

To: The Australian Commission on Safety and Quality in Health Care

Re: Response from Bayside Health Community Advisory Committee and Clinical Governance Committee consumer representative regarding the Draft National Patient Charter of Rights.

To whom it may concern,

please find below comments received on the Draft National Charter of Patient Rights. Due to the tight deadline for feedback we were unable to complete a thorough consultation on the document, therefore the views listed below were submitted over the phone and via email by individual consumer representatives of Bayside Health:

Consultation Questions

Section 1:

Discussion question: *Whether the language used in the Charter and Principles is appropriate*

- **“Redress:** I find this a rather strange word. It seems to imply that patients are looking for compensation and revenge, rather than the *provision of information on how to comment about care, opportunity to make a complaint and have concerns dealt with properly and promptly*. I think a more neutral word should be used for this element, one which more obviously covers explanation, apology and amelioration as well as the more dramatic forms of compensation” (regarding the 8 rights)

Discussion question: *Whether the existence of both the Charter and the Principles is useful*

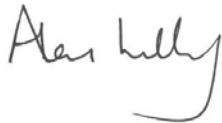
- **Table "What can I expect from the health system":-** I find the 'Rights' column a valuable summary but I do not believe the 'What this means' column is useful as the explanations really do not add much and it would be better to refer readers direct to the 'Principles'

Section 2:

Discussion question: *The extent to which the rights represent patient concerns when receiving health care*

One member wanted better transparency and communication of the legal obligation of health services to provide accredited interpreters throughout the continuum of care. The member felt that this right was not implied in the Draft or listed as a transparent expectation of the care episode. The member felt this was an important point of emphasis for the Cultural and Linguistically Diverse communities who access the Public Health System.

If you have any further queries in this regard, please do not hesitate to contact our Community Participation & Projects Co-ordinator, Lauren Aylward (l.aylward@cgmc.org.au or (03)9076 6333)

A handwritten signature in black ink that reads "Alan Lilly". The signature is written in a cursive style with a long, sweeping underline.

Alan Lilly
EXECUTIVE DIRECTOR
Rehabilitation, Aged & Community Care
Bayside Health