

## Content

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

b) everything seems to be well covered.

c) not sure.

## 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

b) yes.

c) Think it is well covered.

## 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. 3 found it easy to read & understand

## 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) online is a good option.  
It's always useful to have a printed copy available in waiting areas, for patients to look at.
- b) yes

## 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

a) I think it is good to remind patients that they also have a responsibility to help themselves, not just expect the NHS to do all the work. I think the patient/doctor/healthprof, should be approached as a partnership, each with responsibilities.

b) Can't think of any suggestions at this point.

## General

### Question 6

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

### Question 6 Answer

I think the idea behind it is good. However, it is important that the health professionals actually listen to the patients' answers, rather than asking them questions. i.e.

I have personally been in the situation of being "advised" that there was to be a student present, to take part in an intimate examination. At this point, I exercised my right to say I did not wish them to be present. Because I was a wheelchair user, I was told it would be helpful to have the student, on a practical level, although I have managed in this situation on other occasions with just one health prof. When I again said I was uncomfortable with this, my objections were overruled, & I was told the student needed the experience. — so I ended up having to go through with it. So, although the health professional I went through the motions of asking me, she did not accept my answer, & persevered until I felt a great — not a comfortable situation.

Although I chose not to make a complaint, I do feel that what happened was wrong & although I like the person who actually did this, so did not want to be difficult, it left me feeling devalued & humiliated. Therefore, asking the questions is good, but listening & accepting the answers is vital.