

Consultation on Charter of Patients Rights and Responsibilities>

Response form Anne Lindsay Chair of Clydesdale Public Participation Forum.

Members have volunteered to respond individually having discussed the Document in depth at their last meeting on Monday 27th June 2012.

Question 1.

a). Yes, the level of detail is useful and but I wonder if all the information will be read and digested or if it will find its way into the nearest bin in some homes !!

b). More thought and understanding needs to be given to the problems of lack of public transport in rural areas.

Access to GP services can be difficult in the rural areas of Clydesdale particularly villages south of Lanark let alone the long journeys that have to be undertaken to reach any of the three District General Hospitals.

c). Under the first paragraph of the Purpose of the Charter I feel that the wording of what the “NHS in Scotland expects of you in return” to be an unfortunate turn of phrase and perhaps “welcome from you in return” might be less dictatorial.

Question 2.

a). Yes it is easy to understand.

b). Providing the contents sheet appears at the beginning of the Document this is fine.

Question 3.

The only comment I have that I have is whether this intended to be a booklet available to the public or whether it is intended to be set out as a pamphlet.

If it is the latter then I think more consideration should be given to the design and content of the document.

I cannot find anywhere stating that a patient has a right to change surgeries if the need arose.

Question 4.

I should think that one per household delivered by Royal Mail would be the best way of ensuring every one sees the document. Failing this which may be too costly I would suggest that GP surgeries , Public Libraries and Super markets Older people's Clubs, Day Centres should have copies.

This is ideal territory for the PPFs to get involved either through having a presence in the local drop in centres .e.g The Gillespie Centre in Biggar which deals with all ages from nurseries to older people and people of all ages using the local halls for activities in the area. St. Brides in Douglas is another area within Clydesdale.