

# The Charter of Patient Rights and Responsibilities – Easy Read

Revised: June 2019



# **NHS Scotland**

## **The Charter of Patient Rights and Responsibilities**

**Revised: June 2019**

'The Charter of Patient Rights and Responsibilities' (the 'charter') summarises what you are entitled to when you use NHS services and receive NHS care in Scotland, and what you can do if you feel that your rights have not been respected.

This 'Easy Read' version is provided to enable users to gain a level of understanding about their Patient Rights and Responsibilities.

For more detailed information the full document is available here:

**<https://www.gov.scot/publications/charter-patient-rights-responsibilities-2>**

# Part 1: Using NHS Services in Scotland

There are 4 parts to 'The Charter of Patient Rights and Responsibilities'. There is a further information section at the end of each part. This has contact details and important information.

## Introduction



A charter is a document that says what an organisation will do. It is an agreement between the organisation and the people who use its services.

In Scotland the law says there must be a charter for people who use the NHS in Scotland.



The law gives everyone the right to receive healthcare that:

- meets their needs
- does what is best for their health and wellbeing
- gives them information and support to take part in decisions about their care.



It gives people the right to give feedback and comments or make complaints.



It says what I should expect when I use NHS services. It says what I can do if I think my rights have not been met.



The Charter says what I need to do when using the NHS. We want the NHS to use its resources in the fairest way.



Everyone who uses and provides NHS services has a right to be treated as an individual with dignity and respect.



The Charter is for everyone who uses NHS services in Scotland. NHS services are the services provided by health boards and include hospitals and services such as GPs, dentists, opticians, and pharmacists.



Some NHS services are now integrated. This means that decisions are made jointly by the Local Authority, the NHS and people from the community. Service users should be involved in developing health services. See further information.

# My health, my rights, my NHS

## Part 1: Using NHS Services in Scotland

I have the right to safe care and treatment. This is at the right time, in the right place, by the right person.

### Discrimination and respect

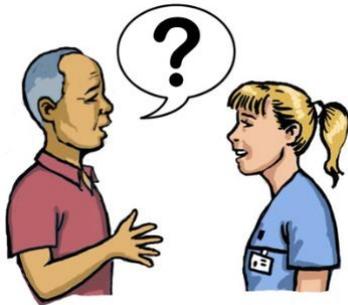


Use of NHS services will never be affected or refused because of my protected characteristics such as age or gender.



I have the right to be treated with dignity and respect when using NHS services. My family members, carers, and NHS staff also have this right. I understand that NHS staff should be treated with dignity and respect too.

## Health needs



My needs, values and level of understanding will be respected. I have the right to ask if my care is right for me. I can ask if something different can be arranged.



I understand my health board must also think about the rights of other people, medical opinion and the fairest way to use NHS services.

## Cost of NHS Services



I am entitled to most NHS services for free but I might need to pay for some such as dental treatment and glasses.

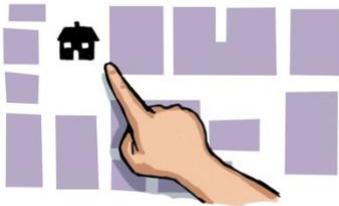


I might get help with some costs. See further information.

## Registering with a GP



I have a right to register with a GP. It is up to me to do this. My GP practice will be my main contact for medical services.



I understand that I may not be able to join the GP practice I want. This may be if I live outside the area or if they are not accepting new people. If this happens the NHS will find me another. See further information.



A GP practice can remove me from their list in some situations. This includes if I move away.

## Registering with an NHS dentist



My NHS dentist helps to look after my teeth, gums and mouth. My NHS dentist can help with tooth or mouth pain. They give me advice on how to keep my mouth healthy.



I may not be able to register with a certain NHS dentist. I can get information on other NHS dentists from my health board or NHS inform. See further information.

## Appointments



I should do my best to go to my appointments. Missed appointments mean others may have to wait longer for their care.



If I cannot make my appointment, I should contact NHS staff to let them know. I will make sure I am in at the right time for home visits.



I can have someone with me at appointments to give support.



I may be able to get transport to hospital or an appointment. This is because I need it or require support. I can ask a member of NHS staff or my health board about this. It is called the Patient Transport Service. See further information.



It is important to keep my information up to date.

## Using health services



Using the right NHS service will help make sure I get the help I need. I can find information about NHS services from my health board or from the NHS inform website. See further information.



I will be able to see a range of health professionals through my GP practice, including doctors and nurses. They can provide routine treatment and medical advice for physical and mental health issues.



NHS 24 can help me when my GP practice or dentist is closed and I am too ill to wait until it opens. See further information.



A pharmacy can help me with lots of common conditions such as coughs and colds.

**NHS**  
SCOTLAND



My NHS dentist can help me with tooth pain, injury to my mouth or bleeding gums. They can also give me advice about keeping my mouth clean and healthy.



My optician can help me with pain in or around the eye and loss of, blurred or reduced vision.



I can get support for my mental wellbeing by contacting Breathing Space. See further information.



