

Comments on the National Patient Charter of Rights.

Answers to the questions

1. Having the two documents is .useful as the principles provide a more detailed description of the rights. The suitability is fine however the language is limiting. The use of patient is limiting to acute health and does not consider the community based organisation where patient is not an appropriate term for the service users.

2. Rights - they cover the main rights of consumers when accessing healthcare

3. The meanings of Rights

1 Access

4 Communication

6 Participation and

8 Redress

are limited and are not sufficiently broad. For example

* Access is limited to finance and does not cover issues such as physical, cultural, religious access,

* Communication is just not about language but needs to be in a manner that is understood by the service user.

* Participation could be expanded by using service user/consumer instead of patient and collaborative decision making processes included.

* Redress could include that it needs to be in a format that enables ease of access and is understandable.

Regards

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