

Feedback on Draft National Patient Charter of Rights Consultation Paper 22 January 2008

1. National Patient Charter of rights and national patient charter principles.

- It is useful to have the content that the principles document provides. Without the principles some of the charter may not be clear to consumers
- Having eight key points is good.
- The language is clear however the use of the word "REDRESS" is not terminology used within the community health sector, perhaps feedback or comments would be more appropriate.
- Community Health does not use the term patient. A better term could be consumer, client, individual or service user.
- It would be valuable to have both the charter and the principles presented together in one document, this would assist in understanding and it could be in table format.

2. Rights included in the Charter.

- The rights in the charter are good, however consideration could be given to the following points:
 - A right to access to services without discrimination
 - Prompt service
 - Information in a format and language readily understood
 - The right to seek an independent second opinion concerning any treatment and/or advice received
 - The right to pursue any complaint about service provision without retribution.
- In addition to the above there should be documented responsibilities for both the staff and consumers of a service. The following are suggestions:
 - Organisational Responsibilities
 - All consumers shall receive the best level of professional service possible by staff members and within resources available
 - Services shall be delivered in a prompt and courteous manner
 - Information shall be communicated in language understood by the consumer and appropriate to their needs
 - Consumer information obtained shall be treated confidentially by all staff members
 - All new consumers shall be informed of their rights and responsibilities
 - Only non-identifiable data, from consenting consumers, shall be passed on to funding bodies
 - Consumers have a responsibility to:
 - Act in a lawful manner at all times
 - Treat people with courtesy
 - Accept the consequences of their decision to accept or reject advice and/or treatment
 - Make known in an appropriate manner, all concerns and/or complaints pertaining to the services provided
 - Provide comprehensive and accurate information, in order that they receive the best possible advice/treatment that can be provided
 - Keep appointments or contact LCHS if they are unable to attend

3. Points included in the Principles.

There should provide a mechanism for individuals who believe their rights have been breached. For example the Health Services Commissioner.

4. Rights and Responsibilities.

The Charter should have more emphasis on responsibilities. See point 2 above

5. Existing Charter.

No additional comment

6. Possible uses of the Charter.

If the terminology is altered this charter could be implemented across all health settings, both public and private acute and community health settings.

7. How the charter applies in different sectors and settings.

As above