

Content

The Charter contains information on rights and responsibilities in six areas: Access, Communication and Participation; Confidentiality; Respect; Safety; and Comments and Complaints.

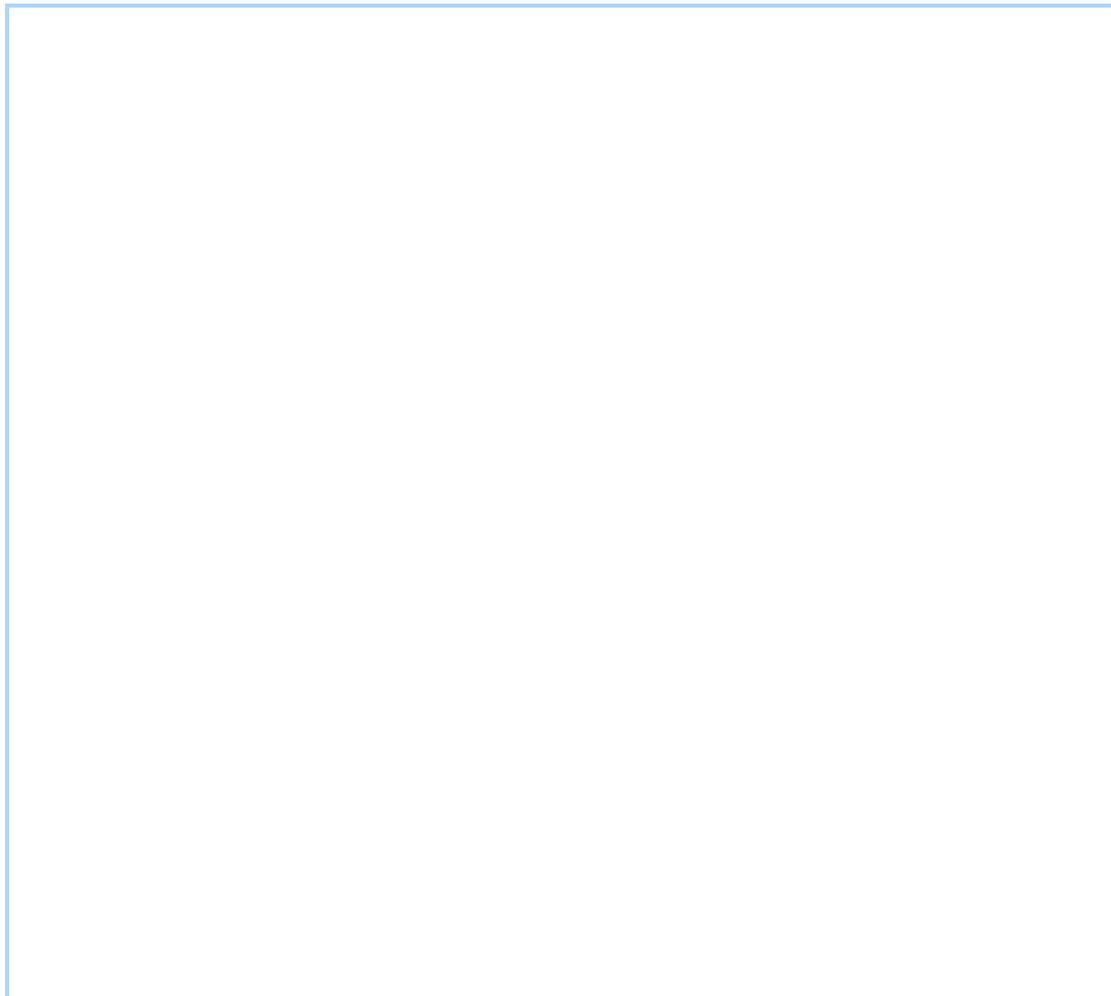
There are also sections describing what you can do if your rights have not been respected, and where you can get further information and support.

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



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) Generally the document is written in plain English and most difficult terms are explained.

b) The contents page numbers are not hyperlinked which would make it easier to get to the information you need.

c) There are a few instances of medical terms (obstetrics, scoliosis etc) where no further explanation is given and it would be appropriate to explain these.

Hyperlinking the contents page numbers would make it easier to get to the information you need.

It might be useful to colour code the different sections of the contents and match these to sections of the report to make it easier to know which section to turn to.

The document could do with more white space as the pages are quite crowded, especially the information contained within the boxes with the green headings. The sub-headings within these boxes do not need bullet points but could benefit from being put into a slightly larger font size than the rest of the text. The PDF appears to have been made from a file that has been converted from Word to PDF and back again, this means some of the double quotation marks have lost their formatting.

It may be better to put the contact details of organisations where they are mentioned rather than at the end of the document. It would be useful to have all the contact details for PASS rather than just a web address. It does imply that you can speak to someone at PASS but no phone number is then provided.

