

Treatment Time Guarantee

The Act introduces a 12-week Treatment Time Guarantee (TTG) for planned procedures. This stipulates that patients will start their inpatient or day case treatment within 12 weeks of agreeing that treatment with the relevant NHS clinician.

Charter of Patient Rights and Responsibilities

In October 2012 the Scottish Government will launch The Charter of Patient Rights and Responsibilities. This will outline what patients have a right to expect from NHS care and treatment, as well as their responsibilities to the service and those who provide services.

Healthcare principles

The Patient Rights (Scotland) Act 2011 outlines a set of healthcare principles that must be upheld by everyone who provides NHS services. These cover all NHS services. There are six sections:

- patient focus
- quality care and treatment
- patient participation
- communication
- patient feedback
- best use of resources

All NHS healthcare must:

- consider each patient's needs
- consider what care or treatment would be most beneficial to each patient, taking into account their individual circumstances and preferences
- encourage and support patients to take part in decisions about their health and wellbeing

How to find out more

The Act has implications for every member of staff working for NHSScotland, and for all independent contractors and their staff who provide NHS services.

You can find out more about the main aspects of the Act in a series of factsheets. These factsheets give further information for staff including helpful contacts and resources. They are available from the Patient Rights (Scotland) Act section of the Little Things Make a Big Difference website. Go to: www.knowledge.scot.nhs.uk/making-a-difference.aspx



This resource can be made available, in full or summary form, in alternative formats and community languages. Please contact us on 0131 313 8000 or email altformats@nes.scot.nhs.uk to discuss how we can best meet your requirements.

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The Patient Rights (Scotland) Act 2011

A guide for NHS staff and providers of NHS services



A key ambition for NHSScotland is that it is person-centred and provides services that put people at the heart of service provision. The NHSScotland Healthcare Quality Strategy states:

“There will be mutually beneficial partnerships between patients, their families and those delivering healthcare services which respect individual needs and values and which demonstrate compassion, continuity, clear communication and shared decision-making.”

The Patient Rights (Scotland) Act 2011 supports this ambition, and this leaflet explains what the Act means for all people who deliver Scotland’s NHS services.

The Patient Rights (Scotland) Act 2011 Providers of NHS services throughout Scotland practise the principles of good patient care every day. Now, the Patient Rights (Scotland) Act 2011 sets out these principles in law.

The Act details what patients in Scotland have a right to expect of their health services – no matter whether they are delivered by NHS staff or on behalf of the NHS by independent contractors and their staff.

In addition to patient rights, the Act sets out how staff should be treated. All staff providing NHS services must:

- be treated with dignity and respect
- have their views valued
- be supported by their employers to make improvements to the services they provide

Everyone who works for NHSScotland wants to ensure that the experience of patients is the best it can be. In turn, staff have to be supported to do their jobs to the best of their ability.

The Act also recognises that carers have an important role in supporting patients, and that their views must be taken into account when planning and providing care and treatment.

The Act does not undermine the importance of clinical judgement, effective and efficient use of the NHS and its resources, or any other rule of law.

Aims of the Act

The Patient Rights (Scotland) Act 2011 supports the Scottish Government’s vision for a high quality NHS that respects the rights of patients, their carers, and all the people who deliver NHS services. The Act:

- aims to improve patients’ experiences of using health services and to support them to become more involved in their health and healthcare
- acknowledges the important role of carers
- encourages responsible use of NHS services and resources
- recognises that NHS staff and all providers of NHS services should be treated with dignity and supported to do their jobs well

This leaflet describes each aspect of the Act.

Feedback, comments, concerns and complaints

For the first time, patients will have a legal right to give feedback on their experience of healthcare and treatment and to provide

comments, or raise concerns or complaints. In line with the national NHS Complaints Procedure, NHS Boards and independent contractors must publicise their own complaints processes and encourage patients to give feedback.

All staff who have contact with patients should be trained to deal with feedback, comments, concerns and complaints. This may involve responding to feedback or signposting patients to relevant support. Employers should provide staff with the relevant training they need to enable them to respond appropriately, effectively and efficiently.

Patient Advice and Support Service

The Act introduces a new independent Patient Advice and Support Service (PASS). This replaces the current Independent Advice and Support Service (IASS).

PASS will:

- provide information about the NHS in Scotland and the services it offers
- help patients, carers and members of the public to understand their rights when using the NHS
- help people who wish to give feedback or comments or raise concerns or complaints about the care they have received
- tell patients and carers about support services they might find useful – for example advocacy, interpretation or translation. Information is available from Citizens Advice Scotland or local Citizens Advice Bureaux.