

The NHS and You

What you can expect from us
What we expect from you



Who is this leaflet for?

This leaflet is for anyone who uses the NHS in any part of Scotland.

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What you can expect from the NHS in Scotland

In the NHS in Scotland we will:

- help you stay healthy, and
- care for you if you become ill.

We will provide a safe, high quality service that is designed to meet the needs of patients and their carers and families.

Services for everyone

- We will provide services based on your health or medical need, not your ability to pay.
- We will treat you with dignity and respect, no matter what your race, sex, age, sexual orientation, faith, political beliefs or disability.

Safe, high quality healthcare

- We will provide the best care and treatment we can, within the resources available to us.
- We will make sure that everyone working in the NHS has the right training and skills for their job.
- We will provide care and treatment in a safe and clean setting.

Responding to your needs

- We will provide health services which take account of your needs and, as far as possible, your preferences.
- If you are worried about parts of your care (for example, because of your culture or beliefs), please discuss this with us. We will respect your views and help in any way we can.
- If it helps you, and you give your permission, we will make sure that your carers, partner or family are involved in decisions about your care.

Communicating with you

- We will talk with you about your health and any care you might need.
- If you need tests or treatment and there is different action that could be taken, we will explain this clearly to you. We will tell you about the risks and expected benefits of each option.
- We will give you information in a way that you can understand (for example, on tape or in a language other than English).
- If you need an interpreter or a sign-language interpreter, or you have other special communication needs, we will arrange help for you.

- If you want a carer, a family member, a partner or a friend to support you or help you express your views, we will welcome this help.
- If you want someone else to support you or help you express your views (an independent advocate), we can help you arrange this.

Involving you in decisions about your care

- You have the right to take part in making decisions about your care and treatment. To find out more, see our leaflet 'Consent – it's your decision'. See page 27 for where to get a copy of this leaflet.
- You have the right to accept or refuse any treatment, examination, test, and screening and diagnostic procedure.
- There are times when we may treat you without your agreement, for example:
 - in an emergency if you cannot tell us what you want
 - if you are an adult who cannot make decisions for yourself or tell us your decisions (this is known as 'incapacity')
 - if you are being treated under the Mental Health Act, or
 - if you are under the age of 16 and cannot understand what the treatment involves or tell us what you want.

See pages 25-26 for where to get more information about the rights of children and young people, people who use mental health services, or adults with incapacity.

- You have the right to choose whether or not to take part in research trials and to pull out of the research at any time, if this is possible.
- You have the right to choose beforehand not to be examined or treated by a healthcare student. This will not affect the care we give you.
- If you want to have someone else present when a healthcare worker examines you, please let us know. This could be a friend, a relative, a partner, a carer, another healthcare worker, or an independent advocate.
- You can ask for a second opinion at any time during your care.
- If there is any particular treatment you would not like to have in the future, please tell us. We will take your wishes into account if you cannot make decisions for yourself in the future.
- For hospital appointments, you can be involved in choosing which hospital you go to and which specialist treats you. You will have to discuss this with your GP, but you can find out more by visiting the website www.show.scot.nhs.uk/waiting. There may be some limits to the choice you have. If there are, we will explain these to you.

Giving you information

- We will give you information about local health services. See page 24 for where to get this information.
- We can give you information about the standards we are expected to meet. See page 14 for where to get this information.
- You can see reports of any inspections or reviews of services which take place.
- High quality information on health conditions, your rights and healthy living will be available in a range of formats.
- We will tell you the names of the staff responsible for your care and how to contact them.
- If you are about to leave after a stay in hospital, we will send your GP written information about your stay in hospital. We will let you see this information and give you a copy if you want.
- We will give you a copy of any letters, faxes or emails written by NHS staff about your care and treatment if you ask for them.

Keeping your information safe

- In the NHS, we have a legal duty to keep information about you confidential.
- We will keep accurate and up-to-date records of the care you receive. These records are written on

paper, held on computer, or both, and are stored securely in different parts of the NHS.

- In the future, we will store more and more of your health information on computer. This will make it easier for NHS staff to find information about you so that you get the care you need, wherever you are.
- If you are registered with a GP surgery, you will have your own identifying number called a Community Health Index number (CHI, for short). Whenever possible, we will include your CHI number on any records we keep about your care. This helps to make sure that information about you is not mixed up with someone else's. And it makes it easier for NHS staff to find the right medical information about you and to give you the best possible care.
- You have the right to know how we use, share and protect your personal health information. Tell us if you don't want your health information to be passed to other staff. For more information, see our leaflet 'Confidentiality – it's your right'. See page 27 for where to get a copy of this leaflet.
- You have the right to see your health records and, if you choose, to have a copy. To find out about this, see our leaflet 'How to see your health records'. See page 27 for where to get a copy of this leaflet.

