

## 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) At our last forum meeting we had insufficient time to discuss an overall view from the group but agreed that any individual submissions should indicate that we were part of that group.

I think that the level of detail is minimalistic and beyond the understanding of a fair percentage of the population. With so much emphasis on demographics and the post war bulge and increase in our ageing population I feel that the whole content could be made more readable. So personally I think that there should be more "common" examples throughout the charter that the general public understands. E.g . when mention is made on page 5 about unlawful discrimination (age) there could perhaps be some examples. Personally I had to fight to have hip operations in my 50's so perhaps that for age and other examples for the other strands could be added. (my successful hip operations have resulted in me having no sickness absence in the last 8 years).

We have waited years for a new charter so I do not think we should rush into producing one that is partially ok.

- B) See above.
- C) See 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) No see above.

B) No see above

C) See above. Perhaps some work could be done with senior citizens, children etc to see what would make it better for them I know that this is the end of a consultation period but I am not convinced that this process is correct. If you are not computer literate how can you be consulted?

## **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**

Design is good if content is good.

## 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) There has to be a proper launch. As mentioned above not everyone has access to computers or even reads newspapers etc. All NHS staff need to be made fully aware of their responsibility of ensuring that the persons that they are caring for are aware of their rights through the charter. As well as the usual channels I would also suggest that a small business card size summary of rights should be part and parcel of the charter. It works for PFPI, Adult Protection, Staff Charter etc.
- b) Depends on the area. In some areas where there is a high percentage of ethnic minority population or sensory impaired communities then these should be supplied.

## **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) Very few comments on this although this is the part that I would like to see highlighted on small card.
- B) Perhaps there should be specific mention of the rights of staff visiting patients in their home to have a passive smoke free visit?

## **General**

### **Question 6**

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

### **Question 6 Answer**

I note that there is now a change in the patient transport services supplied by the Scottish Ambulance Service and this is currently being rolled out. Could this information also be included as a right. So many issues have been raised about discharges from hospitals during the night where patients have had to arrange their own transport. I think that this needs some clarification.

Colin M Angus  
24 June 2012

Apologies but this was a rather hurried response to meet the deadline.