

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

1.
 - (a) The level of detail in the charter is generally good.
 - (b) Leaflets summarising the charter and fact sheets providing practical examples of the rights and responsibilities outlined in the charter, should all have been made available at the same time as the charter itself and clearly signposted on the same website.
 - (c) There should be an easy read version of the charter.

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?

2.

(a) The information in the charter is written in language that is easy to understand.

(b) The format of the charter does make it easier to find specific information as it is divided into appropriate sections.

(c) An easy read version is essential. There should be clear signposts to access the charter in other languages or formats i.e. visually impaired people, rather than the usual "available on request".

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 layout of the charter is well done, with good use of different categories, icons and colours.
The language used in the charter is easy to understand.

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) Copies of the Charter should be available from the Scottish Government website, each health board website, each CHP website, Health Rights Information Scotland website, Healthcare Improvement Scotland website, Public Partnership Forum (PPF) websites, and hard copies should be readily available and clearly signposted in hospitals, GP surgeries and libraries.

(b) A limited number of the charter in alternative language and formats should be made available to each health board and CHP, which should then clearly signpost on their websites how to access the charter.

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) There should be better clarification on rights in this section.
- (b) A clearer understanding of the right of an individual to be involved in the planning, design and provision of services. There should also be clearer understanding of what an individual can expect from the NHS in terms of being involved in the planning, design and provision of services.

General

Question 6

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

Question 6 Answer

The charter should also cover the rights of patients with additional needs e.g. learning disability/autism to have a quiet waiting area available if required, and specifically for people with autism, any appointments **must** take place at the time stated on the appointment card.

The charter doesn't take into account the fact that families/friends may be afraid to make a formal complaint about the service received by their family member/friend for fear of subsequent reprisals against the person receiving the service.

As usual with Government consultations, the time allotted for the consultation on the charter is insufficient to allow members of the public and PPF members to read and **understand** the charter, have a proper debate on the issues contained in the charter, and make an **informed** response to the consultation to fit the Government's timetable.