Working together and with others

- All parts of the NHS will work together to make sure your care is co-ordinated and consistent.
- We will work closely with other organisations that are involved in providing care and support in the community. This includes local authorities, voluntary organisations, independent healthcare providers and community health groups.

Working with you to help you stay healthy

- We will give you information and advice on how to stay as healthy as possible, and support and encourage you in doing this.
- We will offer you the opportunity to take part in screening and programmes to prevent illness.

Working with you to improve our services

- We will make decisions about changes to our services in an open and honest way.
- We will involve patients, carers and members of the public in making decisions about services. See page 23 for information on how to get involved.
- We will learn from any comments and complaints we receive.

Comments and complaints

- We welcome any comments on the care you have received, good or bad.
- We will tell you what will happen as a result of any complaints you make.
- For information about what to do if you are not happy about any part of your care, see our leaflet 'Making a complaint about the NHS'. See page 27 for where to get a copy.

Waiting for an appointment, a test or treatment

If you have to go on a waiting list for an appointment, a test or treatment, we will try to make your wait as short as possible. Ask how long the wait is likely to be.

National targets

The Health Department has set targets for the whole of Scotland which set out how quickly you should be able to get certain kinds of appointment, test or treatment. These targets are given below. If we tell you that you must wait longer than the national target time, see 'What to do if you think we're not meeting our standards' on page 15.

Contacting your GP surgery

When you contact your GP surgery, you should be able to see or speak to someone for advice within two working days, if this is what you need. The surgery team will help you to decide who should give you the care you need. This could be a GP, a practice nurse, or another health professional.

Hospital appointments

- You should not have to wait more than 26 weeks from a GP referral for a hospital outpatient appointment.

- By the end of 2007, you should not have to wait longer than 18 weeks from a GP referral for a hospital outpatient appointment.
- You should not have to wait more than six months for inpatient or day case treatment.
- By the end of 2007, you should not have to wait more than 18 weeks for inpatient or day case treatment.
- By the end of 2007, you should not have to wait more than nine weeks if you need to have one of the following tests to find out the cause of a medical problem or condition.
 - MRI scan
 - CT scan
 - Ultrasound
 - Barium scan
 - Upper endoscopy
 - Cystoscopy
 - Sigmoidoscopy
 - Colonoscopy

Accident and Emergency department

By the end of 2007, when you arrive at an Accident and Emergency (A&E) department, the longest you should wait is four hours before being admitted to a ward, discharged or transferred to another hospital.

Cataract surgery

By the end of 2007, if you are referred by your GP or optometrist for cataract surgery, you will not have to wait more than 18 weeks.

Hip fracture

By the end of 2007, if you fracture your hip and are admitted to a specialist orthopaedic unit for surgery, your operation will be carried out within 24 hours.

Heart disease

- If you see a specialist and they refer you for angiography, you will not have to wait for more than eight weeks to have this done.
- If you have angiography done and you then need a heart bypass operation or angioplasty, you will not have to wait more than 18 weeks after the angiography for this.
- By the end of 2007, if you are being referred by your GP for treatment through the rapid access chest pain clinic, you will not have to wait for more than 16 weeks.
- By the end of 2007, if you are being referred by a heart specialist for treatment, you will wait no more than 16 weeks.

Cancer

- If you are referred urgently to hospital by your GP for investigation and then found to have cancer, you should not have to wait for more than two months for the treatment to start.
- If investigation has shown that you have breast cancer, you should start the treatment within one month of doctors telling you that you have cancer.
- If you are referred urgently to hospital by your GP for investigation and then found to have acute leukaemia, you should not have to wait for more than one month for the treatment to start.
- If your child is referred urgently to hospital by your GP for investigation and is then found to have cancer, treatment should start within one month.

Sometimes, hospital services in your local area might be so busy that it will not be possible for you to get treatment within the national target times. If this is the case, you will be given the opportunity to travel to somewhere else in Scotland to get treatment within the target time. If you want to find out about this, speak to a member of NHS staff involved in your care.

How we make sure standards are met

The organisation NHS Quality Improvement Scotland has been set up to improve the quality of care we provide. It sets standards for NHS services in Scotland. It monitors and reviews services regularly to make sure that the standards described in this leaflet are being met.

NHS Quality Improvement Scotland also provides information about national standards of care and detailed standards for specific health conditions.

