

The NHS and You

In the NHS in Scotland

- We will help you stay healthy and care for you if you become ill.
- We will provide services for everyone.
- We will treat you with respect.
- We will give you the best care and treatment we can.
- We will talk to you about your health and any care you might need.
- We will keep information about you and your health private.
- We will give you information in a way that you can understand.

Your rights

- You have the right to have your say about your care and treatment.
- You have the right to say no to any treatment or tests.



You can have someone else with you when a healthcare worker examines you.

- You do not have to be examined or treated by a student.
- You can ask for a second opinion at any time.
- You have the right to see the information we have about you and your health.
- If there is anything you don't understand, let us know and we will explain it to you.
- You have the right to complain. If you want to complain, tell the doctor or nurse. Or you can ask to speak to the complaints officer.

How the NHS can help you

- We will give you information and advice to help you stay healthy.
- If you need an interpreter we will get one for you if we can.
- If you want, you can have someone to support you or help you explain things.
- If you want an advocate we will tell you where to get one. Or you can contact

Scottish Independent Advocacy Alliance

69a George Street

Edinburgh

EH2 2JG

Telephone: 0131 260 5380

Fax: 0131 260 5381

Email: enquiry@siaa.org.uk

Website: www.siaa.org.uk

Appointments, tests and treatment

Waiting lists

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. We will try to tell you how long your wait is likely to be.



Seeing your doctor

When you contact your GP surgery, you should be able to see or speak to someone for advice within two working days.

Going to hospital

Sometimes, your local hospital might be so busy that it would be quicker for you to go to another hospital. If you want to find out about this, speak to a member of our staff.

What we expect you to do

- You should try to have a healthy lifestyle.
- You must treat our staff with respect.
- You should try to be on time for your appointments.
- You must let us know if you have to cancel.
- You must let us know if you change your address or phone number.
- You must only use emergency services in a real emergency.
- You must follow the instructions on all your medicine.
- You should not visit people in hospital when you feel ill.



Other ways you can help the NHS

- You can be a blood donor.
- You can be a volunteer.
- You can let us know what you think of our services.
- Ask our staff to tell you more about ways you can help.



Where to get more information

To find out more about anything in this leaflet:

- ask a member of staff involved in your care
- phone the NHS Helpline on 0800 22 44 88
- ask your local citizens advice bureau (find your nearest bureau on the internet at www.cas.org.uk or in your local phone book).

To find out more about your rights you can contact

- **ENABLE Scotland**

2nd Floor, 146 Argyle Street
Glasgow
G2 8BL

Phone: 0141 226 4541 (this line is open between 1pm and 4pm
on Monday to Friday for information and advice)

Fax: 0141 204 4398

E-mail: enable@enable.org.uk

Website: www.enable.org.uk

- **People First (Scotland)**

77-79 Easter Road
Edinburgh

EH7 5PW

Phone: 0131 478 7707

- Fax: 0131 478 7404

- E-mail: peoplefirst1@btconnect.com

We have tried our best to make sure this leaflet is correct but the law is much more complicated than this. If you plan to take legal action you should get an advocate, advice service or solicitor to help you.

You can get a longer version of this leaflet, which explains things covered here in more detail.

To get the longer version, or 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 (textphone 18001 0800 22 44 88). Or go to the website www.hris.org.uk.



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