My local minor-injuries unit can help with cuts and small burns, sprains, strains, and suspected broken bones or fractures.

**NHS**  
inform 

The NHS inform website includes information on common symptoms and self-help. See further information.

## Urgent and emergency care



**I should only use accident and emergency (A&E) departments in emergencies.**

**I should call 999 and ask for the ambulance service.**



**I can call 111 for any urgent health advice, when my GP or dentist is closed.**

**Both numbers are free to call, even from mobile telephones.**

## Medicine



My doctor and healthcare professionals will suggest the best medicines for me. This will get checked to see they are working.



I have the right to be given all the information I need about my medicines. This should be in a way I can understand and so that I can take them safely.



I can speak to NHS staff and ask for more information if I am not sure how to take my medicines. See further information.



I should order repeat prescriptions in time, and only the items I need. This will make sure my prescription is ready in time.



It is important I take charge of my own treatment and care. I should follow and finish treatment agreed. I should tell NHS staff about medication I take. I should tell NHS if I am allergic to medicine. I should not take someone else's medication. I should not take medication that is out of date.

## Safe care and treatment



I can expect that the treatment and care I get is as safe as possible and is right for me and my needs.

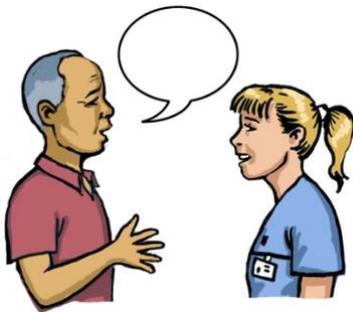


I have a right to expect that everyone working in the NHS has the right skills and training for their job.

## Hygiene and cleanliness standards



I expect the places where I get my healthcare to be clean. They will meet hygiene standards. They will be inspected. See further information.



I can raise concerns about anything that affects my care with NHS staff or the health board. This can be about the safety or how clean services are.

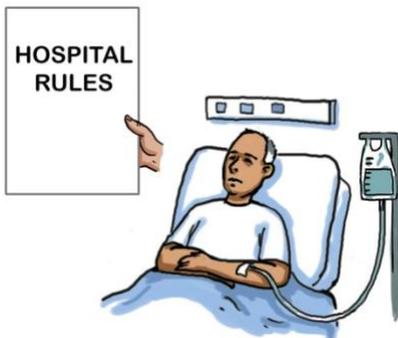
## Hygiene and cleanliness



NHS staff should always wash their hands before they examine me. I can remind a member of staff to wash their hands.



I can help to stop the spread of infection by washing and drying my hands. I can use the hand gel provided before entering and after leaving a hospital ward and after using the toilet.



I will not visit a patient in hospital or a resident in a care home if I am unwell. When visiting relatives and friends I will follow the hospital's rules and cleanliness standards.

## Organ and tissue donation



I have the right to have my decision about organ and tissue donation respected after my death.



I can register if I want to donate or not on the NHS Organ Donor Register. It is important to tell my loved ones what I have decided. See further information.

## Treatment Time Guarantee



The Treatment Time Guarantee is the right to start receiving hospital treatment within 12 weeks after I agree to it.



If I will not get my treatment in 12 weeks my health board must tell me why and when they think it will be.



The waiting times may be changed if I miss an appointment or refuse to go. Some treatments are not included in this guarantee. I can speak to NHS staff and find out if the treatment guarantee applies to me.

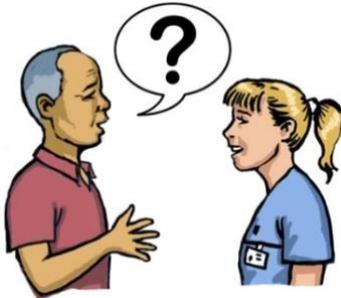


More information about treatment times can be found at NHS inform. See further information.

## Cancer waiting times



My health board should give me treatment to an agreed time if I am an adult with one of the 10 major cancers such as breast, lung, head and neck. See further information.



I can ask NHS staff if the waiting time standard applies to me and which cancer types are included. In some situations my waiting time may need to be changed.

## Mental health waiting times



If I have a mental health problem and need support my health board should give me treatment in an agreed time. See further information.

Waiting times may change if I cannot make it to an appointment or I choose to delay treatment.

## Treatment abroad



I should discuss all my options with my health board to find out if it is possible to have treatment overseas. See further information.

## Overseas visitors (and UK nationals living abroad)



NHS staff may ask to see my health insurance documents if I am visiting Scotland from outside the UK.



I understand that I may have to pay for certain NHS services.



More information about treatment for overseas visitors can be found at NHS inform. See further information.

