

Patients' Charter

Part 1a

My health, my rights, my NHS

Getting and using NHS services in Scotland



Why the charter has been developed



A law called the Patient Rights Act says Scottish Ministers must publish a Patients' Charter.

It must tell people what their rights and responsibilities are when they use NHS services or get NHS care in Scotland.



The Act gives everyone the right to get healthcare that:

- considers their needs
- considers what would be best for their health and wellbeing
- encourages them to take part in decisions about their health and wellbeing, and gives them the information and support to do so



It also gives patients a right to:

- say what they think about services and make comments
- raise worries or complaints about their care



Find out more about the Act at:
[nhsinform.scot](https://www.nhs.uk/information/nhsinform/scot)

Who can use the Charter



The Charter is for everyone who uses NHS services and support in any part of Scotland.

This includes patients, their carers, loved ones and NHS staff.



Find out more about the NHS in Scotland and your local health board on the NHS Inform website

www.nhsinform.scot



Find out more about these services and your rights to them at:

www.nhsinform.scot/care-support-and-rights/nhs-services

and www.hscscotland.scot

The Charter of Patient Rights and Responsibilities

My health, my rights, my NHS - getting and using NHS services in Scotland



I have the right to safe, person-centred care and treatment that is right for me.

It should be given at the right time, in the right place, and by the right person.

I have the right to be treated with respect and not to experience **discrimination** – being treated unfairly



- I will be treated fairly and equally whatever my health needs are and wherever I live in Scotland.

My access to NHS services will never be affected or refused because of my:

- age
- disability
- sex or sexuality
- gender reassignment
- marriage or civil partnership
- pregnancy or maternity
- race (including colour)
- nationality
- ethnic or national background
- or religion or belief





- I have the right to be treated with consideration, dignity and respect when getting NHS services

My carers, family members and NHS staff also have this right.



- I understand I should treat NHS staff with consideration, dignity and respect when getting NHS services

Health needs and preferences



- my thoughts should be listened to carefully when my treatment choices are being talked about

This should include what I think about:

- what I need
- what I would like to happen
- my **culture** - traditions and customs
- my **beliefs** - strong ideas that I feel are true and I live my life by
- my values



NHS staff will give me information in a way I can understand.

I have the right to ask people giving my care, if the care they suggest is right for me, and if there are any other ways.



- I understand that when NHS services are listening to what I want to happen, my health board must also think about:

- the rights of other patients
- what NHS staff think is best
- the best way to use NHS **resources** – money, materials and staff

Cost of NHS services



- I can get most NHS services free

I may have to pay for some services and items, like treatment from a dentist, and glasses



- I may be able to get help with these costs

I can find more on what support is available in the leaflets [Help with health costs 1](#) and [Help with health costs 2](#) on the Scottish Government website.

Registering with a GP practice



- I have a right to have a GP and it is my responsibility to register with a GP.

I should contact my local GP practice to find out more.



For more information about access to healthcare look online at:

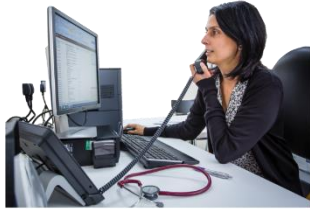
www.healthliteracyplace.org.uk/toolkit/access-to-healthcare



- I understand that sometimes I may not be able to register with the GP practice I want, for example when:
 - the practice isn't accepting new patients
 - if I live outside the area the practice covers

If this happens, my health board or NHS National Services Scotland will find me another practice in my area.

- I should use my local GP practice for:
 - general medical services
 - referrals for hospital treatment if needed

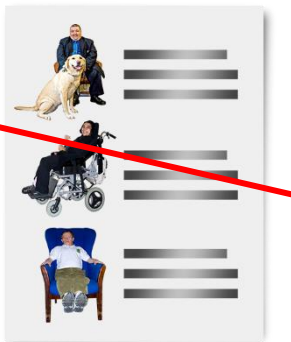


My GP will help me to see the right person, at the right place and the right time, to support me to look after my health and wellbeing.



