

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

The level of detail is not appropriate as follows –

Page 5

The Charter states “You have the right that the NHS services you receive in Scotland take your needs into account”. The Charter needs to specify what needs are being referred to

The Charter states “You have the right that your local health board will assess the local community’s health needs and provide the services it considers necessary to meet them.” The Charter needs to clarify what is meant by “local” community and define the geographical boundaries.

Page 9

The Charter states “NHS staff who have to make decisions about your care and treatment may also consider : the views of anyone who has legal authority to make a decision on your behalf.” The Charter needs to detail how the NHS will find out who may have legal authority.

Page 12

The Charter states that “Health boards must involve people in the planning and development of services and in decisions that significantly affect the operation of those services.” The Charter needs to specify who and how it will involve the public in the planning and development. It also needs to specify who the “people” are.

The Charter would benefit from a clearer outline of what an individual has a right to expect in terms of involvement from the NHS in planning and development.

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?

The Charter is not written in a way that is easy to understand or to find the information you need.

To make it better, leaflets specific to the different topics need to be available and circulated.

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 icons in the Charter don't send a visual signal to identify what each section relates to. The image should be relevant to the topic but we appreciated this can be difficult to identify.

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

Above, it states "We would **normally** make available alternative formats on request". It should say "We **WILL** male available....".

The alternative formats must be advertised and circulated appropriately and should be the norm, in particular audio/visual.

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

The responsibilities contained are fair but recognition should be given to specific needs which may result in challenging behaviour eg. Mental health uses, cognitive impairment, and these patients should not be penalised or singled out.

Page 16

The Charter states “You can expect your right to privacy to be respected when receiving health care”. During ward rounds, doctors and consultants assume that when screens are drawn around a patient’s bed that affords them total privacy but neighbouring patients can hear full details of a patient’s condition. Should an in-patient expect the same degree of privacy afforded to a patient in out-patients?

General

Question 6

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

Question 6 Answer

