

## 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) At present there is a huge amount of information in the document. The consultation document suggests that it will be available in a number of formats. We are concerned that if this is the most widely distributed version it will put people off as it goes into significant detail from the beginning.

A previous version of the Charter document had the rights and responsibilities (which are in bold in this version), separated and up front. It is our view that in bringing the rights and responsibilities together with the detail the impact of the Charter is diluted.

- b) No
- c) The document would be improved with an easy ready summary at the front.

## 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) The language is easy to understand and accessible.
- b) The format however, presents an overwhelming amount of information and detail. This does not draw the reader in. The format means that the actual rights and responsibilities do not stand out as clearly as they need to.
- c) The rights and responsibilities need to be separated from the explanations, at least in the first instance.

## 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

In terms of design, the draft publication is text heavy. The coloured logos are not exploited as effectively as they might be. In earlier draft versions the colours of the six icons were used very cleverly through the document which was much more visually appealing. At present the design means that the repeated headings 'what does this mean for me?', stand out more than the rights and responsibilities themselves.

An A4 format might make distribution through the usual community information channels more difficult, as leaflet racks are generally designed for A5.

## 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) Online and in hard copy through the usual community channels:

- GP Surgery
- Community pharmacy
- Hospital out patients' and waiting room
- On admission to hospital
- Via MSP's
- Local libraries
- Dental surgeries
- Optometrists
- Community nursing
- Local housing offices
- Local social care hubs
- Citizen's advice bureau
- Supermarkets
- Shopping centres

b) Alternative formats should be easily available on request.  
The RCN would like to see an alternative format for children and young people.

## 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) The balance of rights and responsibilities is appropriate.
- b) The wording of the what does the NHS in Scotland expect from me uses the word *should* repeatedly. It would be better to set this out as the NHS in Scotland expects you to ..... The word *should* is unhelpful and could be avoided with thoughtful rewording.
- c) The use of *should* also occurs in the 'what does this mean for me?' sections. 'You can expect' is clearer and stronger.

## General

### Question 6

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

### Question 6 Answer

There is no reference to a communication strategy to accompany this publication. Clearly it is not just about a leaflet. We suggest that professional advice is taken on the range of materials required. Advertising could include television, radio, buses, and billboards as part of the awareness raising strategy around this work.