

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

A)

PAMIS agrees that the level of detail within the charter is useful and appropriate. Information in the charter is presented in a clear and understandable format.

B)

Reference to **Legal Welfare Guardianship** should be included under additional sections of the charter to consistently highlight the importance of the parents' rights when they have secured a legal welfare guardianship order. E.G. page 5, 9 and 22.

Also on page 20 of the charter it is stated someone "has the right to expect the NHS in Scotland to take feedback into account in order to improve service".

PAMIS would like to see an addition here that states that the NHS has to feed back how they have implemented the changes as a result of complaints and concerns. Often families are told that their complaints will be considered and changes will be made as a result of the complaint but often there is no follow up to evidence how this was done and what real change was made. People need to have access to information that allows them to see real change has actually been achieved as a result of the complaint.

There is no information in the charter about the rights and responsibilities of the NHS in relation to safeguarding individuals "at risk of harm" under the Adult Support and Protection (Scotland) Act 2007.

C) More detailed Information about Welfare Guardianship could be included in the section of the charter titled Communication and Participation: the right to be informed and involved in decisions about health care and services.

The reason *PAMIS* is highlighting that clear and precise information in the charter relating to Welfare Guardianship would be beneficial is that because many staff in the acute hospital setting are unclear themselves on the role of the Welfare Guardian, this unfortunately causes a lot of unnecessary problems for families when their sons/daughters are receiving hospital treatment. *PAMIS* feels that if more detailed information on Welfare Guardianship was provided in the charter there would be improved communication between NHS staff and families using the service.

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?

a)

Yes information is accessible as presented however; the last section on page 21 does not give enough information as to how people can access alternative ways of sharing experiences if their health board does not access the “better together” Scotland website.

b)

The format of the charter is accessible and it is easy to find the information required.

c)

The charter is accessible as it is.

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

The charter is well designed, accessible and easy to read.

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)

The charter should be available from all G.P. Practices
The charter could also be made available electronically to all voluntary organisations to circulate to the families they support.

b)

Yes *PAMIS* agrees that alternative formats should be available on request.

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

Overall the balance of rights and responsibilities is well designed but again, making reference to the rights of the legal welfare guardians more explicit would be helpful. It is mentioned but not in all places where it could be. (see next comment)

General

Question 6

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

Question 6 Answer

Reference to welfare guardianship should be highlighted more

E.g. page 5 - Your health board is committed to taking account of your needs when providing health services. **Or as stipulated by your welfare guardian.**

Page 9 The views of anyone who has legal authority to make a decision on your behalf. **E.g. Legal welfare guardian.**

Page 22. If you feel your right to be informed and involved in decisions has not been respected. **Stipulate or that of your welfare guardian.**

It would be beneficial if the Rights of Welfare Guardianship were more detailed in the charter for the reasons previously documented.