

## 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

Q1 a): Generally yes, although we would draw attention to the following points:

p.6 - Treatment in other EEA countries - these two paragraphs may be hard to follow in part because of confusion with eligibility to treatment overseas when travelling, and/or because people may be unclear about what constitutes the 'certain circumstances' in which treatment in another EEA country might be an option.

p11 - Consent for under 16s - what is said in the two paragraphs may be correct but it is confusing in that it seems to say firstly that a health professional can decide whether a person aged under 16 is capable of consenting; but then goes on to imply that parents are making the decision about whether a person under 16 is able to make decisions for themselves or not. If the decision lies wholly with a health professional (and does this mean any professional?) this ought to be made explicit. The term 'NHS staff' is defined on p.2 but there is no definition of a 'health professional'.

Q1 b): No - if anything there is too much already.

Q1 c): Further editing to reduce the size of the document without losing the essential points.

## 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?

Q2 a): Generally Yes, and apart from the reference to 'spinal scoliosis' on p.7 it is free of medical terminology and jargon.

Q2 b): Yes, although it seems repetitive in parts.

Q2 c): Reduce repetition.

## 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

Q3: No - the design seems appropriate.

## 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

Q4 a): Paper copies should be available - and widely advertised e.g. via posters in waiting areas, as well as online accessibility.

Q4 b): On request seems sensible.

## 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**

Q5 a): The balance seems appropriate.

### **General**

### **Question 6**

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

### **Question 6 Answer**

Q6: A minor point - the document refers to health boards and NHS in Scotland, whereas most recent Government documents refer to NHS boards and NHS Scotland. There is a need for consistency.