

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

NHS Ayrshire and Arran supports the Scottish Government's aim to encourage a stronger sense of public ownership of the NHS and the renewed commitment to provide a service which is publicly funded and owned, free at the point of delivery. As such, we welcome the commitment to articulate the rights and responsibilities of all those using and providing NHS services as outlined in the consultation document, many of which reinforce long standing values and principles embodied by the NHS.

The charter is a comprehensive if slightly lengthy document for the public and patients to read. A summarised version with more visual images would be welcomed to support the full charter.

Although the document aims to outline both the rights and responsibilities of patients, there is a stronger emphasis on proposed rights than on responsibilities. It may be helpful to consider the more detailed list of responsibilities outlined in the existing NHS Scotland publication, 'The NHS and You', which would strengthen the responsibilities element.

There is the potential for confusion within the document over the interpretation of an 'absolute right' and those subject to limitations and qualifications. Many of the rights outlined in the document e.g. dignity are subjective and open to varying practical interpretation. It is important that NHS Boards provide clarity over behaviours expected from staff and patients in order to meet the legal requirements (avoiding unnecessarily raising patient expectations) and translate principles into practice.

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?

The document is logically laid out and each section can be clearly understood. Jargon, acronyms etc have been avoided.

The format allows the reader to 'dip in' to specific sections as required.

A summarised version with more visual images would be welcomed to support the full charter.

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 design is user friendly, but more images would make it more visually appealing.

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 variety of format should be used including:

- Paper
- Electronic
- Posters and other marketing material
- Use of social media

We would agree 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

Although the document aims to outline both the rights and responsibilities of patients, there is a stronger emphasis on proposed rights than on responsibilities. It may be helpful to consider the more detailed list of responsibilities outlined in the existing NHS Scotland publication, 'The NHS and You', which would strengthen the responsibilities element.

Question 6

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

Question 6 Answer

Some specific comments:

- Pg 5- Health Board should consider the communities needs- ? at what level board wide, geographical community, locality or community of concern
- While we support all of the rights outlined there may be issues within a prison environment for example in having someone accompany the prisoner at a consultation or in consulting re return appointments to secondary care - prisoners are not routinely given the appointments dependant on their absconding risk
- Pg 11- in the children under 16 section parents/ legal guardians do have rights however if there is a risk of child safety or a child protection concern this overrides those rights as we understand it - this should be explicit in the document. Also parents have a responsibility to ensure a child is appropriately accompanied in order to provide consent. (NHS Ayrshire and Arran has had incidences of children being sent unaccompanied to dentists)