

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

On the whole the level of detail is useful and appropriate. Some areas that could be clearer are outlined below

Access

“There are some exceptions to this. For example, you may have to pay for some services like dental treatments (in most cases) or if you are not a UK resident.”

More detail on services that are not ‘free of charge’ would be helpful here

“obstetric services”

It is more appropriate to use the term “maternity services”

Communication

“You can ask for a second opinion before you make a decision about your care and treatment, if you think you need it. Where possible, your request will be met”

This is very open to interpretation, and might discourage some people from asking for a second opinion. It would be useful to give examples of where it is not possible

“You can normally expect to see and get a copy of any letters, faxes or emails written by NHS staff about your care and treatment, if you ask for them (in line with the Data Protection Act 1998). You may have to pay for this”

It would be helpful to give examples of when this has to be paid for

“you have the right to accept or refuse any treatment, examination, test, or screening procedure, or to take part in research”

This point about research should be separate – it needs to be more clearly highlighted

“Health boards must involve people in the planning and development of services, and in decisions that significantly affect the operation of those services”

It is not clear what ‘people’ are being referred to here.

“However, your health board must also consider the rights of other patients, clinical judgement and the most efficient way to use NHS resources in Scotland”

It would helpful to define clinical judgement here as it can be interpreted as physician’s choice

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?

Yes - it is written in a way that is easy to understand, apart from the points outlined above and below

Respect

“You should treat NHS staff, and other patients, their carers and family members with dignity and respect”

Be very specific that racial, sexual or any other kind of harassment or abuse is ‘totally’ unacceptable.

Safety

“You should help to prevent the spread of infection in places where you or someone you are visiting receive NHS care in Scotland”

Do not visit anyone in hospital until you are better

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) It should be accessible in paper format in all health care centres and websites**
- b) Yes, agree**

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) **The balance well framed**

General

Question 6

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

Question 6 Answer

