

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

- 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

Charter detail is clear enough for me. There are a few words that go over my head but that would be regular to a lay person. I just had 9 weeks in hospital with a stroke so I have an idea what goes on & my writing is not the best. The main of my life is now in hosp. 4 TV sets. As a person we had 6 beds @ 5 individual T.V. Sets on arms. Look up at 2am to the sound of a T.V. while very ill & you will have an idea what I am on about. I think the Charter goes to far in some cases & influences the nurses, lovely though they are, would discipline myself a bit in my opinion, nurses afraid to speak out unless it fringes someone's charter rights, what about anyone who is too ill to speak out
I'd like to talk about this!

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

- Do you think the information in the Charter is written in a way that is easy to understand?
- Does the format of the Charter make it easy to find the information you need?
- What would make it better?

Jargon in the Charter will have to be kept down but mostly its pretty good. I'd like to see the charter in a booklet form in plain english.

Reams of paper can put some people off.

individual TB. out of wards.

is the law about this the same in Scotland as the rest of the UK?

There is no substitute for experience.

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

as last page. easy to follow
booklet form.

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

made available at the Health Centre
even put a price on them.
don't understand (formats)
of SCOLIOSIS. had OBSTETRICS
to do with babies.

Please excuse, I have hand
written

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

- Do you have any comments on the balance of rights and responsibilities set out in the Charter?
- What would make it better?

Question 5 Answer

Yes, the patient has got to be made aware that they are responsible for their end of the rope. It takes 2 to tango, they should know this & that the N.H.S. is not a get me better so I can carry on & do it again.

General

Question 6

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

Question 6 Answer

I as you can see I am not much of a writer but I can fairly speak I would love to talk to you about this in a face to face situation, you could keep notes if needed.

5 TVs - 6 beds in a ward full of very ill men, in my opinion is criminal.

1 TV turned off at 9pm is not bad as long as the patients don't pick it up on their computers later. I am for instance, ward display needed.