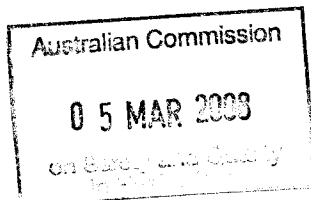


This correspondence originates from:



ACT Branch
c/- 24 Glynn Place
Hughes ACT 2605
Feb 29, 2008

Chief Executive
National Patient Charter of Rights
GPO Box 5480
Sydney NSW 2001

Dear Prof. Baggoley,

I am responding to your request for feed-back on the draft National Charter of Patients' Rights, which you mailed to me recently as the President of the ACT Branch of Heart Support-Australia. I have not consulted widely within the Branch on the draft, so I respond for myself rather than for the whole Branch.

Generally, the draft seems to be cohesive and inclusive, but I think the following parts of the Principles need revision:

1. p. 6, ACCESS, point 3. This is unrealistic. It is not possible to provide equitable (= 'same' or 'similar') access in remote, rural areas as in cities, where everyone is near a public hospital. Replace by 'best possible access to public health services considering place of residence'.
2. p. 7, COMMUNICATION, point 4 is not clear. The last phrase 'from members of the health care team' should follow immediately after 'advice'.
3. p.7, COMMUNICATION, add a sixth dot-point: 'access to approved religious and/or ex-patient support personnel'.
4. p. 7, INFORMATION, point 7 is not clear, and seems redundant. Confidentiality is a part of the next care provider's code of conduct, and must be taken for granted. The next provider must be told all the relevant facts about the patient's case, and would not be told anything else. I think this dot-point should be omitted.
5. p. 7, INFORMATION, points 8 and 9 are not clear, and should be in reverse order. I think they should read as follows: point 8 'about continuing health care arrangements until leaving hospital, and about discharge procedures'. Point 9 'about health care after discharge, including medication, care planning, timely and appropriate referrals, convalescence, rehabilitation, and end of life.
6. p. 8, PARTICIPATION, point 3, after 'incidence' on line 3, insert 'and management'.
7. p. 8, REDRESS, first dot-point: 'have access to the processes for commenting on the care received'.

Yours sincerely,

A handwritten signature in black ink that reads "Rex N. Oram".

Rex N. Oram
President, ACT Branch
Heart Support-Australia

