

## Content

The Charter contains information on rights and responsibilities in six areas: Access, Communication and Participation; Confidentiality; Respect, Safety; and Complaints 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

- Do you think the level of detail in the Charter is useful and appropriate?
- Is there any information not included in the Charter that should be covered?
- What would make it better?

### Question 1 Answer

a) Yes, very useful and easily understood.  
There was no use of 'jargon' and no abbreviations - so often used by NHS!

(b) I am not aware of any.

(c) The front page symbols (which are repeated inside) should have the appropriate word above each.

## 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

(b) It does because the Contents page is useful to access the part required

(c) I cannot think of anything.

## 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

As I've said previously -  
the front page of the document -  
coloured symbols should have  
"the word" they represent written  
above.

## 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:

- What do you think is the most appropriate way for people to get a copy of the Charter?
- Do you agree that we should only make alternative formats available on request?

### Question 4 Answer

(a) Advertisements in local & national newspapers  
with details of how to apply for a copy  
Posters in GP surgeries, clinics &  
hospital waiting rooms  
When receiving "admission to hospital" letter  
a leaflet should be enclosed re. the Charter

(b) Yes - avoids unnecessary waste of  
paper, printing costs etc.

## 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

- Do you have any comments on the balance of rights and responsibilities set out in the Charter?
- What would make it better?

### Question 5 Answer

(a) There will always be people who take responsibility for themselves and their health but, unfortunately, too many who will not!

There is sometimes a reluctance for a patient to question treatment, prescriptions, etc. - going back to "the doctor knows best" from childhood. As long as NHS staff are approachable and NOT overworked, where their time is limited, the patient should be made to feel at ease about this.

## General

### Question 6

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

### Question 6 Answer

I am very aware that this Charter has been well thought out and my only concern is, like most people, that NHS has adequate funding, staffing and resources to continue the excellent work carried out in GP surgeries, clinics, hospitals and care homes. There needs to be publicity about this Charter - TV, Newspapers, local surgeries etc so that people can access the content.