少年科 Paediatrics & Adolescent	31星期/weeks
精神科 Psychiatry	100星期/weeks
外科 Surgery	81星期/weeks

Utilisation of Priority Discs for Civil Servants at General Outpatient Clinics

District	Clinic name	Daily priority disc quota	Utilisation Rate (Jan - Jun 2018)	
			(Actual) [Note 1]	(Grouping) [Note 1]
Central & Western	SAI YING PUN JOCKEY CLUB GENERAL OUTPATIENT CLINIC	92	40.35%	< 50%
Central & Western	CENTRAL DISTRICT HEALTH CENTRE GENERAL OUTPATIENT CLINIC	15	49.93%	< 50%
Central & Western	KENNEDY TOWN JOCKEY CLUB GENERAL OUTPATIENT CLINIC	15	39.56%	< 50%
Islands	SOK KWU WAN GENERAL OUTPATIENT CLINIC	10 [Note 2]	6.44%	< 50%
Islands	PENG CHAU GENERAL OUTPATIENT CLINIC	10	26.52%	< 50%
Islands	TAI O JOCKEY CLUB GENERAL OUTPATIENT CLINIC	10	31.11%	< 50%
Islands	NORTH LAMMA GENERAL OUTPATIENT CLINIC	20	13.44%	< 50%
Islands	MUI WO GENERAL OUTPATIENT CLINIC	15	31.75%	< 50%
Kowloon City	LEE KEE MEMORIAL DISPENSARY	35 [Note 3]	34.16%	< 50%
Kowloon City	CENTRAL KOWLOON HEALTH CENTRE	85	44.64%	< 50%
Kwai Tsing	TSING YI CHEUNG HONG GENERAL OUTPATIENT CLINIC	30	43.14%	< 50%
North	SHA TAU KOK GENERAL OUTPATIENT CLINIC	8 [Note 4]	34.96%	< 50%
North	TA KWU LING GENERAL OUTPATIENT CLINIC	5 [Note 5]	13.85%	< 50%
Southern	STANLEY GENERAL OUTPATIENT CLINIC	5 [Note 6]	36.21%	< 50%
Wong Tai Sin	ROBERT BLACK GENERAL OUTPATIENT CLINIC	50 [Note 3]	48.29%	< 50%
Yuen Long	KAM TIN CLINIC	3 [Note 7]	38.05%	< 50%
Eastern	CHAI WAN GENERAL OUTPATIENT CLINIC	25	50.67%	50% - 75%
Eastern	SHAU KEI WAN JOCKEY CLUB GENERAL OUTPATIENT CLINIC	25	58.25%	50% - 75%
Eastern	WAN TSUI GENERAL OUTPATIENT CLINIC	10	68.89%	50% - 75%
Islands	NORTH LANTAU COMMUNITY HEALTH CENTRE	30	65.88%	50% - 75%
Kowloon City	SHUN TAK FRATERNAL ASSOCIATION LEUNG KAU KUI CLINIC	15 [Note 8]	70.12%	50% - 75%
Kowloon City	HUNG HOM CLINIC	15 [Note 8]	57.19%	50% - 75%
Kwai Tsing	SOUTH KWAI CHUNG JOCKEY CLUB GENERAL OUTPATIENT CLINIC	30	56.77%	50% - 75%
Kwai Tsing	NORTH KWAI CHUNG GENERAL OUTPATIENT CLINIC	20	56.52%	50% - 75%
Kwai Tsing	HA KWAI CHUNG GENERAL OUTPATIENT CLINIC	20	71.00%	50% - 75%
Kwun Tong	KWUN TONG COMMUNITY HEALTH CENTRE	106 [Note 9]	55.01%	50% - 75%
North	SHEK WU HUI JOCKEY CLUB GENERAL OUTPATIENT CLINIC	40	70.98%	50% - 75%
Sai Kung	MONA FONG GENERAL OUTPATIENT CLINIC	35	56.42%	50% - 75%
Sham Shui Po	SHEK KIP MEI GENERAL OUTPATIENT CLINIC	20	68.00%	50% - 75%
Sham Shui Po	CHEUNG SHA WAN JOCKEY CLUB GENERAL OUTPATIENT CLINIC	24	72.96%	50% - 75%
Sham Shui Po	NAM SHAN GENERAL OUTPATIENT CLINIC	11	57.85%	50% - 75%
Southern	AP LEI CHAU GENERAL OUTPATIENT CLINIC	15	71.51%	50% - 75%
Tsuen Wan	LADY TRENCH GENERAL OUTPATIENT CLINIC	92	51.97%	50% - 75%
Tsuen Wan	MRS WU YORK YU GENERAL OUTPATIENT CLINIC	30	54.20%	50% - 75%
Tuen Mun	YAN OI GENERAL OUTPATIENT CLINIC (TUEN MUN HOSPITAL)	60	70.69%	50% - 75%
Wan Chai	VIOLET PEEL GENERAL OUTPATIENT CLINIC	92	55.94%	50% - 75%
Wong Tai Sin	WANG TAU HOM JOCKEY CLUB GENERAL OUTPATIENT CLINIC	18 [Note 3]	74.87%	50% - 75%
Wong Tai Sin	WU YORK YU GENERAL OUTPATIENT CLINIC	14 [Note 3]	64.80%	50% - 75%
Yau Tsim Mong	YAU MA TEI JOCKEY CLUB GENERAL OUTPATIENT CLINIC	92	58.49%	50% - 75%
Eastern	ANNE BLACK GENERAL OUTPATIENT CLINIC	25	83.73%	> 75%
Eastern	SAI WAN HO GENERAL OUTPATIENT CLINIC	20	78.96%	> 75%
Kwai Tsing	TSING YI TOWN GENERAL OUTPATIENT CLINIC	25	83.64%	> 75%
Kwun Tong	NGAU TAU KOK JOCKEY CLUB GENERAL OUTPATIENT CLINIC	30	78.62%	> 75%
Kwun Tong	SHUN LEE GENERAL OUTPATIENT CLINIC	20	77.48%	> 75%
Kwun Tong	LAM TIN POLYCLINIC GENERAL OUTPATIENT CLINIC	24 [Note 9]	89.41%	> 75%
Kwun Tong	KOWLOON BAY HEALTH CENTRE GENERAL OUTPATIENT CLINIC	12	104.75%	> 75%
North	FANLING FAMILY MEDICINE CENTRE	40 [Note 10]	83.22%	> 75%
Sai Kung	TSEUNG KWAN O JOCKEY CLUB GENERAL OUTPATIENT CLINIC	30	76.05%	> 75%
Sai Kung	TSEUNG KWAN O (PO NING ROAD) GENERAL OUTPATIENT CLINIC	27	101.56%	> 75%
Sham Shui Po	WEST KOWLOON GENERAL OUTPATIENT CLINIC	36	95.21%	> 75%
Shatin	SHATIN (TAI WAI) GENERAL OUTPATIENT CLINIC	20 [Note 10]	79.67%	> 75%
Shatin	YUEN CHAU KOK GENERAL OUTPATIENT CLINIC	30	84.47%	> 75%
Shatin	LEK YUEN GENERAL OUTPATIENT CLINIC	65	81.20%	> 75%
Shatin	MA ON SHAN FAMILY MEDICINE CENTRE	47	83.26%	> 75%
Southern	ABERDEEN JOCKEY CLUB GENERAL OUTPATIENT CLINIC	25	76.44%	> 75%
Tai Po	WONG SIU CHING FAMILY MEDICINE CENTRE	30	90.94%	> 75%
Tai Po	TAI PO JOCKEY CLUB GENERAL OUTPATIENT CLINIC	25	100.36%	> 75%
Tuen Mun	TUEN MUN CLINIC	30	89.04%	> 75%
Tuen Mun	TUEN MUN WU HONG CLINIC	30	90.44%	> 75%
Wong Tai Sin	EAST KOWLOON GENERAL OUTPATIENT CLINIC	25 [Note 3]	82.28%	> 75%
Yau Tsim Mong	LI PO CHUN GENERAL OUTPATIENT CLINIC	30	77.19%	> 75%
Yuen Long	YUEN LONG JOCKEY CLUB HEALTH CENTRE	52 [Note 11]	79.47%	> 75%
Yuen Long	MADAM YUNG FUNG SHEE HEALTH CENTRE	44	79.90%	> 75%
Yuen Long	TIN SHUI WAI HEALTH CENTRE	40	87.72%	> 75%
Yuen Long	TIN SHUI WAI (TIN YIP ROAD) COMMUNITY HEALTH CENTRE	8 [Note 11]	108.61%	> 75%
Overall		2037	65.90%	50% - 75%