## Further information



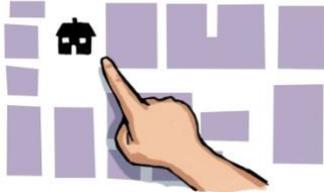
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<p><b>Integration</b></p> 	<p>I can find out more about health and social care integration on the Scottish Government Health and Social Care Integration website (<a href="http://www.gov.scot">www.gov.scot</a>) and the Health and Social Care Scotland website (<a href="http://www.hscscotland.scot">www.hscscotland.scot</a>).</p>
<p><b>Health &amp; social care standards</b></p> 	<p>The Health and Social Care Standards say what people's health, social care and support should be like. I can get Easy Read information about the Standards from the Scottish Government website: <a href="http://www.gov.scot">www.gov.scot</a></p>

### Cost of NHS services



I can find more on what support is available to help me pay for NHS services in the leaflets HCS 1 and HCS 2 on the Scottish Government website: [www.gov.scot](http://www.gov.scot)

### Registering with a GP



NHS National Services Scotland can help me find another GP practice if my nearest one is not taking new patients. I can find out more on the NHS National Services Scotland website: [www.nhsnss.org](http://www.nhsnss.org)

### Registering with an NHS dentist



If it is not possible to register with the NHS dentist I want, I can get information on other NHS dentists from my local Health Board or NHS inform. I can call the NHS inform helpline free on **0800 22 44 88** or go to their website at [www.nhsinform.scot](http://www.nhsinform.scot)

### Appointments



To find out if I can get transport to appointments I can call the Patient Transport Service on **0300 123 1236** or go to the Scottish Ambulance website: [www.scottishambulance.com](http://www.scottishambulance.com)

### Using health services



I can find information about NHS services in Scotland, including a directory of local services, from NHS inform. I can call the NHS inform helpline free on **0800 22 44 88** or go to their website at [www.nhsinform.scot](http://www.nhsinform.scot)

### Using health services



### NHS24

NHS 24 can help me when my GP practice is closed and I am too ill to wait until it opens. NHS 24 can also help me if I have a dental emergency when my dentist is closed. I can phone NHS 24 Freephone on **111** for advice.

If I am deaf or deafblind and use British Sign Language, contact SCOTLAND-BSL are available 24 hours and can help. Contact NHS 24 through their website: [www.contactscotland-bsl.org](http://www.contactscotland-bsl.org)

### Using health services



### Mental wellbeing

Support for mental wellbeing. Call Freephone **0800 838 587** or go to [www.breathingspace.scot](http://www.breathingspace.scot)

I can also get support for mental wellbeing by contacting: [www.chooselife.net](http://www.chooselife.net)

### Medicine



### 'Medicines in Scotland, What's the right treatment for me?'

This booklet helps me to understand my treatment options and how I can work with the healthcare professional to get the greatest benefit from my treatment. To get a copy I can call Health Improvement Scotland direct on

**0131 623 4300** or go to their website: [www.healthcareimprovementscotland.org](http://www.healthcareimprovementscotland.org)

### Hygiene and cleanliness standards



NHS and Healthcare Environment Inspectorate carry out safety and cleanliness inspections across NHS. I can find out more and how to contact them through the Healthcare Improvement Scotland by calling them on **0131 623 4300** or through their website at: [www.healthcareimprovementscotland.org](http://www.healthcareimprovementscotland.org)

### Organ and tissue donation



### NHS Organ Donor Register

I can call **0300 123 23 23** or visit [www.organdonationscotland.org](http://www.organdonationscotland.org).

### Cancer waiting times



Treatment given in agreed time if I have one of the 10 major cancers:

- Within 31 days from when the decision is made to treat cancer until first treatment.
- Within 62 days from being referred urgently with suspected cancer, until first treatment.

### Mental health waiting times



My health board should provide me with treatment within:

- 90% of those referred to Child and Adolescent Mental Health Services (CAMHS) should begin treatment within 18 weeks of being referred.
- 90% of people referred for psychological therapies should begin treatment within 18 weeks of being referred.

### Treatment abroad



I can find more about my right to go to other countries outside the UK for treatment from NHS inform. I can call the NHS inform helpline free on **0800 22 44 88** or go to their website at [www.nhsinform.scot](http://www.nhsinform.scot)

# Part 2: Communication and involving you

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## Introduction



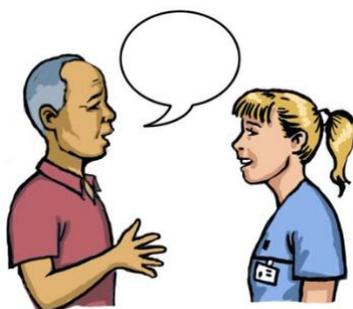
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# My health, my rights, my NHS

## Part 2: Communication and involving you

I have the right to be informed and be involved in decisions about my healthcare.

### Communication and information



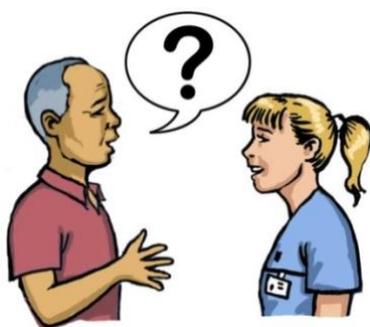
I have the right to ask questions about my care and treatment.

