



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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7 November 2019

Ms Maisie Lam
Clerk to Panel
Panel on Health Services
Legislative Council Complex
1 Legislative Council Road
Central

Dear Ms Lam,

Legislative Council Panel on Health Services
Follow-up to the special meeting and the policy briefing on
21 October 2019

At the special meeting and the policy briefing of the Panel on Health Services held on 21 October 2019, members requested the Administration to provide a written response to the concerns about the provision of professional medical services by healthcare staff at public hospitals. Our response is as follows.

2. The well-being and safety of patients are the top priority of the Government and the Hospital Authority (HA). As public healthcare service provider, the HA should provide professional and equitable healthcare services to the public, and avoid leading to misperception from patients that public hospitals could not adhere to the code of conduct for healthcare professionals due to difference in stances or background.

3. We understand that healthcare staff have all along been upholding professionalism, demonstrating full commitment to taking care of the injured

and providing appropriate treatment for patients. The HA attaches great importance to the professional conduct of its staff and requires its staff to abide by the law. The HA will also remind its frontline staff to continue to provide services to the public with dedication.

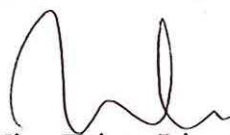
4. A safe and tranquil clinical setting is key to facilitating treatment, recovery and rehabilitation. As such, the use of language likely to cause offence or annoyance, indecent or disorderly behavior, and the making of noise which is a cause of annoyance to patients, etc. have long been prohibited in public hospitals through the HA Bylaws.

5. The Government and the HA are concerned about the recent assemblies held in public hospitals, and have made it clear that public hospitals are not appropriate venues for assemblies, in order to avoid affecting hospital operations and patient services, or even causing inconvenience and pressure on people in the hospital area. The HA has also reminded its healthcare staff to be mindful of the expectations and perceptions of patients, their families and the general public about public hospitals, as well as the importance of maintaining good relationships with patients, when expressing their views.

6. The HA will continue to strengthen communication with its staff through various channels, including representatives of healthcare staff associations. The HA and public hospitals will also conduct assessment of the anticipated activities and closely monitor the service situation. They will make appropriate security arrangements to ensure that hospital services will not be affected.

7. The Government and the HA understand the community's concern about public hospital services. We hope that hospitals or other healthcare institutions could provide people in need with an environment that facilitates physical, mental and spiritual recovery, so that patients can feel at ease when receiving treatments. The Government and the HA will continue to closely monitor the service situation in public hospitals and strive to ensure smooth operation of hospitals for providing professional healthcare services to the public.

Yours sincerely,



(Miss Trista Lim)

for Secretary for Food and Health

c.c. Hospital Authority