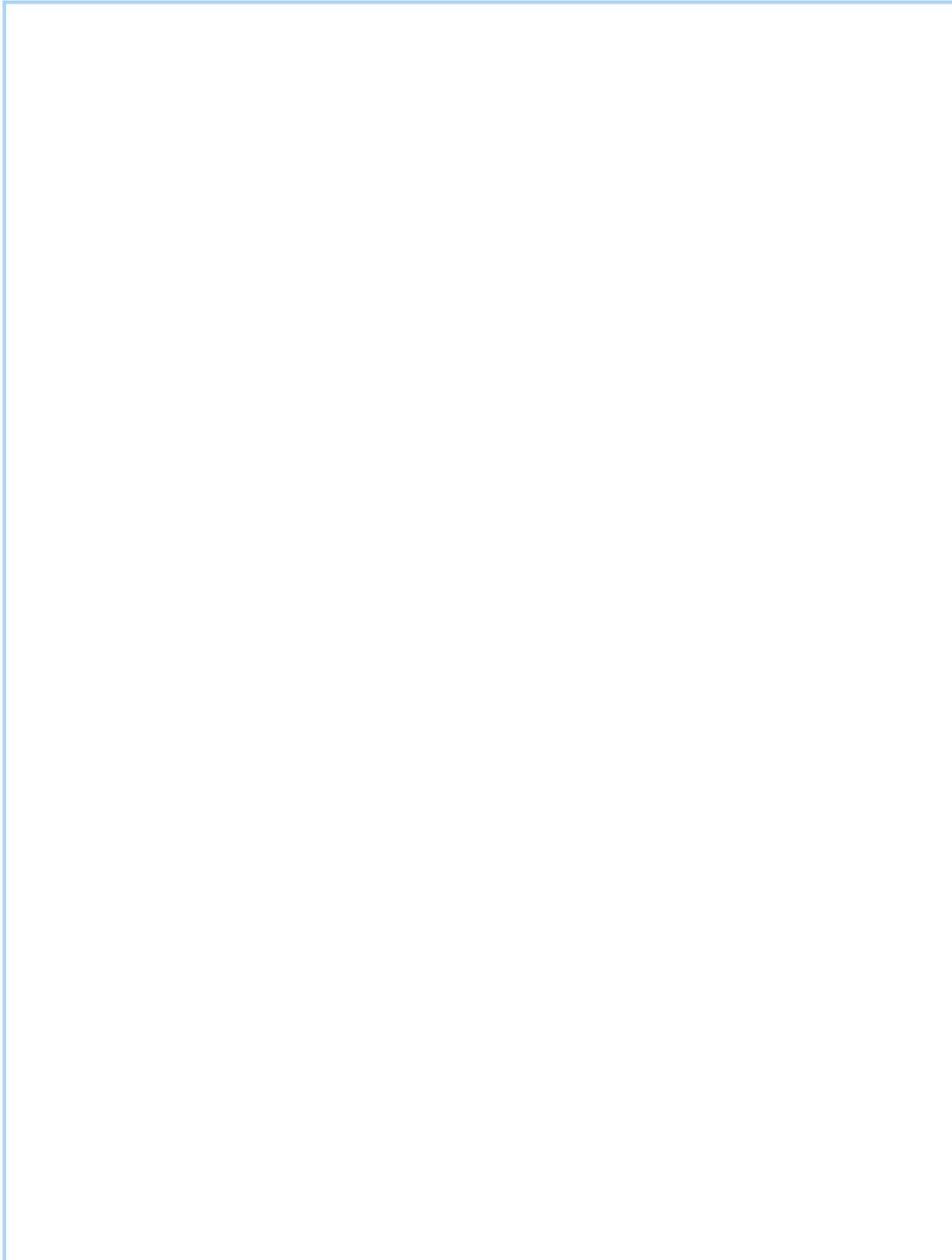
Design

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



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

b) It should be agreed before the document is printed what alternative formats will be offered. Formats for consideration should include large print, Braille, audio, easy read and perhaps the 4 most popular community languages. The other versions available should be highlighted at the front of the document rather than at the back. For the versions in community languages, their availability should be expressed in the language itself, ideally the same should go for Braille. The resources do not necessarily have to be produced until someone requests them, but the processes should be in place for how this will be done effectively and efficiently if somebody does ask.

Any resources on the Charter in other formats should be co-produced by the people whom they are aimed at; for example easy read resources should be co-produced by people with learning disabilities. This will make for a more effective resource.

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 balance of rights and responsibilities in the Charter is generally well-struck. However, SCLD would note that people with learning disabilities may need some support to exercise their responsibilities. The exercise of responsibilities, for example, healthy living, will require the provision of accessible and accurate information on diet, exercise, smoking and alcohol, appropriate support and the adaptation of health improvement services. It should also be noted that people with learning disabilities may face particular barriers to healthy living if they do not have the relevant support – for example if they have inadequate support time to prepare a healthy meal. These barriers must be acknowledged and in some way addressed by the NHS.

We would also welcome some recognition that access to health services is not simply a case of being able to get a service but also relates to **how** health services are provided. For example, if people with learning disabilities are not given enough time in an appointment, if information is not explained in a way that people can understand, these are significant access problems in their own right. Some recognition of indirect discrimination, and that this can come about by failing to accommodate the individual would be welcome.

General

Question 6

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

Question 6 Answer