I have the right to good information and clear communication about my treatment and care. This should include the risks and benefits and if there are alternatives. This should be in a way I can understand.



I should be told the names of the NHS staff who are in charge of my care and how to contact them.

I can let my healthcare team know what matters to me and they should take this into account when discussing my treatment and care.



I should be given information in a way I understand. Staff should check I understand and if I would like more information.

I can ask NHS staff to explain anything I do not understand.

## Communication support



If I have lost my voice or have difficulty speaking, I have the right to communication equipment and support to help me use it. See further information.



NHS staff can arrange support, such as an interpreter if I let them know beforehand.



I can ask NHS staff for a longer appointment. I must let them know my needs before my appointment.

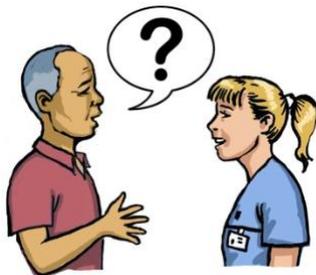


There are several organisations that can give communication support and interpreter services. See further information.

## Making decisions



I have the right to be involved in decisions about my care and treatment. See further information.



I will be able to take part in discussions and decisions about my health and treatment. See further information.



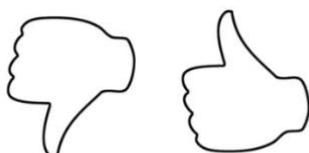
I will be given time to make up my mind about any examination or treatment.



I understand that in emergencies, decisions may need to be made quickly.



I can ask for a second opinion before making a decision about my care and treatment.



I have the right to accept or refuse any care or treatment.

## Support when making decisions



I have the right to ask for support when making decisions. I have the right to be given information about support and any follow-up care.



I can ask to have an independent advocate (representative) to help me give my views. I can ask to speak to a member of a spiritual care team. NHS staff can request this for me.



If I cannot make a decision for myself I must still get support to be involved in decisions about my care and treatment.



As a carer of an adult who cannot make decisions, the law says I can expect to be involved. See further information.



If I am under 16 I can make my own decisions if the health professional believes I can make decisions for myself. See further information.

## Additional support if I have a mental disorder



Mental disorder is the legal phrase used to mean any mental illness, personality disorder or learning disability. See further information.



I have a right to support from an independent advocate (representative). My mental health officer can arrange this for me.



If I have difficulty making and keeping my appointments because of my mental disorder, I can ask NHS staff about help to support me.



If I need treatment under mental health law, I can choose someone (a 'named person') to help protect my interests. See further information.



When I am well enough I can make an advance statement explaining the care and treatment I would prefer if I become mentally unwell in the future. See further information.



If my mental disorder means I am a danger to myself or others, I might be detained or treated against my will. If this happens I have rights, including having these rights explained to me. See further information.

## Managing my condition



I have the right to get support to manage my condition. I should be given information on how and when to take medicine, control pain, use equipment and access other services.



I will take responsibility for my own health and ask NHS staff for support to help me manage my condition and lead a healthy lifestyle.



I will discuss my care and treatment as openly and honestly as possible. I will tell NHS staff about any changes to my health condition or any medication I am taking that they might not know about.

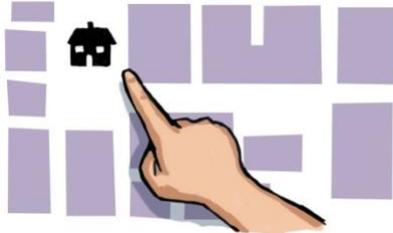


NHS staff must make sure I have been given clear information about my condition in a way I can understand.



I have the right not to be apart from family for long periods when I receive treatment.

## Taking part in designing and providing local services



I have a right to be involved in designing and developing health services in my area. My local NHS board should give service users and NHS staff the chance to be involved in making decisions.



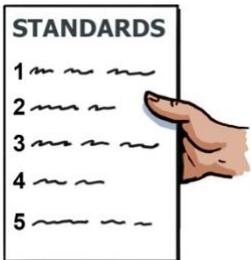
My health board looks at health needs and decides the best way to meet this need. They must involve people when making these decisions.



I can contact my health board to find out how to get involved in the development of services.

## Further information



<p><b>NHS Inform</b></p> 	<p>For information about NHS services in Scotland I can contact NHS inform. I can call the NHS inform helpline free on <b>0800 22 44 88</b> or go to their website at: <a href="http://www.nhsinform.scot">www.nhsinform.scot</a></p>
<p><b>PASS</b></p> 	<p><b>The Patient Advice and Support Service (PASS)</b></p> <p>Provides support in giving feedback, comments, concerns or complaints about the NHS to help improve services. I can access the service by calling free on <b>0800 917 2127</b> or at my local citizens advice bureau or at <a href="http://www.patientadviceScotland.org.uk">www.patientadviceScotland.org.uk</a></p>
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## Communication support



## ‘Guidance on the provision of Communication Equipment and Support in using that Equipment’

Guidance about communication equipment and support explains what is available and how to use it. I can find Easy Read information from the Scottish Government website at [www.gov.scot](http://www.gov.scot).

