

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

- a) There is consensus that the detail is appropriate, clear and easily understood.
- b) Identified gaps relate to provision of information relating to the Mental Health Act and more on Independent Advocacy in this respect.
- c) There were some concerns about the length of the charter and views around making it more concise.

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) There is consensus that the Charter is written in a way that is easy to understand.
- b) There is consensus that it is easy to find the information needed particularly as it is split into sections
 - What NHS can give to individual
 - What NHS expects from individual
- c) No further suggestion

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

There was consensus that the design was clear. However there were mixed views on whether or not it was concise enough. Challenges for people with literacy problems were also highlighted with suggestion that bullet points could be briefer.

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) A variety of suggestions made including
 - Advice to go online for copy
 - Being made available in all health care settings
 - Providing a summary with every appointment letter with advice on how to obtain the full copy
 - Sending to everyone registered with a GP
- b) General consensus was that it should be made available in alternative formats 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

Responses included reference to there being a good balance of rights and responsibilities.

There is suggestion that perhaps more should be highlighted about standards of behaviour expected from those using services in relation to zero tolerance to violence, both verbal and physical.

General

Question 6

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

Question 6 Answer

There are some concerns about the length of the charter and if this would mean people may not read it.

There was suggestion that there may be links to further resources for those accessing Mental Health Services.