

- **New medicines in Scotland – who decides what the NHS can provide?** describes the process medicines go through before NHS doctors in Scotland can routinely prescribe them.
- **Health care for overseas visitors** is a set of factsheets explaining what NHS services overseas visitors can expect to receive when they are in Scotland.
- **Caring and consent** explains the rights of carers to be involved in decisions about the health care of the adult they care for.
- **Consent – your rights** explains how young people should be involved in decisions about their health care and treatment.
- **Confidentiality – your rights** tells young people how the health service keeps information about them private.

To get this leaflet in another language or format, go to www.hris.org.uk, or phone the NHS inform Helpline on **0800 22 44 88**.

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NHS inform
Health information you can trust



Your health, your rights

The Charter of Patient Rights and Responsibilities

Information for you



The Charter of Patient Rights and Responsibilities was published in October 2012. It tells you what you can expect from the NHS in Scotland and what the NHS expects from you.

This leaflet tells you about:

- what is in the Charter
- how you can find out more, and
- how to get information about health rights and health services.



What is in the Charter?

The Charter talks about:



Access - You have the right to get the NHS services appropriate to your needs. Services are for everyone, and you should not have to wait too long to get them. There is a new treatment time guarantee for people who need treatment in hospital.



Communication and participation - You have the right to get information about your health care and the services available to you, and for health care staff to explain things clearly to you. You have the right to be involved in decisions about your health care and the services you use.



Confidentiality - You have the right for all your personal health information to be kept confidential, and to know how it is used. You have a right to access your own health records.



Respect - You have the right to be treated as an individual and with dignity and respect, no matter what your age, disability, gender reassignment, pregnancy or maternity, marriage or civil partnership, race, religion or belief, sex, or sexual orientation.



Safety - You have the right to the best care and treatment possible by properly qualified staff in an appropriate safe and clean setting.



Feedback and complaints - You have the right to have a say about your health care, and to have any concerns or complaints dealt with in the most appropriate way.

The Charter also tells you what the NHS expects from you.

How can I find out more?

For more about anything in this leaflet, or to get **The Charter of Patient Rights and Responsibilities** and other leaflets and factsheets listed below:

- ask a member of staff at GP practices, hospitals and other places where you get NHS care
- go to **www.hris.org.uk** (for audio, BSL, easy to read, large print and translated information) or **www.nhsinform.co.uk**
- call the NHS inform Helpline on **0800 22 44 88** (lines are open every day from 8am to 10pm)
- contact the **Patient Advice & Support Service (PASS)** at your local citizens advice bureau (find your nearest bureau on the internet at **www.cas.org.uk** or in your local phone book). PASS is independent and provides free, confidential information, advice and support to anyone who uses the NHS in Scotland.

Other information about health rights and health services

- **Your health, your rights** factsheets (Access, Communication and participation, Confidentiality, Respect, Safety, Hospital Waiting times and Feedback and complaints) explain what the information included in **The Charter of Patient Rights and Responsibilities** means for anyone who uses the NHS in any part of Scotland.
- The leaflet **It's okay to ask** gives useful tips and questions you can ask during your health care appointments.
- **How to see your Health Records** explains how you can ask to see or get a copy of your personal health information.
- **Consent – it's your decision** explains how you should be involved in decisions about your health care and treatment.