

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

I think the detail is certainly useful, but as this appears to be aimed at patients and public I do wonder if there is too much information for people to take on board and whether it would be better to give a much more reduced charter with additional information provided in a different way for people who want to know more.

I didn't feel that there was a lot of information about the right of individuals to independent advocacy although it is mentioned.

I also wonder if we can include patient opinion in the information about how to provide feedback.

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?

Yes – it is large enough print and produced in an accessible way, I'm just not sure about the amount of detail and information in it. That said, it is clearly not intended as an easy read version and as such is produced in a way that does make the information accessible.

The format is good with different sections using different coloured icons etc – it might be helpful if the summary on page 4 of the headings had the icons and page numbers alongside to make finding particular sections even easier.

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

Not specifically – still difficult to think who would want to see this information and therefore whether an A4 format is ideal.

Its not the kind of document that could be mass produced and distributed in that format, but I don't think it is designed to be used in this way, but rather for people who want to find out more.

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

I'm guessing that most people who would be interested in the charter are individuals who want to find out more and can probably access this kind of information from the web or support agencies and voluntary organisations that work with vulnerable people or patient groups.

The best way of highlighting this is through the channels that exist within both the Scottish Government and local Boards. We for example could highlight the charter and where to get it on staff newsletter and briefing notes; through information screens and on our website.

It might be useful to send hard copies out to certain support organisations such as Independent advocacy and PASS officers – but I think most people will only need to know the link in order to print off copies for themselves.

I do agree that alternative formats should only be available 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

No – I think these are probably right.

General

Question 6

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

Question 6 Answer

The only other comment is about the whole use of the term Patient. Within Highland particularly we now have integrated health and social care services and the word patient no longer applies to those people who use our services e.g are you a patient if you are a resident in a care home or in receipt of care at home packages – most people would not consider themselves to be, but we would want the principles enshrined within the Act and Charter to include all those who use our services.

Not sure what a better term might be as Service User Rights or Charter just doesn't have the same ring – but there does need to be some discussion about this.