You can contact NHS Quality Improvement Scotland at:

Elliott House

8-10 Hillside Crescent

Edinburgh

EH7 5EA

Phone: 0131 623 4300

Textphone: 0131 623 4383

Fax: 0131 623 4299

E-mail: comments@nhshealthquality.org

Website: www.nhshealthquality.org

What to do if you think we're not meeting our standards

- If you have any concerns about your care or our services, discussing them with NHS staff involved in your care can often help.
- You can contact your local citizens advice bureau for independent advice and support about anything to do with the health service. See page 24 for how to contact your local citizens advice bureau.
- You can make a complaint. For more information see the leaflet 'Making a complaint about the NHS'. See page 27 for where to get a copy of this leaflet.

What we expect from you

You can help yourself, other patients and NHS staff if you do the following.

Look after yourself

Look after your own health and have a healthy lifestyle. This could mean:

- taking more exercise
- eating a balanced diet
- stopping smoking
- not drinking too much alcohol
- not using drugs, and
- using a condom if having sex.

You can get more information about healthy living by phoning the healthy living advice line on 08452 78 88 78, or on the internet at www.healthyliving.gov.uk.

Keep your appointments

- Be on time for appointments.
- If you are going to be late, phone us and let us know.
- If a member of our staff is coming to visit you at home (for example, a health visitor or community psychiatric nurse), make sure you are in at the agreed time.

- For hospital appointments we might contact you to arrange an appointment time that suits you. If this happens, please let us know what time would suit you best.

Let us know if you have to cancel

- If you cannot keep your appointment, let us know as soon as possible so that we can offer your appointment to someone else.
- If we have booked ambulance transport for a hospital appointment but you no longer need it:
 - let us know by phoning 0800 389 1333 (calls are free), or
 - contact the hospital or clinic you are going to and ask them to cancel it.

Make sure we can contact you

- Make sure that your GP surgery, dental surgery or any hospital or clinic you go to has up-to-date information about how to contact you.
- If you change your address or phone number, please let us know.

Follow advice and treatment

- Try to follow any advice or treatment we have agreed with you.
- If you are worried about doing this:
 - discuss it with the person giving you the advice or treatment
 - contact your GP surgery, or
 - speak to someone at your local community pharmacy.

Ask about anything you don't understand

- If there is anything you don't understand about your condition or treatment, let us know and we will explain it to you.
- If we use words which you don't understand, ask us to explain them to you.

Use health services appropriately

- If your GP surgery is closed and you have an urgent problem, you can still get medical care and advice. Your local NHS board provides an out-of-hours service.
- To use the out-of-hours service, phone NHS 24 on 08454 24 24 24.
- If it's an emergency, go to the nearest Accident and Emergency (A&E) department, or call 999.

Treat healthcare staff considerately

- Treat healthcare staff politely and with respect.
- Violence towards NHS staff or other patients is completely unacceptable. Violence includes verbal abuse and threats as well as physical assaults. Violence could lead to:
 - you being removed from healthcare premises
 - information about you being passed to other healthcare providers, or
 - information about you being passed to the police.

We will not accept racial, sexual or any other kind of harassment or abuse.

Take care with medicines

- Take any medicine we give you in line with our instructions and finish the course of treatment. Before you decide to change or stop treatment, you should discuss this with your doctor or pharmacist.
- Do not take medicine which is out of date or prescribed for someone else.
- Give any out of date or unused medicine to your pharmacist to get rid of safely.
- Try to order repeat prescriptions in plenty of time.
- Store medicines safely and out of the reach of children.

- If you go into hospital, let the staff know about any medicines you are already taking. The best way to do this is to bring all the medicines you are taking with you and give them to a member of staff caring for you. If you can't do this, try to bring a list of all the medicines you are taking and give it to a member of staff.

Help us stop the spread of infection

- Clean hands help to stop the spread of infection. Always wash and dry your hands before visiting a hospital ward, particularly after going to the toilet. If there is alcohol hand gel provided at the ward door or at the bedside, use it.
- If you think a healthcare worker has forgotten to wash their hands before examining you, ask them to do this.
- If you, or someone you live with, has a cold or diarrhoea, or if you feel unwell, try not to visit anyone in hospital until you're better.
- Ask ward staff for advice before you bring in food or drink for someone you are visiting in hospital.
- If you visit someone in hospital, don't sit on their bed. Also, keep the number of visitors as low as possible at any time. Never touch dressings, drips or other equipment around the bed.