- Note: [1] The statistics on the utilisation of priority discs by civil servants include the number of civil servants' attendances after 09:30 in AM & 14:30 in PM sessions, which include civil servants who may or may not utilise priority discs.
- [2] For Monday and Friday only.
- [3] Due to renovation work, Robert Black GOPC was closed on 18 January 2018. With effect from 19 January 2018, priority discs were redistributed from Robert Black GOPC to other GOPCs as follows:
(a) A temporary clinic has been set up at 1/F, Extension Block, 160 Hammer Hill Road, Diamond Hill and provides 14 priority discs per day;
(b) 10 priority discs were redistributed to Lee Kee Memorial Dispensary and the number of priority discs per day at Lee Kee Memorial Dispensary has increased to 45;
(c) 8 priority discs were redistributed to Wu York Yu GOPC and the number of priority discs per day at Wu York Yu GOPC has increased to 22;
(d) 8 priority discs were redistributed to Wang Tau Hom Jockey Club GOPC and the number of priority discs per day at Wang Tau Hom Jockey Club GOPC has increased to 26; and
(e) 10 priority discs were redistributed to East Kowloon GOPC and the number of priority discs per day at East Kowloon GOPC has increased to 35.
- [4] Quota of 8 priority discs (AM: Tuesday and Saturday), and 5 priority discs (PM: Monday and Thursday).
- [5] Quota of 5 priority discs for every Thursday am & Tuesday pm.
- [6] Quota of 5 priority discs (PM: Monday to Friday).
- [7] Quota of 3 priority discs (AM: Monday, Tuesday, Wednesday and Friday).
- [8] Due to renovation works, Hung Hom Clinic has temporarily decanted to Shun Tak Fraternal Association Leung Kau Kui Clinic from 8 July 2017 to 22 March 2018.
- [9] 4 priority discs have been redeployed from Kwun Tong Community Health Centre to Lam Tin Polyclinic GOPC with effect from 1 September 2015.
- [10] 5 priority discs have been redeployed from Sha Tin (Tai Wai) GOPC to Fanling Family Medicine Centre with effect from 1 September 2015. For Fanling Family Medicine Centre, quota of 35 priority discs for every Tuesday and Thursday, and 40 priority discs for every Monday, Wednesday and Friday.
- [11] 8 priority discs have been redeployed from Yuen Long Jockey Club Health Centre to Tin Shui Wai (Tin Yip Road) Community Health Centre, which commenced service on 8 February 2012.

