

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 useful and appropriate however, it doesn't state that where rights exist under other legislation those rights are still relevant and perhaps this should be made a bit more explicit.
- b) With regards the right to be registered with a GP and the issue of being removed from a practice list, perhaps it should state here that alternative arrangements could be made to accommodate individuals affected.
- c) In the section 'Comments and Complaints' it is important that people understand there are timescales associated with the NHS Complaints Procedure and perhaps this should be stated within this section. Perhaps using the wording from the Act itself would be helpful ie: issues of concern are dealt with reasonably, promptly and in accordance with proper procedures.

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, the wording is straight-forward and easy to follow.
- b) Whilst the document is laid out well and information is easy to find, it was pointed out to us by our volunteers that perhaps some appropriate illustrations could also be included to break up the text. We are making an assumption that the Charter will be available in alternative formats but it doesn't say this on the document anywhere.
- c) Given that this is a Charter for patients, perhaps some consideration should be given to the alternative formats available. This could include an illustrated document.

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

There should be an accessible Word document available alongside a PDF. Some consideration should be given to the use of different colours for what patients should expect and what their responsibilities are. These are both in green at the moment and not easy to distinguish.

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) People will access copies of the document in different ways. Some people prefer traditional methods like a printed copy but others will prefer online access or via a mobile app. These should all be considered. Given this is a new Charter for Patients, there needs to be widespread information available through all NHS routes and consideration should be given to a wider dissemination through local authority libraries, community facilities and also through educational establishments.
- b) Given the emphasis on information and accessibility of this within the Charter, it would be sensible to at least make alternative formats, where possible, available online so that people could access them if they wish. However, written copies should be made on request to ensure a balance is struck between costs and availability.

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 is appropriate and patients will see that in taking on their responsibilities it has benefits to the NHS and other patients.

General

Question 6

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

Question 6 Answer

In developing our response to this Consultation, NHS Education for Scotland has invited comments and opinions from our volunteers. Our responses have been influenced by their comments, as well as comments from our own staff.

At first sight the draft Charter appears to contain a considerable amount of detail and not necessarily patient-friendly. However, the preparation of a summary leaflet and related factsheets should provide the essential information for patients and will be seen to be complementary to the Charter itself. Consideration needs to be given to the dissemination of the summary leaflet and related factsheets alongside the actual Charter.

NHS Education for Scotland (NES) welcomes the introduction of the Charter of Patients Rights and Responsibilities. The access to rights outlined in the Charter will be reliant on people delivering NHS services understanding their roles in supporting the implementation of the Charter. NES is working with staff and supporting NHS Boards to ensure they have the appropriate skills and knowledge for all staff to enable them to deliver their responsibilities and ensure the best possible care for every patient, every time.