Introduction

Everyone who uses NHS services in Scotland has rights about how they access and receive their care. These rights ensure people are treated safely, fairly and effectively, and with consideration, dignity and respect.

The Scottish Government have published the revised Charter of Patient Rights and Responsibilities. This explains what everyone can expect – and what is expected of everyone – when they use NHS services and receive NHS care in Scotland.

NHS 24 worked in partnership with the Scottish Government to publish the Charter on NHS inform - Scotland's leading digital health and care information service, provided by NHS 24 to make sure it is easy for people to find and navigate to.

You can read the Charter in full, and get all the information you need about health rights in Scotland here [nhsinform.scot/health-rights](https://nhsinform.scot/health-rights).

The Charter has been translated in:

- **BSL**
How you can you help us spread the word

A. Sample articles for newsletters, e-bulletins and intranet

We would appreciate your support in raising awareness of the revised Charter, and redesigned Health rights section on NHS inform via internal and external newsletter communications.

Your staff can also help spread the word about this. Below is some draft copy that you might want to include in staff newsletters or on your intranet.

[141 words]

The Charter of Patient Rights and Responsibilities has been revised

Everyone who uses NHS services in Scotland has rights about how they access and receive their care. These rights ensure people are treated safely, fairly and effectively, and with consideration, dignity and respect.

It’s important that you know your rights and understand what you can expect from us whenever you use NHS services. But it’s also important to recognise that you have responsibilities – things that everyone is expected to do to help the NHS work effectively in Scotland and to help make sure it uses its resources responsibly.

The Charter explains what you can expect – and what is expected of you – when you use NHS services and receive NHS care in Scotland.

To find out more about Health rights in Scotland or to read the Charter in full – and to find what alternative formats are available - visit nhsinform.scot/health-rights

[241 words]

The Charter of Patient Rights and Responsibilities has been revised

Everyone who uses NHS services in Scotland has rights about how they access and receive their care. These rights ensure people are treated safely, fairly and effectively, and with consideration, dignity and respect.

It’s important that you know your rights and understand what you can expect from us whenever you use NHS services. But it’s also important to recognise that you have responsibilities – things that everyone is expected to do to help the NHS work effectively in Scotland and to help make sure it uses its resources responsibly.

Here is a summary of what the charter covers:

- Accessing and using NHS services in Scotland: I have the right to safe and effective treatment that is provided at the right time, in the right place, by the most appropriate person.
- Communication and involving you: I have the right to be informed about and involved in decisions about healthcare and services.
• Privacy and confidentiality: I have the right to privacy and for my personal health information to be protected when using NHS services.
• Feedback, complaints and my rights: I have the right to give any feedback about my treatment and care and to have my concerns and complaints dealt with promptly and effectively as it helps to improve services for everyone.

To find out more about Health rights in Scotland or to read the Charter in full – and to find what alternative formats are available - visit nhsinform.scot/health-rights

B. Posters and leaflets

We have designed an A5 flyer and an A3 poster to support the promotion of the revised Charter.

You can download the print files and pdfs here: https://www.nhsinform.scot/campaigns/patient-charter (go to the 'Campaign resources' section).

The flyer will be available in a number of alternative formats, including Arabic, Chinese, Polish, Romanian, and Urdu keep checking the 'Campaign resources' section on https://www.nhsinform.scot/campaigns/patient-charter for updates.
C. Social media

Ahead of the wide national social media campaign planned for February 2020, we will promote the availability of the revised charter, and redesigned health rights section on our channels. Please follow us on Twitter @NHS24 and like us on Facebook (www.Facebook.com/NHS24) to like and retweet our posts.

You can also use the sample posts below to spread the word on your own channels.

**Sample tweets**

Accessing NHS services in Scotland? You have the right to safe and effective treatment at the right time and in the right place.

Find out more here https://www.nhsinform.scot/health-rights #PatientCharter2019

Using NHS services in Scotland? You have the right to be involved in decisions about your healthcare.

Find out more here https://www.nhsinform.scot/health-rights #PatientCharter2019

Using NHS services in Scotland? You have the right to privacy and for your personal health information to be protected.

Find out more here https://www.nhsinform.scot/health-rights #PatientCharter2019

Using NHS services in Scotland? You have the right to give feedback about your treatment and have your concerns dealt with promptly.

Find out more here https://www.nhsinform.scot/health-rights #PatientCharter2019

**Sample Facebook post**

Did you know...

The Charter of Patient Rights and Responsibilities explains what you are entitled to when you use NHS services and receive NHS care in Scotland.

It covers what you can do if you feel that your rights have not been respected and also explains what is expected of you when using the NHS in Scotland. Find out more here https://www.nhsinform.scot/health-rights #PatientCharter2019
Images - in your social media posts, please use either of the images below:

Need more information?
Don't hesitate to get in touch with any questions

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