

## 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) The level of detail is appropriate and generally the use of language is appropriate. However there are concerns about the length of the document and whether this will discourage wide readership; editing may help rationalise it further
- b) No
- c) There is no evidence anywhere in the document of NHS procedures aimed at monitoring implementation of the Charter. This would increase the layperson's confidence in the system

## 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 and generally free from medical jargon and terminology although

“spinal scoliosis” appears on page 7

- b) Yes but is repetitive in places and further editing may help this and bring the benefit of shortening the document
- c) Noted that there are plans also to make available in electronic format, large print and Braille, other languages

## **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**

No - although if the public wish to download it a colour brochure is expensive to print and the colour coding will be lost if printed in black and white

## **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) Doctors' surgeries should have copies to be distributed on request, promoted with the support of poster displays. Also patients seeing a consultant for the first time should be given a summary which advises where to access the full details. On line versions should be available via GP websites, digital TV, health centres NHS 24 and the DH
- b) Yes but the Academy welcomes the commitment to provide the document in large print, Braille and other languages

## **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 appears to be satisfactory
- b) The Academy has a range of minor suggestion for additions but is mindful of the length of the document.

These include:

- the addition of a section emphasising more explicitly the benefits of adopting a healthy lifestyle
  - information on how to access advice
- c) Advisability of living a healthy lifestyle

We would suggest the following could be added under:

**ACCESS** - only call an ambulance in a medical emergency and comments on responsible use of the free prescription entitlement

**COMMUNICATION AND PARTICIPATION** - P11, add in the Mental Health

Care and Treatment (Scotland) Act to the information contained in the box

**SAFETY** - P18 after "...have been approved for use in the NHS in Scotland" consider adding a reference to medicine being prescribed off-licence and that this should be made explicit and explained. Also a reminder not to give your medicines to anyone else to take

**COMMENTS AND COMPLAINTS** – encourage patients to attempt local resolution of difficulties first rather than moving straight to the nuclear option.

## General

### Question 6

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

### Question 6 Answer

The document should make brief reference to how implementation of the charter will be monitored

Further editing will remove inconsistencies in terminology – e.g. health boards and NHS boards or NHS I Scotland and NHSScotland. Also the references to consent for under 16s is strictly correct but could be confusing in terms of who decides whether the young patient is capable – parents or healthcare professional

The section in rights to treatment abroad could confuse between treatment while travelling and travelling FOR treatment. Also patients considering travelling for treatment should be advised always to discuss options with their GP for safety and appropriateness – inappropriate choices may add to the burden of care on the NHS later