



6th March 2008

GPO Box 5480
Sydney, NSW 2001

Dear Professor Baggoley,

RE: National Patient Charter of Rights

Thankyou for the opportunity to review of the Draft National Patient Charter of Rights Consultation Paper. Peter MacCallum Cancer Centre invited a multidisciplinary team including members of the Community Advisory Committee to review of the draft charter. The following feedback and comments were received.

National Patient Charter of Rights & National Patient Charter Principles

- These documents are useful in uniting the states and outline reasonable expectations
- These should be aligned with process improvement initiatives
- Significant overlap with state public patient charter and human rights charter
- The language is appropriate for health professionals
- Instead of the term 'patients' consider 'you, family and significant others'
- Should be available on hospital's webpage, available in other languages, consider bridged version with key points, symbols for patients that are illiterate
- It needs to be presented in a simple easy to read form
- Consideration required as to how patients and their families will know about the Charter, it needs to be widely publicised

Rights included in the Charter

- Rights included in the charter are adequate to cover the range of patient and human rights
- These consider patient concerns appropriately

Points included in the Principles

- Respect – consider removing 'such as' and replace with; 'may include but not limited to' and consider the inclusion of disability
- Consider elaborating on the term palliative care
- Respect should be listed as the first Right.
- Strengthen partnership statements between consumer and health care provider to highlight responsibility of patients more; ie:
- Access – patient to notify hospital if unable to attend
- Consent – patient should state concerns
- Redress – inform health provider in a respectful manner
- Under the section on Safety; should the words 'Quality', or 'Evidence based practise' be used to describe care

Rights & Responsibilities

- Suggest some minor changes as outlined above to improve the balance between patient and provider role, rights and responsibilities
- More focus required on responsibility of patients
- Patients should be empowered by the charter to provide feedback

Existing Charters

- A national charter should replace the existing state Charter. Our facility treats patients from all States and would welcome a national Charter to prevent confusion of patient expectations related to variations in individual State Charters
- Should reference Human Rights Charters
- Multiple charters could be a source of confusion for both patient and health provider

Possible uses of the Charter

- Consider alignment with national accreditation and quality & safety initiatives
- Consider alignment with government spending
- Consider replacement of public and private hospital Charter where possible
- Additional Rights may need to be considered for private facilities
- Excellent proposition to have the health care organisation accountable to a national Charter
- Overarching standard
- Ability to benchmark against other facilities
- Easy to identify a 'Gold Standard' of care related to meeting the patient Charter

How the Charter applies in Different Sectors & Settings

- The charter should remain broad to allow for flexibility
- The charter may be difficult to adapt to other specific health care settings such as those with psychiatric units

Regards

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