- If you think NHS premises are not as clean as they should be, let a member of staff know. If you are in hospital, you can ask to speak to the Ward Sister or Charge Nurse.

Other ways you can help

Donating blood, organs, tissues or bone marrow

Every year, hundreds of lives are saved with the help of donated blood, organs, tissues and bone marrow. You could save or improve the lives of several other people if you become a donor.

- If you are interested in becoming a blood donor, you can phone 0845 90 90 999 or visit the Scottish National Blood Transfusion Service website at **www.scotblood.co.uk**.
- If you want to become an organ or tissue donor after you die you should put your name on the NHS Organ Donor Register. You should also discuss your wishes with the people close to you, and carry a donor card. For more information, phone the Organ Donor Line on 0845 60 60 400 or visit the NHS Organ Donor website at **www.uktransplant.org.uk**.
- If you are an existing blood donor and want to find out about joining the British Bone Marrow Register, phone 0845 90 90 999 or see the website **www.scotblood.co.uk**. To find out more if you are not an existing blood donor, contact the Anthony Nolan Trust on 0207 284 1234 or see the website **www.anthonynolan.org.uk**.

Become a volunteer or get involved

- If you want to become a volunteer, you can find out what opportunities there are in your local area by contacting your local NHS board (see page 24 for how to do this) or your local volunteer centre, or by visiting the website at **www.volunteerscotland.info**.
- To find out more about how we are involving people in your area in making decisions about NHS services, or to get involved, you should contact your local NHS board. See page 24 for how to contact your NHS board.

Let us know what you think of our service

- Help us to improve services by giving us your views, good as well as bad.
- Examples of ways to do this include talking to staff, filling in surveys or using suggestion boxes.

Where to get more information

Information about NHS services and your health

- **Phone the NHS Helpline free on 0800 22 44 88** (textphone 18001 0800 22 44 88) for information about health conditions and services.
- **Phone NHS 24 on 08454 24 24 24** (textphone 18001 08454 24 24 24) for advice about what to do if you are unwell (calls are charged at local rates).
- **Contact your local NHS board** for information about local NHS services. You can find the contact details for your local NHS board in the phone book under 'health services' or on the internet at www.show.scot.nhs.uk/organisations/orgindex.htm.
- **Contact your local citizens advice bureau** for free, confidential and independent advice on a wide range of issues including NHS services and your rights. If you would like to speak to someone for advice or help with making a complaint about the NHS, your local bureau will provide independent advice and support. To find your nearest branch, look in your local phone book or on the internet at www.cas.org.uk.

● Use the internet

- www.show.scot.nhs.uk has information on national and local health services.
- www.nhs24.com has a self-help guide and a health encyclopaedia which give information about illnesses, conditions, tests and treatments. You can also find out the opening times of community pharmacies in your local area.
- www.show.scot.nhs.uk/waiting has information on waiting times for patients referred by GPs to consultant outpatient clinics. You can use this information with your GP to help you decide where you would like to be referred for assessment.

Information about rights

- Your local citizens advice bureau will provide free, confidential and independent advice on a wide range of issues. To find your nearest bureau, look in the phone book or on the internet at www.cas.org.uk.
- If you can't make decisions for yourself, or can't tell others your decisions, this is called 'incapacity'. For more information about the rights of adults with incapacity, contact:

The Office of the Public Guardian
Hadrian House

Callendar Business Park

Callendar Road

Falkirk

FK1 1XR

Phone: 01324 678 300

Fax: 01324 678 301

Website: www.publicguardian-scotland.gov.uk

- For more information about the rights of children and young people, contact:

The Scottish Child Law Centre

54 East Crosscauseway

Edinburgh

EH8 9HD

Information helpline: 0131 667 6333

Freephone number for under 18s: 0800 328 8970

Fax: 0131 662 1713

Website: www.sclc.org.uk

- For more information about the rights of people with mental disorders, and for information and advice on people's rights under the Adults with Incapacity Act, contact:

The Mental Welfare Commission for Scotland

Argyle House

3 Lady Lawson Street

Edinburgh

EH3 9SH

Phone: 0131 222 6111

Fax: 0131 222 6112

Website: www.mwscot.org.uk

Other leaflets in this series

This leaflet is part of a series. The other leaflets in the series include the following.

- **Confidentiality – it's your right: How the NHS protects your personal health information**
- **How to see your health records**
- **Making a complaint about the NHS**
- **Consent – it's your decision: How you should be involved in decisions about your health care and treatment**

You can get these leaflets from:

- GP surgeries, dental surgeries and hospitals
- other places where you receive NHS care
- the NHS Helpline on 0800 22 44 88 (textphone 18001 0800 22 44 88)
- **www.scotconsumer.org.uk/hris**
- **www.show.scot.nhs.uk/healthrights**, and
- your local citizens advice bureau (find your nearest bureau on the internet at **www.cas.org.uk** or in your local phone book).

