

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) Yes. There is sufficient detail to help people understand the purpose and requirements of the Charter without being too lengthy and verbose. Although the information is repeated in different sections this only helps to add to ease of interpretation.
- b) The Charter covers all of the areas that will be of interest/value to the public and NHS staff. However,

The **patient responsibilities** in Part 2 is rather weak -

You may be subject to legal action if:

you are violent or aggressive towards staff or other patients, their carers and family members.

There are other responsibilities that should be emphasised as this is the area that did not have the required effect in the last approach to a patient's charter. Unless this is spelled out very clearly and adequately emphasised it will not be given the prominence that is required to ensure that patients take personal responsibility for their own health where this is appropriate.

Without this being fully understood and actioned by individuals the already tough job of providing high quality health care is made even more difficult.

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) Yes. It may appear to be patronising to those that have a better understanding of what happens/is required but as there can only be one document it has to cater for everyone, including those members of the public that have a limited knowledge of healthcare.
- b) Yes. The sections are clearly titled and there is a good bit of cross reference to make the appropriate links to what is a complex area of public service.
- c) There needs to be more emphasis around patient responsibility and NHS expectation, particularly in Part 2. Individual responsibility is quite clear in the first part but then the emphasis is lost in part two as it is limited to violence and aggression against staff and none of the other areas.

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 of the charter is good. A4 format makes it a more important document than an A5 leaflet size. Colour is adequate.

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) Document should be:
 - Available on line.
 - Available in GP surgeries, libraries, health care clinics.
 - Given to individuals when they first register with a GP or are receiving first healthcare intervention at e.g. Accident and Emergency Depts. (New immigrants).
- b) Yes but any staff member that engages with a patient that appears to have limited understanding of the rights and responsibilities of individuals for whatever reason e.g. language barrier (and as such is not gaining the optimum in access to health care) should supply a copy or direct the individual to the appropriate website.

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) Responsibilities do not hold equal emphasis to rights. The first part of the charter is fairly well balanced regarding Rights/Responsibilities but the emphasis moves almost entirely to Rights in Part 2.
- b) More of an indication of the sanctions that could be taken if individuals deliberately and persistently refuse to take the responsibility that could be reasonably expected of each and every

individual based on their competence.

General

Question 6

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

Question 6 Answer

The correct implementation/introduction of the Charter is essential. There is little point in having such a document for NHS Scotland if it is not widely and adequately publicised.

The zero tolerance is welcomed.