<table>
<thead>
<tr>
<th>English</th>
<th>বাংলা (Bengali)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Hospital waiting times</strong>: how quickly you should receive hospital care</td>
<td><strong>হাসপাতালে অপেক্ষার সময়</strong>: আপনার কোন ক্রুড় হাসপাতালে সেবা পাওয়া উচিত</td>
</tr>
<tr>
<td><strong>Who is this factsheet for and what is it about?</strong></td>
<td><strong>এই তথ্যপত্রটি কাঁথের জন্য এবং এটির বিষয় কি?</strong></td>
</tr>
<tr>
<td>• This factsheet is for anyone who requires hospital treatment in any part of Scotland.</td>
<td>• যে সমস্ত মানুষের স্বাস্থ্যলাভের জন্য কোনও অংশ হাসপাতালে চিকিৎসা প্রয়োজন হয়, এই তথ্যপত্রটি তাদের সমান জন্য।</td>
</tr>
<tr>
<td>• This factsheet sets out how long you can expect to wait once your GP refers you to hospital.</td>
<td>• এই তথ্যপত্রটি উল্লেখ করে যে আপনার পিও আপনাকে হাসপাতালে রেফার করার পরে আপনাকে কতদিন অপেক্ষা করতে হবে।</td>
</tr>
<tr>
<td>• The 2012 Charter of Patient Rights and Responsibilities sets out your right to start to receive agreed inpatient and day case treatment within 12 weeks of agreeing to it with the clinician.</td>
<td>• আপনি ইনপেন্শন্ট ও ডে কেস চিকিৎসার ব্যাপারে ক্লিনিকিয়ানের সংকে সমাত হওয়ার 12 সপ্তাহের মধ্যে সেই সমস্ত চিকিৎসা আরম্ভ হওয়ার যে অধিকার আপনার আছে, রোগীদের অধিকার ও দায়িত্বসমূহের 2012 সালের সনদটি তার বর্ণনা দেয়।</td>
</tr>
<tr>
<td><strong>If I get referred to hospital how long can I expect to wait?</strong></td>
<td><strong>আমাকে যদি হাসপাতালে রেফার করা হয়, তাহলে আমাকে কতদিন অপেক্ষা করতে হওয়ার আশা করতে পারি?</strong></td>
</tr>
<tr>
<td>• NHSScotland will try to make your wait as short as possible.</td>
<td>• NHS স্কটল্যান্ড আপনার অপেক্ষার সময়কে যতটা সত্ত্বে কমাতে চেষ্টা করবে।</td>
</tr>
<tr>
<td>• Your GP will let you know how long you are likely to wait.</td>
<td>• আপনার পিও আপনাকে জানাবেন যে, আপনাকে কতদিন অপেক্ষা করতে হতে পারে।</td>
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<tr>
<td>• The NHS will try to give you a minimum of 7 days notice of an offer of appointment (this is generally considered to be reasonable). If you refuse two or more reasonable offers of appointment, your Health Board may (if</td>
<td>• NHS আপনাকে আপয়েন্টমেন্টের প্রস্তাব দেওয়ার জন্য অন্তত 7 দিন আপে</td>
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</table>
reasonable and clinically appropriate) either refer you back to your GP or reset your waiting time clock to zero.

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<table>
<thead>
<tr>
<th>Most patients should start their treatment within 18 weeks from when your GP refers you.</th>
</tr>
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<tbody>
<tr>
<td>- You should get an outpatient consultation, diagnostic test (if required) and treatment all within 18 weeks from your GP referral to hospital.</td>
</tr>
<tr>
<td>- It is not possible to meet this target for all patients - for example, because some patients may have to get many tests before a diagnosis can be made and the necessary treatment determined.</td>
</tr>
<tr>
<td>- You must be treated within 12 weeks of being diagnosed and agreeing to inpatient or day case treatment. This is known as the treatment time guarantee – more detail is provided at the section below headed Treatment Time Guarantee.</td>
</tr>
<tr>
<td>- The treatment time guarantee will operate within the 18 weeks referral to treatment waiting time target. The 2 scenarios below give examples of what this will mean in practice:</td>
</tr>
<tr>
<td>- your outpatient appointment is 4 weeks after being referred to hospital by your GP. At that appointment you and the health professional agree you require inpatient or day case treatment. This</td>
</tr>
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</table>
means that you are eligible for the treatment time guarantee and the treatment must start within 12 weeks from the date of the outpatient appointment; or

- your outpatient appointment is 4 weeks after being referred to hospital by your GP. Following that appointment you have to undergo 4 different diagnostic tests to determine your illness and appropriate treatment. You and the health professional then agree that you require inpatient or day case treatment - this has taken 17 weeks from your GP referral. This means that from the date of you agreeing treatment you must be treated within 12 weeks (in accordance with the treatment time guarantee). This wait, however will clearly and necessarily exceed the 18 weeks targets but the treatment time guarantee will ensure that your wait for the inpatient and day case treatment is no longer than the maximum 12 weeks wait from the date when you agreed to the treatment.