Your comments please!

We want to know what you think about this leaflet.
Please fill in this form and send it to:

Health Rights Information Scotland

Scottish Consumer Council

FREEPOST GW5277

Glasgow

G1 3BR (you don't need to use a stamp)

1. Where did you get this leaflet?

- | | |
|---|-----------------------------------|
| <input type="checkbox"/> GP | <input type="checkbox"/> Hospital |
| <input type="checkbox"/> Dentist | <input type="checkbox"/> Pharmacy |
| <input type="checkbox"/> Support Group | <input type="checkbox"/> Internet |
| <input type="checkbox"/> Other (please give details)..... | |

2. How old are you?

- | | |
|-----------------------------------|----------------------------------|
| <input type="checkbox"/> Under 16 | <input type="checkbox"/> 26 – 60 |
| <input type="checkbox"/> 16 – 25 | <input type="checkbox"/> Over 60 |

3. Did you find the leaflet . . .

- very useful?
- useful?
- not very useful?
- not at all useful?

4. Did you find the leaflet...

- very easy to understand?
- easy to understand?
- not very easy to understand?
- not at all easy to understand?



Please turn over.

5. Was there anything you really liked about this leaflet? Please tell us.

6. Was there anything you really didn't like about this leaflet? Please tell us.

7. Do you think there is anything missing from this leaflet? Please tell us.

8. What do you think about the design of this leaflet (how it looks)?

- Very good
- Good
- Poor
- Very poor

9. Do you have any suggestions for how we can improve this leaflet?

Thank you for filling in this survey. We value your views and comments.



We have tried our best to make sure that the information in this leaflet is correct. However, the leaflet is for guidance only so you should not rely on it as a full statement of the law. If you are thinking about taking legal action, you should contact a solicitor, a citizens advice bureau or any other advice agency.

Produced by Health Rights Information Scotland, a project of the Scottish Consumer Council, for the Scottish Executive Health Department.

 **Scottish
Consumer Council**
Making all consumers matter



SCOTTISH EXECUTIVE

Version 2

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To get this information in another language or format phone your local NHS Board. If you need help to do this contact the NHS Helpline on 0800 22 44 88.

للحصول على هذه المعلومات بلغة أخرى أو بنسق مختلف، اتصل بالمكتب المحلي لهيئة الرعاية الصحية الوطنية NHS. وإذا احتجت للمساعدة للقيام بذلك، اتصل بخط الاستعلامات التابع للهيئة NHS Helpline على الرقم 0800 22 44 88.

এই তথ্যগুলি অন্য ভাষায় কিম্বা আকারে পেতে চাইলে আপনার স্থানীয় এনএইচএস বোর্ড (NHS Board) -কে ফোন করুন। এতে আপনার সাহায্যের দরকার হলে এনএইচএস হেল্প লাইন (NHS Helpline)-এ যোগাযোগ করুনঃ 0800 22 44 88.

若要取得本資料文件的另一種語文或以另一格式製作的版本，請致電國民保健服務委員會 (NHS Board) 。如果你需要幫助，請致電NHS求助熱線，電話號碼是 0800 22 44 88 。

ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਜਾਂ ਰੂਪ ਵਿਚ ਪ੍ਰਾਪਤ ਕਰਨ ਲਈ ਅਪਣੇ ਲੋਕਲ NHS ਬੋਰਡ ਨੂੰ ਫੋਨ ਕਰੋ। ਜੇ ਤੁਹਾਨੂੰ ਅਜੇਹਾ ਕਰਨ ਵਿਚ ਸਹਾਇਤਾ ਦੀ ਲੋੜ ਹੈ ਤਾਂ NHS ਹੈਲਪਲਾਈਨ ਨਾਲ ਨੰਬਰ 0800 22 44 88 'ਤੇ ਸੰਪਰਕ ਕਰੋ।

یہ معلومات کسی اور زبان یا شکل میں حاصل کرنے کیلئے اپنے این ایچ ایس کے مقامی بورڈ کو ٹیلیفون کریں۔ اگر آپ کو اس سلسلے میں مدد درکار ہو تو این ایچ ایس کی ہیلپ لائن سے 0800 22 44 88 پر رابطہ کریں۔

www.scotconsumer.org.uk/hris