

Content

The Charter contains information on rights and responsibilities in six areas: Access, Communication and Participation; Confidentiality; Respect; Safety; and Comments and Complaints.

There are also sections describing what you can do if your rights have not been respected, and where you can get further information and support.

A leaflet will be produced to summarise this information further, and factsheets will provide practical examples of your rights and responsibilities in the six areas described above.

Question 1

- a) Do you think the level of detail in the Charter is useful and appropriate?
- b) Is there any information not included in the Charter that should be covered?
- c) What would make it better?

Question 1 Answer

We feel sight of the leaflet and factsheets would be required before answering this question.

Accessibility

We want the Charter to be as accessible as possible. This means that the language is easy to understand, and it is set out in a way that is easy to read.

Question 2

- a) Do you think the information in the Charter is written in a way that is easy to understand?
- b) Does the format of the Charter make it easy to find the information you need?
- c) What would make it better?

Again we feel sight of the leaflet and factsheets would be required before answering this question fully, but the Charter itself appears to be fine.

Design

The Charter is presented in A4 format, with a different colour and icon for each section.

Question 3

Do you have any comments on the design of the Charter?

Question 3 Answer

No

Availability

The Patient Rights (Scotland) Act 2011 says Health Boards must make copies of the Charter available without charge to patients, staff and members of the public.

The Charter will also be published online, and supporting information such as a summary leaflet and fact sheets will be available.

We are considering what the most appropriate alternative formats for the Charter or the supporting information is. For example, different languages, large print or audio may be produced. We would normally make available alternative formats on request.

Question 4:

- a) What do you think is the most appropriate way for people to get a copy of the Charter?
- b) Do you agree that we should only make alternative formats available on request?

Question 4 Answer

a)

In Lanarkshire hospitals there are quite often signs up giving information about the ward – this may be a good place to highlight the charter too.

b)

No, if they only available at request then how would those needing it in the other formats know how to ask for it? E.g. language (including people with no language), Braille, large text, BSL

c)

The Charter should be launched across main media forms – TV & press to highlight its existence

Rights and Responsibilities

The Charter outlines responsibilities as well as rights. These are things that people using health services can do to help the NHS in Scotland work effectively and deliver quality care and treatment.

Question 5

- a) Do you have any comments on the balance of rights and responsibilities set out in the Charter?
- b) What would make it better?

Question 5 Answer

The charter states patients have the right to ask for another person to be accompanying them to appointments, but what rights does an inpatient have? Inpatients should have the right to have another person present for instance when they are being given a life limiting diagnosis

Also patients with for instance cognitive impairment, learning difficulties, children with ADHD can find it stressful being in public areas and as a result behavior can sometimes be challenging. A family member/carer should be able to request access to a quiet area or minimum waiting times.

General

Question 6

Do you have any additional comments to make about the Charter of Patient Rights and Responsibilities?

Question 6 Answer

The Charter rightly stresses a patients' right to confidentiality, but in ward settings doctors medical staff frequently discuss diagnosis/treatment with a patient and it can clearly be heard by other patients. Perhaps patients in wards should have the right to have their care to be discussed in total privacy i.e. not in a ward setting