

Committee	Date	Classification	Report No.	Agenda Item No.
Health Scrutiny Panel	26 October 2010	Unrestricted		2
<p>Report of:</p> <p>NHS Tower Hamlets Community Health Services East London Foundation Trust Barts and the London NHS Trust</p> <p>Presenting Officers:</p> <p>Caroline Alexander - Director of Quality Development (NHS TH) Anneliese Weichart – Associate Director for Clinical Governance and Workforce (Community Health Services) Judith Bottrill – Associate Director of Quality Improvement (BLT) Christine Bevan-Davies, Quality and Effectiveness Manager (BLT) Paul James - Acting Borough Director (ELFT)</p>		<p>Title:</p> <p>Joint Report on Complaints across the three local Trusts</p> <p>Ward(s) affected:</p> <p>All</p>		

1. Summary

This presentation covers the key complaints issues at the three local health Trusts and has been put together jointly with BLT, ELFT and CHS. The presentation puts the number of complaints received into context and discusses the changes that have been made as a result.

2. Recommendations

The Health Scrutiny Panel is asked to consider and comment on the information set out in the presentation.