

Content

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

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

- Do you think the level of detail in the Charter is useful and appropriate?
- Is there any information not included in the Charter that should be covered?
- What would make it better?

Question 1 Answer

(A) YES, AS FAR AS IT GOES, BUT VERY GENERAL - "ONE SIZE FITS ALL."

(B) NO SECTION ON MONITORING ABSOLUTE STATEMENTS, eg:-

SAFETY:

- "PROPERLY QUALIFIED AND EXPERIENCED STAFF."
- "HAS THE APPROPRIATE SKILLS AND TRAINING FOR THEIR JOB"
- "CARRIED OUT LAWFULLY AND BASED ON RECOGNISED CLINICAL GUIDANCE AND STANDARDS, WHERE THESE EXIST" (!)

WHO CHECKS? - WE HAVE THE RIGHT TO KNOW WHO (AND BY WHAT MEANS) CHECKS THE TRUTH OF THESE STATEMENTS.

(C) ALL CONTACT DETAILS FOR PASS.

THERE IS HUGE CONCERN THAT CUTS IN STAFFING LEVELS, AND HOURS WORKED WILL DILUTE PATIENT SAFETY.

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.

(B) YES.

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

A4 FORMAT - OK.
COLOUR AND ICON - OK.

BUT

PRINT SIZE FOR GENERAL DISTRIBUTION; THIS SHOULD BE LARGE ENOUGH FOR OLDER PEOPLE WITH GLASSES.

TYPE OF FONT CLEAR ENOUGH. - DITTO.

QUALITY GOOD PAPER, WELL PUT TOGETHER.

PARTICULARLY

WHEN CONSIDERING SIZE OF DOCUMENT FOR GENERAL DISTRIBUTION!

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) PLACED WHERE PEOPLE :-

(i) ATTEND FOR HEALTH & WELL-BEING ISSUES -

eg. GPs, HEALTH CENTRES & CLINICS, DENTISTS,
PODIATRIST, PHARMACISTS, FITNESS CLUBS.

(ii) HAVE TIME TO READ :-

eg. LIBRARIES, ABERDEEN CITY COUNCIL WAITING
AREA, JOB CENTRE.

(iii) MAY SEARCH :-

eg. INTERNET.

(B) YES, AS LONG AS PEOPLE KNOW CLEARLY WHAT ALL THE ALTERNATIVE FORMATS ARE BEFORE COMMUNICATION STARTS; AND HAVE NO DIFFICULTY IN ACCESSING THEM.

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) AS A CHARTER FOR PATIENTS, THIS DOCUMENT ACHIEVES A GOOD BALANCE OF RIGHTS AND RESPONSIBILITIES.

(B) THIS CHARTER SHOULD INCLUDE ONE SINGLE UNEQUIVOCAL STATEMENT FROM THE NHS IN SCOTLAND, THAT IT ACCEPTS THE FULFILLING OF THESE RIGHTS AS ITS RESPONSIBILITY.

General

Question 6

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

Question 6 Answer

No.
PLEASE REFER TO OUR ATTACHED WRITTEN
RESPONSE.

NHS Patients' Charter

Comments from Froghall Community Council:

General comments:

- The document is a 'one size fits all', so fits no-one.
- There appears to be no allowance for the consideration of 'skewing' resources to specific groups
- Many terms used in the document are very vague and open to interpretation: definitions would be helpful - e.g. 'care'
- We would recommend that the Advisory Group re-assessing the Charter in the light of responses received adds 'and GPs' to every instance of 'the Health Board'.
- We feel that there is a glaring omission in this document as no particular mention nor any special recommendations are made concerning the care and treatment of those of more mature years. This group is a fast growing one, with its own very particular needs, and one that we feel should be accorded special consideration.

Specific areas of the document:

P5 Access:

- re. 'free of charge': We recommend there needs to be a recognition, **by all NHS staff**, that while NHS services are free of charge to patients at point of delivery, nevertheless many of these patients as taxpayers, are paying for these services.

p9 Communication and participation:

- re. 'clear communication': We recommend that information needs to be in a format suitable for the needs of the patient whether in written form or any other (hand-written or printed, large print, braille, CD, tape, etcetera). Information also needs to be checked for accuracy (e.g. when letters concerning appointments are sent out, times, locations and maps need to be clear and accurate.
- re' involved, directlyservices in your area': We recommend that this document includes information about who monitors public involvement in service provision and planning, ensuring it is done in an open and honest way.
- We further recommend that this document contains an appendix listing all incidences of public involvement, with contact details if possible.

p16 Respect:

- re. 'treated as an individual needs and preferences to be taken into account': We recommend that an individual's needs and preferences are taken into account when planning provision for meals e.g. vegetarians, vegans, those who need gluten free diets, etcetera. At present this is not generally the case.
- re 'treated with dignity' and respect': We would recommend that in this document the need to show particular respect towards those patients of more mature years and to treat them with the dignity those years deserve is recognised as of paramount importance in all day to day interactions between these patients and all NHS staff.

p18 Safety:

- re. 'properly qualified and experienced staff', 'appropriate skills and training', 'standards of hygiene': We would recommend that the Charter contains a section on the monitoring of statements like these in the document e.g. who checks and monitors the training, qualifications, skills and practices of NHS staff.

p20 Comments and complaints:

- We are concerned about the difficulties people may have in making complaints at a time when they may be already vulnerable and feel that NHS staff need to be more aware of this. This is particularly so in the case of patients of more mature years who may be particularly vulnerable.
- We recommend that the need for local help centres be explored, though we realise this is not within the remit of this document. We would also recommend the need for an independent body to help and guide people through the process where appropriate. (E.g. CAB - this could be better highlighted in the document

p24 How can I find out more?

- re 'PASS' - Why is no mention made of the address or phone number?