### Treatment Time Guarantee

- The Patient Rights (Scotland) Act 2011 introduced a new duty on Health Boards to deliver the treatment time guarantee which means that all patients who are due to receive planned treatment on an inpatient or day case basis have a right to start to receive that treatment within a maximum of 12 weeks of agreeing to proceed with

### চিকিৎসার সময়ের গারাংসি

- পেশেন্ট রাইট (স্কটল্যান্ড) আইটিই ২০১১ চিকিৎসার সময়ের গারাংসি প্রদানের জন্য হেলথ বোর্ডগুলির উপরে একটি নতুন কর্তব্য আরোপ করেছিল, যার অর্থ হল এই যে, সেমস রাোণীর ইপোরমোন্ট বা তেম চিকিত্সা পরিকল্পিত চিকিৎসা পাওয়ার কথা আছে, তারা চিকিৎসার ব্যাপারে অগ্রসর হতে সমাধান হওয়ার সর্বোচ্চ ১২ সপ্তাহের মধ্যে তাদের সেই চিকিৎসা শুরু করার অধিকার আছে।
treatment.

- The appropriate health professional must ensure that you are provided with the appropriate information to enable you to fully participate in the decision about your treatment.

- Any inpatient or day case treatment which you agree must start within 12 weeks of agreeing to it (subject to your availability to attend appointments).

- The treatment time guarantee does not apply to the following services:
  - assisted reproduction (treatment to help woman become pregnant)
  - obstetrics services (the care of pregnant mothers and their babies before and after the birth)
  - organ and tissue transplantation (moving an organ or tissue from one body to another)
  - some back treatments including injections and surgery
  - surgery to correct curvature of the spine.

- If a Health Board exceeds your treatment time guarantee they must:
  - offer you the next available appointment having regard to your availability
  - provide you with an explanation of why the Board

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<tr>
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<th>যদি 12 সপ্তাহের মধ্যে আমার সমত চিকিৎসা শুরু না হয়, তাহলে আমার কী করা উচিত?</th>
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<td>• You should contact the hospital as soon as you become aware that you have waited more than 12 weeks.</td>
<td>• আপনি 12 সপ্তাহের বেশি অপেক্ষা করেছেন সেই বাপারে অপরাজিত হওয়ার সম্ভাবনা সঙ্গে যৌথ তা মাত্রা সম্পর্কে আপনাকে হাসপাতালের সঙ্গে বারো করতে হবে।</td>
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In a service that deals with more than half a million inpatient and day cases each year there may be the occasional administrative error. If you have exceeded the treatment time guarantee the actions above will be taken by the hospital.

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<td>• The NHS will:</td>
<td>अन्य तथ्य रूप देना।</td>
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<td></td>
<td>हेतु देना।</td>
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<td>▪ write to advise that you are eligible for the treatment time guarantee.</td>
<td>• आपने चिकित्सार समय का गारांस्टिक जन्य लीपिया, एटा जानिये चिठ्ठी लिखें।</td>
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<td>▪ provide you with clear and accurate information about how the waiting time for the treatment time guarantee is calculated.</td>
<td>• चिकित्सार समय का गारांस्टिक जन्य अपेक्षाकृत समया की भावना होन्द्रे, से तथ्य आपनाके स्थानी और संधि।</td>
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<td>▪ write to you of the consequences to the calculation</td>
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of the treatment time guarantee if you:
- refuse two or more offers of an appointment
- do not attend your appointment.
- cancel an agreed appointment on three or more occasions
- advise that you are going to be unavailable, for example, if you are going on holiday.
- have another medical condition which needs to be resolved before the agreed treatment can go ahead, for example, high blood pressure.

The Scottish Government have also set a few other key waiting times targets for example if your GP refers you urgently to a hospital for investigation because they think you may have cancer, and you are then found to have cancer, you should start treatment within 2 months from referral.