## Communication support



## Interpretation services

If English is not my first or preferred language, I can use interpreting service by calling NHS inform free on **0800 22 44 88**.

### NHS 24 VRI Service

NHS 24 provide a video relay interpreting (VRI) service, which I can use if face-to-face interpreting is not possible.

### contactSCOTLAND-BSL VRS Service

A video relay service (VRS) is available 24 hours a day through the contactSCOTLAND -BSL website ([www.contactsotland-bsl.org](http://www.contactsotland-bsl.org)). This is a video-call interpreting service for people who use British Sign Language who want to make appointments or receive information.

## Making decisions



## ‘Consent - it’s your decision’

Leaflet with information on how to be involved in decisions about my health and treatment. To get a copy I can call the NHS inform helpline free on **0800 22 44 88** or go to their website: [www.nhsinform.scot](http://www.nhsinform.scot).

## Making decisions



## 'It's okay to ask'

Leaflet with tips and advice on asking questions. To get a copy I can call the NHS inform helpline free on **0800 22 44 88** or go to their website: [www.nhsinform.scot](http://www.nhsinform.scot) .

## Support when making decisions



## 'Caring and consent'

Leaflet explains the rights of people who cannot consent to (give their permission for) medical treatment and the rights of their carers. To get a copy I can call the NHS inform helpline free on **0800 22 44 88** or go to their website: [www.nhsinform.scot](http://www.nhsinform.scot).

## Support when making decisions



## 'Consent – your rights'

Leaflet explains how a young person under 16 should be involved in decisions about their healthcare and treatment. To get a copy I can call the NHS inform helpline free on **0800 22 44 88** or go to their website: [www.nhsinform.scot](http://www.nhsinform.scot).

## Additional support if I have a mental disorder



## The Mental Welfare Commission for Scotland (MWC)

Can give information about the rights of people with a mental illness, learning disability, dementia, or other mental disorder.

Phone: **0800 389 6809** (Freephone number for service users and carers)

Email: [enquiries@mwscot.org.uk](mailto:enquiries@mwscot.org.uk)

Website: [www.mwscot.org.uk](http://www.mwscot.org.uk).

**Additional support if I have a mental disorder**



**'Mental health law in Scotland: guide to named persons'**

If I need medical treatment under the Mental Health (Care and Treatment) (Scotland) Act 2003, I can choose someone (a 'named person') to help protect my interests. I can find out more about named persons in the 'Mental health law in Scotland: guide to named persons' guide on the Scottish Government website [www.gov.scot](http://www.gov.scot).

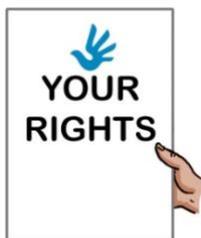
**Additional support if I have a mental disorder**



**Advance statement**

I can find out more about making an advance statement from the Mental Welfare Commission for Scotland. I can contact them free on **0800 389 6809** or on their website: [www.mwscot.org.uk](http://www.mwscot.org.uk).

**Additional support if I have a mental disorder**



**'Rights in Mind'**

If my mental disorder means I am a danger to myself or others, I might be detained or treated against my will. If this happens I have rights, including having these rights explained to me. 'Rights in Mind' is a booklet that explains these rights. I can get a copy from the Mental Welfare Commission for Scotland by contacting them free on **0800 389 6809** or on their website: [www.mwscot.org.uk](http://www.mwscot.org.uk).

# Part 3: Privacy and confidentiality

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# My health, my rights, my NHS

## Part 3: Privacy and confidentiality

I have the right to privacy and for my personal health information to be protected when using NHS services.

### Privacy



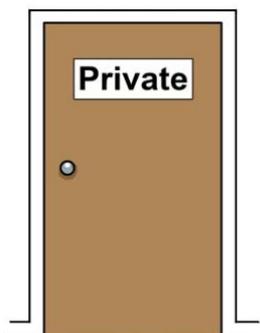
My family life and private life should be respected. My private correspondence such as letters should be respected.



I have the right to privacy regarding my sexual health, sexuality, body, personal identity, and relationships with other people.



The NHS may need to balance my rights with the rights of other people.



My privacy should be respected. I can expect to be examined by NHS staff in a private room. I can say I do not want students there.

## Confidentiality



I have the right to tell NHS staff if I do not want my information shared with certain people.

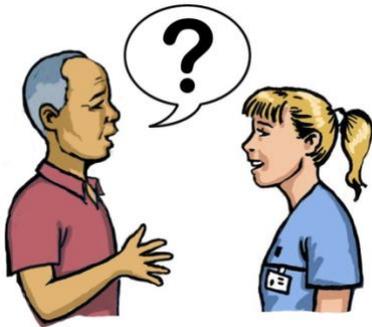


NHS Scotland may have to use or share my information without my permission. This may be because of the law or if I cannot give permission. The law says it has to be recorded if this decision is made.



I am responsible for the privacy of the personal health information I hold, like letters.

