

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) It is useful, appropriate but not complete.

b) The word “responsibilities” does not appear on the second half of page 7. The heading: “What does the NHS in Scotland expect from me?” should include the word “responsibilities”.

In this section on page 7 some common sense responsibilities should be included e.g. you are not expected to be drunk, under the influence of recreational drugs, or smoking in NHS premises and should not misbehave, cause disturbance or upset others in NHS premises (express racist, sexist etc views), or tell lies or inform on other people. Take pills as directed and follow instructions e.g. don't drive a car or operate machinery, don't go to work if instructed not to etc.

c) Add some words to cover points made in b) above.

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), b), c) would be improved if there were numbered points instead of bullet points and dash points.

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

I have not received my hard copy in colour therefore I cannot make any comment.

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) On paper by post. Internet too unreliable.
- b) Yes.

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 word responsibilities does not appear often enough – the word needs to be used in headings more often by adding it to “What does the NHS in Scotland expect from me?”
- b) Add more common sense responsibilities.

General

Question 6

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

Question 6 Answer

Citizens need to show, in general, a greater sense of responsibility than at present for their own health.

1. Self inflicted harm should be avoided eg. smoking, drug taking, excessive alcohol intake.
2. Causing mess in public should not be tolerated (dropping litter, chewing gum, food packaging, dog fouling etc).
3. Not behave violently, obscenely, provocatively in public.
4. Not set fires in public places.
5. Cause general damage to public or private property.