What can I do to help the NHS?
- Tell your hospital or clinic you are attending if you change your name, address or phone number. This is to make sure your hospital can contact you.
- If you are referred to hospital let them know about any dates when you won’t be able to go to hospital – for example because you are going on holiday. Your hospital will advise you of the impact of this on your waiting time.

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**Be on time for appointments and hospital admissions. If you are going to be late, phone and let the hospital know.**

- If you can’t keep a hospital appointment let the hospital know as soon as possible so they can offer it to someone else. Your hospital will advise you of the impact on your waiting time.
- If you do not inform the hospital that you can’t keep an appointment and do not attend then you may be referred back to you GP.

### How can I find out more?

- You can find out more about anything in this factsheet, or get The Charter of Patient Rights and Responsibilities, the Your health, your rights factsheets or other leaflets and factsheets listed below from:
  - GP surgeries, hospitals and other places where you receive NHS services
  - [www.hris.org.uk](http://www.hris.org.uk) (alternative formats available) or at [www.nhsinform.co.uk](http://www.nhsinform.co.uk)
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  - the Patient Advice & Support Service (PASS) at your local Citizens Advice Bureau (find your nearest bureau on the internet at [www.cas.org.uk](http://www.cas.org.uk) or in your local phone book). PASS is independent and provides free, confidential information, advice and support to anyone who uses the NHS in Scotland.

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<td>• Consent – it’s your decision explains how you should be involved in decisions about your health care and treatment.</td>
<td>• The series of <strong>Your health, your rights</strong> factsheets explain what the rights and responsibilities included in the Charter mean for you:</td>
</tr>
<tr>
<td>• How to see your health records explains your right to see or have a copy of your health record.</td>
<td>▪ <strong>Access</strong>: your rights when accessing NHS services in Scotland.</td>
</tr>
<tr>
<td>• Health care for overseas visitors is a set of factsheets explaining what NHS services overseas visitors can expect to receive when they are in Scotland.</td>
<td>▪ <strong>Confidentiality</strong>: the right for your personal health information to be kept secure and confidential.</td>
</tr>
<tr>
<td></td>
<td>▪ <strong>Communication and participation</strong>: the right to be informed, and involved in decisions, about health care and services.</td>
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<tr>
<td></td>
<td>▪ <strong>Respect</strong>: the right to be treated with dignity and respect.</td>
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<td></td>
<td>▪ <strong>Safety</strong>: the right to safe and effective care.</td>
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<tr>
<td></td>
<td>▪ <strong>Feedback and complaints</strong>: the right to have a say about your care and have any concerns and complaints dealt with.</td>
</tr>
</tbody>
</table>

| • Your health, your rights, your rights when accessing NHS services in the right to have a say in decisions, about health care and services. | • For more about health rights see: |
| • Consent – it’s your decision explains how you should be involved in decisions about your health care and treatment. | • **Consent** – it’s your decision explains how you should be involved in decisions about your health care and treatment. |
| • How to see your health records explains your right to see or have a copy of your health record. | • How to see your health records explains your right to see or have a copy of your health record. |
| • Health care for overseas visitors is a set of factsheets explaining what NHS services overseas visitors can expect to receive when they are in Scotland. | • Health care for overseas visitors is a set of factsheets explaining what NHS services overseas visitors can expect to receive when they are in Scotland. |

<table>
<thead>
<tr>
<th>• The Charter of Patient Rights and Responsibilities tells you what you can expect from the NHS and what the NHS expects from you.</th>
<th>• For more about health rights see:</th>
</tr>
</thead>
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<tr>
<td>• The series of <strong>Your health, your rights</strong> factsheets explain what the rights and responsibilities included in the Charter mean for you:</td>
<td>• Consent – it’s your decision explains how you should be involved in decisions about your health care and treatment.</td>
</tr>
<tr>
<td>▪ <strong>Access</strong>: your rights when accessing NHS services in Scotland.</td>
<td>• How to see your health records explains your right to see or have a copy of your health record.</td>
</tr>
<tr>
<td>▪ <strong>Confidentiality</strong>: the right for your personal health information to be kept secure and confidential.</td>
<td>• Health care for overseas visitors is a set of factsheets explaining what NHS services overseas visitors can expect to receive when they are in Scotland.</td>
</tr>
<tr>
<td>▪ <strong>Communication and participation</strong>: the right to be informed, and involved in decisions, about health care and services.</td>
<td></td>
</tr>
</tbody>
</table>
### Information for young people

- **Consent – your rights** explains how you should be involved in decisions about your health care and treatment.
- **Confidentiality – your rights** tells you how the health service keeps information about you private.
- **Have your say! Your right to be heard** tells you how to give feedback or make a complaint about the NHS.