## My right to be informed



I have the right to be told how my personal information is kept and used. I can ask a person involved in my care, or my health board, about how my information is used.

## The right to access my information



I have the right to see my personal information held by the NHS in Scotland.

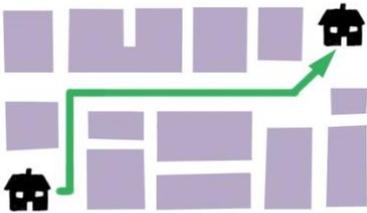


I have the right to see the personal information of an adult I care for.

## The right to correct, delete, or stop the use of my information



I have the right for wrong information to be corrected. I have the right for missing information to be added.



I should let the NHS know if my details change, such as if I change my address.



I have the right to ask for my personal information to be deleted when it is no longer needed. I have the right to limit how my information is used. The NHS does not have to do this if it has a good reason.



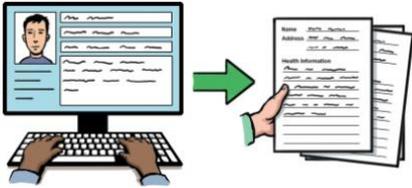
one month

If I ask for my information to be corrected or deleted I should receive a response in 1 month. There are times this can be refused.



I have the right to stop my information being used for adverts. The NHS can use my information if it is in my best interest.

## The right to move or transfer my information



I have the right to ask for my personal information I have given to the NHS. I can use this information for my own purposes.



I have a right to ask for an electronic copy of any electronic information that I have provided to the NHS.

I also have the right to ask for this information to be sent to another organisation. The NHS will do that if it is possible.

## Using technology to make decisions about me



I have the right to be told if NHS Scotland is using computers to make decisions that do not involve people. This may involve things like my mobile phone, my computer or other medical devices.



I have the right to ask for decisions about me to be made by people instead of computers alone.



I have the right to complain to the NHS or the Information Commissioner's Office if computers alone are making important decisions about me. This would be if I do not know it is happening, or systems are not working how they should. See further information.

## Telecare



I can decide to use telecare to monitor or improve my health. I have the right to be told how my information is being used.

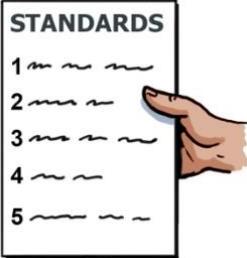
## Feedback and complaints about data protection



I can give feedback or complain about the protection of my information. I can find the contact details for my health board or GP's data-protection officer from NHS inform. See further information.

## Further information



<p><b>NHS Inform</b></p> 	<p>For information about NHS services in Scotland I can contact NHS inform. I can call the NHS inform helpline free on <b>0800 22 44 88</b> or go to their website at: <a href="http://www.nhsinform.scot">www.nhsinform.scot</a></p>
<p><b>PASS</b></p> 	<p><b>The Patient Advice and Support Service (PASS)</b></p> <p>Provides support in giving feedback, comments, concerns or complaints about the NHS to help improve services. I can access the service by calling free on <b>0800 917 2127</b> or at my local citizens advice bureau or at <a href="http://www.patientadvicescotland.org.uk">www.patientadvicescotland.org.uk</a></p>
<p><b>Integration</b></p> 	<p>I can find out more about health and social care integration on the Scottish Government Health and Social Care Integration website (<a href="http://www.gov.scot">www.gov.scot</a>) and the Health and Social Care Scotland website (<a href="http://www.hscscotland.scot">www.hscscotland.scot</a>).</p>
<p><b>Health &amp; social care standards</b></p> 	<p>The Health and Social Care Standards say what people's health, social care and support should be like. I can get Easy Read information about the Standards from the Scottish Government website: <a href="http://www.gov.scot">www.gov.scot</a></p>

## Data protection



I can find more information about data protection and my rights from the Information Commissioner's website ([www.ico.org.uk](http://www.ico.org.uk)) or I can contact their office by:

Phone: **0131 244 9001**

Post: 45 Melville Street,  
Edinburgh EH3 7HL

Email: [scotland@ico.gsi.gov.uk](mailto:scotland@ico.gsi.gov.uk)

# Part 4: Feedback, complaints and my rights

There are 4 parts to 'The Charter of Patient Rights and Responsibilities'. This document is Part 4. There is a further information section at the end of each part. This has contact details and important information.

## Introduction



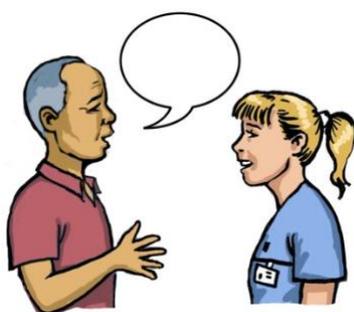
A charter is a document that says what an organisation will do. It is an agreement between the organisation and the people who use its services.

In Scotland the law says there must be a charter for people who use the NHS in Scotland.



The law gives everyone the right to receive healthcare that:

- meets their needs
- does what is best for their health and wellbeing
- gives them information and support to take part in decisions about their care.



