

## **EAST LANCASHIRE PRIMARY CARE TRUST**

### **Protocol For Receiving Petitions**

Petitions from the public, partners, stakeholders or others residing within the boundaries of East Lancashire PCT, will be submitted to the office of the Chief Executive of East Lancashire PCT.

#### **1. Petitions relating to strategic/policy issues:**

- 1.1 Where petitions are related to strategic/policy issues, the Chief Executive will decide who and how the petition should be responded to.
- 1.2 If it is a matter relating to East Lancashire PCT's strategic responsibilities the issue will be referred to the Executive Directors Meeting of the PCT, and dealt with through their appropriate responsibilities.
- 1.3 If it is a strategic issue relating to the functions delegated to East Lancashire PCT, it is the Chief Executive's decision whether the matter will be responded to by officers or referred to the Board. If it is referred to the Board:
- 1.4 The Director of Corporate Services will submit the petition and the draft response for approval.
- 1.5 Petitioners will have the right to make representation to the Board (up to 15 minutes) on the issue.

#### **2. Petitions relating to operational issues/implementation of policies**

- 2.1 The Chief Executive will refer petitions to the appropriate Executive Director, who will be responsible for responding to the issues raised and reporting on the action taken to the Director of Corporate Services.
- 2.2 The Director of Corporate Services will ensure that the Board is apprised of the petition, and the action arising from it, and that East Lancashire PCT responds to the petitioners' request. Reports of petitions and action taken will be via the PCT Integrated Governance Committee.

#### **3 Associated issues:**

- 3.1 **Petitioners who appeal against the response** – petitioners unsatisfied with the response have the right to take the matter up through the formal complaints procedure. In this procedure, the ultimate adjudication is provided by the Ombudsman.
- 3.2 **Time limits** – a response to petitions will be made following the Integrated Governance Committee meeting after the receipt of the petition.
- 3.2 **Monitoring of petitions** - Petitions and their responses will be monitored by the Director of Corporate Services and reported to the Board via the Integrated Governance Committee.