Medical and Dental Benefits provided by HA to its employees and their eligible dependants

Outpatient Benefits:

- Free medicines, X-ray examinations, medical advice and treatment are available at all HA hospitals, specialist clinics, or other institutions as promulgated by the HA from time to time to all permanent full-time employees and their eligible family members while in Hong Kong.

Hospitalization Benefits:

- All eligible persons mentioned above who receive hospitalisation in HA hospitals or other institutions as promulgated by the HA from time to time are exempted from hospital charges.

Dental Benefits:

- Subject to eligibility, full dental benefits are provided to permanent full-time employees and eligible members of their families free of charge in HA hospitals or other institutions as promulgated by the HA from time to time.
- No charges are required for extractions, conservative treatment including temporary, composite or amalgam fillings, root treatment, porcelain crowns, scaling, and treatment and scaling for gingivitis. However, charges for dentures and dental appliances and other restorations are required at the rates promulgated in HA Accounting Circulars from time to time.
- Other permanent full-time employees and eligible members of their families are entitled to free dental treatments which require hospitalization.

Remarks: Extracted from the Hospital Authority's Human Resources Policies Manual

Vacancy rate and wastage rate of the Medical and Health Officer grade in the Department of Health

(A) Vacancy rate of the Medical and Health Officer grade in the Department of Health during 2008-09 to 2017-18

Rank	as at 31.3.2009	as at 31.3.2010	as at 31.3.2011	as at 31.3.2012	as at 31.3.2013	as at 31.3.2014	as at 31.3.2015	as at 31.3.2016	as at 31.3.2017	as at 31.3.2018
Directorate Posts	12.5	7.5	2.4	0	9.5	11.9	9.5	7.1	9.5	9.5
Senior Medical and Health Officer / Medical and Health Officer (“SMO / MO”)	2.1	0	0	0.5	0	4.1	4.9	7.4	9.6	9.6

(B) Wastage rate of the Medical and Health Officer grade in the Department of Health during 2008-09 to 2017-18

Rank	as at 31.3.2009	as at 31.3.2010	as at 31.3.2011	as at 31.3.2012	as at 31.3.2013	as at 31.3.2014	as at 31.3.2015	as at 31.3.2016	as at 31.3.2017	as at 31.3.2018
Directorate Posts	2.9	2.7	4.9	4.8	10.5	13.5	10.5	2.6	5.3	7.9
SMO / MO	3.8	3.4	3.1	4.1	4.2	4.7	4	5.9	5.4	4.2