It gives people the right to give feedback and comments or make complaints.



It says what I should expect when I use NHS services. It says what I can do if I think my rights have not been met.



The Charter says what I need to do when using the NHS. We want the NHS to use its resources in the fairest way.



Everyone who uses and provides NHS services has a right to be treated as an individual with dignity and respect.



The Charter is for everyone who uses NHS services in Scotland. NHS services are the services provided by health boards and include hospitals and services such as GPs, dentists, opticians, and pharmacists.



Some NHS services are now integrated. This means that decisions are made jointly by the Local Authority, the NHS and people from the community. Service users should be involved in developing health services. See further information.

# My health, my rights, my NHS

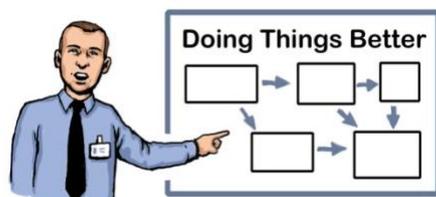
## Part 4: Feedback, complaints and my rights

I have the right to give any feedback about my treatment and care and to have my complaints dealt with quickly and properly. This helps to make services better for everyone.

### Using feedback to make services better



I can give feedback about what has gone well to help the NHS to share the best ways of doing things.



I can give feedback about what could have been better to help the NHS do better in the future. I can do this by speaking to NHS staff or online. See further information.



My relatives or carers can give feedback about the healthcare I get. They may also be able to make a complaint.



I have the right to be given information and advice on how to give feedback or make a complaint. I have the right to be told how my feedback will be used.

## Support



I have the right to independent advice and support to give feedback or make a complaint. The Patient Advice and Support Service (PASS) can help me with this. See further information.

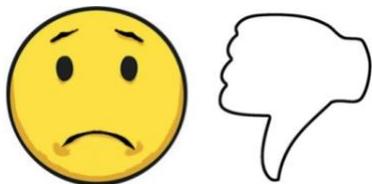
I can ask to have an independent advocate (representative) to help me give my views.

## Mediation



In some cases mediation can be used to help sort out my complaint. This means an independent person can work with me and the NHS. The feedback and complaints officer at my local health board can give me more information about mediation.

## NHS complaints procedure



I have the right to make a complaint if I am not happy with NHS services provided to me. To find out how to make a complaint, see further information.



If I make a complaint, it will not mean I get a lower quality of care and treatment from NHS in the future.



I can talk first to a member of NHS staff involved in my care to see if my complaint can be sorted out right away.



The NHS aims to deal with complaints quickly and close to where the service was given.



The next stage deals with complaints that have not been settled.



There is more information if I am under 16 and want to make a complaint or give feedback about the NHS. See further information.

# Investigation



I can expect my complaints to be looked into properly.



I have the right to be told the result of my complaint and can expect to get a full explanation. I should get an apology if a mistake has been made.

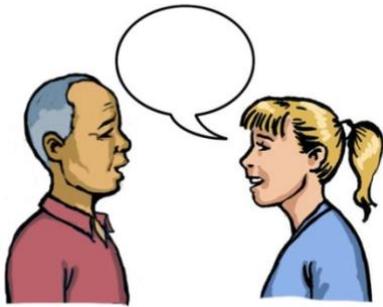


If the investigation is taking longer than expected, I will be told why and how long it should take.



I have the right to take my complaint to the Scottish Public Services Ombudsman (SPSO) if I am not happy with how my complaint was handled. See further information.

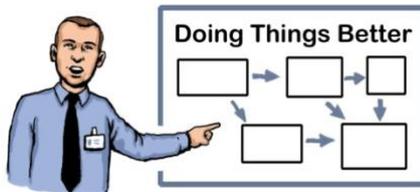
## Being open and honest



I have a right to be told openly and honestly when something goes wrong with my treatment or care. This is called a 'duty of candour'.



The organisation giving my care must ask for my comments when they are reviewing what happened.



When the review is finished, the organisation must tell me what they have agreed to do to make the care better for me and others. See further information.

## Respecting my rights and the rights of others



I may face legal action if I am abusive, violent or aggressive towards NHS staff, other patients, their carers or visitors when using NHS services.

## If there is a lack of care and attention (clinical negligence)



I have the right to take legal action and claim compensation if the NHS in Scotland has not respected my rights and I have been harmed by the treatment.



I may get compensation if I can prove through legal action that I have been harmed by treatment by the NHS.



It is best to get legal advice if I think I may be entitled to compensation. See further information.

## Judicial review



I have the right to ask for a judicial review if I think I have been affected by an act or decision of an NHS organisation that was against the law. This means the court looks at how the decision was made and decides if it was against the law.



It is best to get legal advice if I want to ask for a judicial review.

