

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

The Charter is well written, clear and understandable. The Charter provides useful and appropriate information to Scottish patients.

The Charter could provide more detailed information in the following areas –

- The Patient Advice and Support Service(PASS) is mentioned on a number of occasions throughout the document with little explanation on what this service can provide. As PASS is a relatively new initiative in Scotland and many patients may be unaware of this service, it would be useful to have a brief explanation of the remit of this service on page 25 along with the contact details.
- On page 6 it is noted that ‘arranging treatment in another EEA country is your responsibility. Before you travel you may need to get approval for this from your doctor or health board’. This statement should be supported by details on where to go for further information and advice on this matter.
- On Page 7 there is a list of services for which the Treatment Time Guarantee does not apply. Providing guidance on the treatment time expectations for these services would be useful, or alternatively, a link to where this information can be accessed.
- On Page 12 it is noted that ‘ You have the right to be involved, directly or through representatives, in the planning, design and provision of services in your area’. It would be useful to provide patients with details of who to contact within each health board to find out how to get involved.

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?

The Charter is both clear and easy to understand. The illustrative 'icons' and the clear subject headings make the Charter easy to navigate and finding the information needed should be straightforward.

A summary, listing just the rights and responsibilities at a glance, may be useful for patients.

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

The use of different colours and icons for each topic is useful.

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

The Charter must be available in all areas in both hard and electronic formats. Posters raising awareness of the Charter, and how to get a copy, should be displayed. A summary leaflet, with local contact information if possible, would be very useful.

It makes sense to only make alternative formats available on request for hard copy versions of the documents, however this must be made clear on the document and awareness posters. Accessible versions of the document could, and should, be made available for download everywhere the standard copy is available.

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 set out in the Charter are correct and reasonable.

General

Question 6

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

Question 6 Answer