

Charter of Patient Rights and Responsibilities; consultation response

Please find below a response to the consultation on the Draft Charter of Patient Rights and Responsibilities, from the Scottish Borders Public Partnership Forum (PPF). The response was developed during discussion workshops and reflects the views of the 20 people that contributed to the discussions.

The group focused their discussion on questions 1, 2 and 5 of the consultation. The members overarching feedback is that the Draft Charter was comprehensive and clearly written. Below is a summary of the discussions:

Question 1

- (a) Do you think the level of detail in the Charter is useful and appropriate?
- Generally yes although two members thought the 25 paged document was excessive.
 - The group agreed that the document is useful, although most people felt that it attempted to cover too much information.
 - A public leaflet regarding the Charter would be useful.
 - It was agreed that a public awareness campaign to support the Charter is essential.
- (b) Is there any information not included in the Charter that should be covered?
- The groups agreed that the themes of compassion and tolerance should have had a higher profile.
 - Under 'Confidentiality' – the right for your personal health information to be kept secure and confidential: you may give consent to your information being used or shared in different ways. The group felt that patients should be made aware of 'who' their information is going to be shared with, and under what circumstances.
- (c) What would make it better?
- This links with accessible versions in Braille, Audio, easy read should be included.
 - Reference at the beginning of the document that clearly states how the patient and carers should be treated as partners in their care and treatment.

Question 2

- (a) Do you think the information in the Charter is written in a way that is easy to understand?
- There were different views on this – about 66% of the group thought ‘yes’, while the remainder thought it could be more ‘plain English’.
- (b) Does the format of the Charter make it easy to find the information you need?
- Yes but would benefit from a glossary of key terms.
 - Would benefit from an index.
- (c) What would make it better?
- For a shorter/summary version to also be made available.
 - An introduction regarding how the Charter fits with the Patient Rights Act.

Question 5

- (a) Do you have any comments on the balance of rights and responsibilities set out in the Charter?
- Most group members felt the balance was appropriate.
 - There were comments that certain rights are not dependent on responsibilities for some people. For example, capacity issues caused by dementia – may limit a person’s responsibilities but should not impact or diminish their rights. Tolerance and compassion were mentioned again.
 - Some members felt the section on consent was contained much information.
 - The Charter should include something on the attitude of staff, as this was seen as important in line with patient’s responsibilities and the revised ‘Can I Help You Guidance’.

I hope you find this feedback useful and we look forward to hearing about the outcome of this consultation.