### Information for carers

- **Caring and consent** explains your right to be involved in decisions about the health care of the adult you care for.

### Information about health services

- **Getting NHS dental treatment in Scotland** tells you how to use NHS dental services in Scotland.
- **It’s okay to ask** gives useful tips and questions you can ask during your health care appointments.
- **The NHS Chronic Medication Service at your local pharmacy** tells you about an NHS service for people with a long-term condition.
- **Your guide to free NHS eye examinations in Scotland** gives information about free NHS eye examinations in Scotland for all UK residents.

### Bangladesh Information

- **পাওয়ার আশা করতে পারেন।**

### Information about health services

<table>
<thead>
<tr>
<th><strong>বাংলা পরিচালকদের জন্য তথ্য</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>• সমস্তি – আপনার অধিকারসমূহ ব্যাখ্যা করে যে আপনার স্বাস্থ্য সেবা ও চিকিৎসা সংক্রান্ত সিদ্ধান্তগুলিতে আপনার কীভাবে যুক্ত থাকা উচিত।</td>
</tr>
<tr>
<td>• গোপনীয়তা – এটা আপনার অধিকার আপনাকে জানায় যে স্বাস্থ্য পরিষেবা কীভাবে আপনার সম্পর্কে তথ্যকে চূড়ান্ত রাখে।</td>
</tr>
<tr>
<td>• আপনার মতামত দিন। আপনার স্বাস্থ্য সোসাইটির অধিকার আপনাকে জানায় যে কীভাবে NHS এর সম্পর্কে ফীডব্যাক দেওয়া যায় বা আত্মীয় জানানো যায়।</td>
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<td>• আপনি যে প্রাপ্তবয়স্ক মানুষের পরিচালক পরিচালনা করেন, তাদের স্বাস্থ্য বিষয়ক সিদ্ধান্তগুলিতে আপনার যুক্ত থাকার অধিকার সম্পর্কে পরিচয় ও সমস্তি-তে ব্যাখ্যা করা হয়।</td>
</tr>
</tbody>
</table>

### Bangladesh Information

- **স্কটল্যান্ডে NHS চেটাল চিকিৎসা পাওয়া আপনাকে জানায় যে স্কটল্যান্ডে কীভাবে NHS চেটাল পরিচয়া ব্যবহার করা যায়।**
- **প্রশ্ন করাই সঠিক বিষয়ক বিষয়টি আপনাকে উপস্থাপন প্রারম্ভ দেয় এবং আপনি স্বাস্থ্য সেবার অ্যাপয়েন্টমেন্টগুলির সময় যে সব প্রশ্ন জিজ্ঞাসা করতে পারেন সেগুলির সম্পর্কে জানায়।**
- **আপনার স্বাস্থ্য সেবার গোপনীয়তা NHS জনক মেডিকেশন সার্ভিস আপনাকে দীর্ঘকালীন সম্পর্কে আক্রমণ মানুষের জন্য একটি NHS পরিচয়ায় সম্পর্কে জানায়।**
- **ফ্ল্যাক্সে বিনামূল্যে চেট পরিচালক জন্য আপনার নির্দেশিকা ইউকে-র সমষ্টি বাসিন্দাদের জন্য স্কটল্যান্ডে বিনামূল্যে NHS চেট পরিচালক সম্পর্কে তথ্য।**
We have tried our best to make sure that the information in this factsheet is correct. However, this factsheet is for information only and is not part of The Charter of Patient Rights and Responsibilities. It is for guidance only so you should not rely on it as a complete statement of the law. Produced by NHS inform.

Version 1 published in October 2012

| এই তথ্যপূর্ণ তথ্যগুলির তথ্যগুলি মাত্র সঠিক ধারে, আমরা তা নিশ্চিত করার সমূহের জন্য চেষ্টা করেছি। তবে এই তথ্যপূর্ণ তথ্যগুলির তথ্যগুলি না দেওয়ার জন্য, এবং এটি রোগীদের অধিকার ও দায়িত্বসম্পর্কের সনদের অংশ নয়। এটি কেবলমাত্র নির্দেশ প্রসারণের জন্য, তাই আইনের সম্পূর্ণ বিবর্তি হিসাবে আপনার এটির উপরে নির্ভর করা উচিত নয়।

NHS ইনফর্ম দ্বারা প্রকাশিত।

অক্টোবর 2012 এ প্রকাশিত সংস্করণ 1 |