- I can tell my GP practice if I want to choose which doctor I see

The practice will do their best to try to meet any reasonable request.



- A GP practice can remove me from their register in some situations, for example:
 - if I move out of the practice area
 - if I am abusive to people at the practice



- I can find out more about removal from a GP register on the website <https://www.nss.nhs.scot/medical-services/patient-registration-and-medical-records/how-to-remove-patients/>

Registering with an NHS dentist

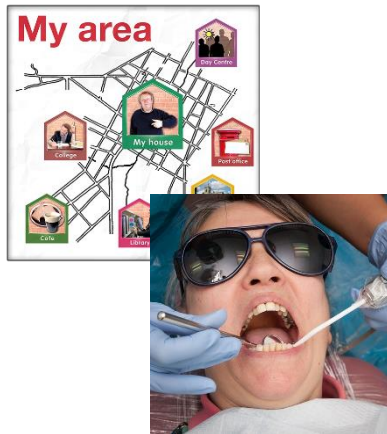


You must be registered with a dentist providing NHS dental treatment if you want the full range of NHS dental treatment and care.

Check first if the dentist you want is taking on new NHS patients.

Find a dentist near you:

www.nhsinform.scot/scotlands-service-directory/dental-services



When you register with a dentist you will be registered for life unless you or your dentist asks for your registration to be taken away.

To register as a new patient, you will be asked for your name, address, date of birth and contact details.

You will then be given an appointment for an examination to check my teeth.

You will be asked to complete a full medical history form before your appointment and should take with you an up-to-date list of all medicines.

When you have seen a dentist you will be registered with the practice.





At this stage you should be supplied with all the information you need about your dentist including:

- the dental services they provide
- who will be carrying out your dental treatment
- contact information and opening hours

If you want to register your child, you should do this at the same time you register yourself.



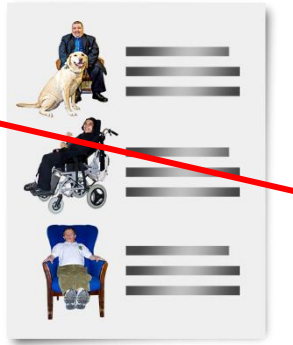
You can register a child soon after they are born.

You do not have to wait until your child's teeth grow in.

You do not need to pay a deposit for an appointment to register.



- if I cannot register with the NHS dentist I want, I can get information on other NHS dentists from my health board or [NHS inform](#)
- if I go to another dentist for treatment my registration will move to that dentist



- registration can be taken away by the dentist if I am violent or abusive or if I do not go to my appointments
- your dentist must tell me at least 3 months before if they are going to take away my registration as an NHS patient



- If you need urgent dental treatment before you have registered with a dental practice get advice here: www.nhsinform.scot/care-support-and-rights/nhs-services/dental/dental-emergencies

Appointments



- it is important that I go to my appointments
- if I know I cannot go to my appointment I should contact NHS staff to:
 - say I will be late
 - cancel or rearrange the appointment to a time that suits me better

This means that they can offer the appointment to someone else.



- I will make sure I am in at the time that has been arranged for a home visit

- another person can come with me to give me support at the appointment

This can be a:



- carer
- family member
- partner or friend
- another healthcare worker or social care worker
- advocate - someone who helps me to express my views and make decisions



- I may be able to get transport to a hospital or clinic appointment depending on my health condition

I can ask a member of NHS staff or my health board if I can get transport and for more information about the Patient Transport Service.



I can also find more information about this on the Scottish Ambulance website www.scottishambulance.com/our-services/support-with-appointments/

or by phoning 0300 123 1236



- I will tell NHS staff if:
 - any of my information changes
 - if any of my information is wrong
 - if there are changes in my health

Staff involved in my care can then easily contact me about my treatment, check-ups or appointments and give me services that I need.