## Privacy and data-protection rights



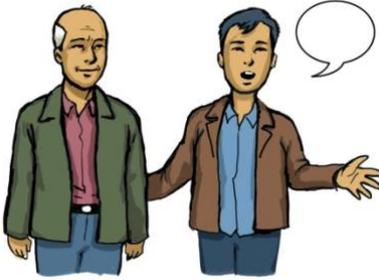
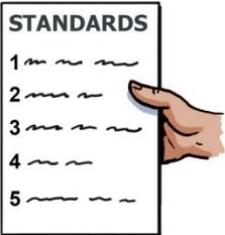
Data-protection means that personal information about me should be used in a fair and proper way. My information should be kept private and not shared if I do not want it to be.



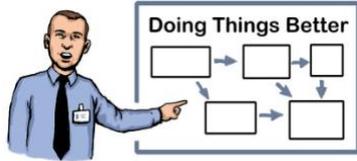
I have the right to complain to the Information Commissioner's Office (Scotland), or to take legal action and claim compensation if the NHS has not respected my data-protection rights. See further information.

## Further information



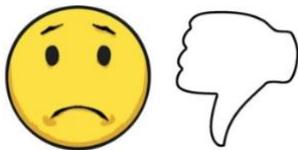
<p><b>NHS Inform</b></p> 	<p>For information about NHS services in Scotland I can contact NHS inform. I can call the NHS inform helpline free on <b>0800 22 44 88</b> or go to their website at: <a href="http://www.nhsinform.scot">www.nhsinform.scot</a></p>
<p><b>The Patient Advice and Support Service</b></p> 	<p><b>The Patient Advice and Support Service (PASS)</b></p> <p>Provides support in giving feedback, comments, concerns or complaints about the NHS to help improve services. I can access the service by calling free on <b>0800 917 2127</b> or at my local citizens advice bureau or at <a href="http://www.patientadviceScotland.org.uk">www.patientadviceScotland.org.uk</a></p>
<p><b>Integration</b></p> 	<p>I can find out more about health and social care integration on the Scottish Government Health and Social Care Integration website (<a href="http://www.gov.scot">www.gov.scot</a>) and the Health and Social Care Scotland website (<a href="http://www.hscscotland.scot">www.hscscotland.scot</a>).</p>
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**Using feedback to make services better**



Give feedback, make comments or raise concerns about my healthcare online at [www.careopinion.org.uk](http://www.careopinion.org.uk)

**NHS Complaints procedure**



For more information about the NHS complaints procedure and how to make a complaint, I can go to my local health board's website, call the NHS inform helpline free on **0800 22 44 88**, or go to their website [www.nhsinform.scot](http://www.nhsinform.scot).

**Complaints- under 16**



**'Have your say! Your right to be heard'**

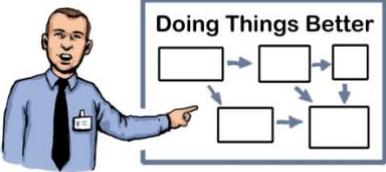
Leaflet that has useful information for people under 16 about how to give feedback or make a complaint about the NHS. To get a copy I can call the NHS inform helpline free on **0800 22 44 88** or go to the NHS inform website: [www.nhsinform.scot](http://www.nhsinform.scot)

**Investigation**



**Scottish Public Services Ombudsman (SPSO)**

If I am not happy with the way my local health board have handled my complaint, I can contact the Scottish Public Services Ombudsman (SPSO):  
Post: Freepost SPSO  
Freephone **0800 377 7330**  
or call **0131 225 5300**  
Email: [ask@spsso.org.uk](mailto:ask@spsso.org.uk)  
Website: [www.spsso.org.uk](http://www.spsso.org.uk)  
Online form: [www.spsso.org.uk/contact-us](http://www.spsso.org.uk/contact-us)

<p><b>Being open and honest</b></p> 	<p><b>‘What Happens When Things Go Wrong’</b></p> <p>Leaflet that tells me what the NHS have to do if something goes wrong with my treatment. I can find out more about this on the Scottish Government website:  <a href="http://www.gov.scot">www.gov.scot</a></p>
<p><b>If there is a lack of care and attention (clinical negligence)</b></p> 	<p>To make a claim for clinical negligence against the providers of NHS primary care, I should contact my solicitor.</p> <p>To make a claim for clinical negligence against the NHS health boards, I should contact NHS National Services Scotland’s Central Legal Office (CLO). For further information and to make a claim for compensation, I can contact CLO by:  Post: Anderson House, Breadalbane Street, Bonnington Road, Edinburgh EH6 5JR  Phone: <b>0131 275 7800</b>  Website: <a href="http://www.clo.scot.nhs.uk">www.clo.scot.nhs.uk</a></p>
<p><b>Privacy and data-protection rights</b></p> 	<p><b>Information Commissioner’s Office (ICO)</b></p> <p>I can find more information about data-protection and my rights from the Information Commission Officer’s website (<a href="http://www.ico.org.uk">www.ico.org.uk</a>) or I can contact their office by:  Phone: <b>0131 244 9001</b>  Post: 45 Melville Street, Edinburgh EH3 7HL  Email: <a href="mailto:scotland@ico.gsi.gov.uk">scotland@ico.gsi.gov.uk</a></p>



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