



Your health, your rights

Respect: the right to be treated with dignity and respect

Who is this factsheet for and what is it about?

- This factsheet is for anyone who uses the NHS in any part of Scotland.
- The 2012 Charter of Patient Rights and Responsibilities gives a summary of what you can expect when you use the NHS in Scotland, together with your rights and responsibilities. The Respect section of the Charter tells you about your right to be treated with dignity and respect. This factsheet explains what this means for you.

What can I expect from NHS staff?

- The NHS will treat you with dignity and respect, regardless of your age, disability, sex, or sexual orientation, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religious or political belief.
- If you are worried about something to do with your care, for example, because of your culture or beliefs, please tell staff who will respect your views and help in any way they can.
- You have the right to ask for your preferences and needs to be taken into account. If you have any preferences about future treatment, please tell staff. Then if you can't make decisions for yourself in the future they will take your wishes into account.

'You have the right to be treated as an individual and with dignity and respect.'

The Charter of Patient Rights and Responsibilities 2012

- The NHS will give you enough time to make up your mind about any examination or treatment. But in an emergency, they may need to make decisions quickly to give you the best possible care.
- The NHS will keep your personal health information confidential. See page 3 for how to find out more about confidentiality.

- NHS staff will always try to examine and treat you in a private place. But sometimes this won't be possible, for example in an emergency.
- You have a right to say if you don't want students to be present while you are examined or treated.
- If you have to stay overnight in a hospital, you should get a bed in a single sex room or ward. This may not be possible if you need intensive care or in an emergency situation.

What does the NHS expect from me?

- That you treat NHS staff, other patients, their carers and family members with consideration, dignity and respect.
- You must not be abusive, violent or aggressive towards NHS staff or other patients, their carers and family members. Violence includes verbal or written abuse and threats, as well as physical assaults.
- You must not be involved in any racial, sexual or any other kind of harassment or abuse towards NHS staff or other patients, their carers and family members.

How can I find out more?

- You can find out more about anything in this factsheet, or get **The Charter of Patient Rights and Responsibilities**, the **Your health, your rights** factsheets or other leaflets and factsheets listed below from:
 - GP surgeries, hospitals and other places where you receive NHS services
 - www.hris.org.uk (alternative formats are also available here) or at www.nhsinform.co.uk
 - the NHS inform Helpline on **0800 22 44 88** (lines are open every day from 8am to 10pm).
 - the **Patient Advice & Support Service (PASS)** at your local citizens advice bureau (find your nearest bureau on the internet at www.cas.org.uk or in your local phone book). PASS is independent and provides free, confidential information, advice and support to anyone who uses the NHS in Scotland.
- For more about how your rights under the Data Protection Act, contact: Information Commissioner's Office (Scotland)
45 Melville Street, Edinburgh EH3 7HL
Phone **0131 244 9001**
Email scotland@ico.gsi.gov.uk
Website www.ico.gov.uk

You can also contact this office to complain about how the NHS has used or protected your information, but only if you have already used the NHS Complaints Procedure.

Information about health rights

- **The Charter of Patient Rights and Responsibilities** gives a summary of what you can expect when you use the NHS in Scotland, together with your rights and responsibilities.
- The series of **Your health, your rights** factsheets tell you more about what these rights mean for you:
 - **Access:** your rights when accessing NHS services in Scotland
 - **Communication and participation:** the right to be informed, and involved in decisions, about health care and services.
 - **Confidentiality:** the right for your personal health information to be kept secure and confidential.
 - **Safety:** the right to safe and effective care.
 - **Feedback and complaints:** the right to have a say about your care and have any concerns and complaints dealt with.
 - **Hospital waiting times:** how quickly you should receive hospital care.

For more about health rights see:

- **Consent – it's your decision** explains how you should be involved in decisions about your health care and treatment.
- **How to see your health records** explains your right to see or have a copy of your health record.
- **Health care for overseas visitors** is a set of factsheets explaining what NHS services overseas visitors can expect to receive while they are in Scotland.

Information for young people

- **Consent – your rights** explains how you should be involved in decisions about your health care and treatment.
- **Confidentiality – your rights** tells you how the health service keeps information about you private.
- **Have your say! Your right to be heard** tells you how to give feedback or make a complaint about the NHS.

Information for carers

- **Caring and consent** explains your right to be involved in decisions about the health care of the adult you care for.

Information about health services

- **It's okay to ask** gives useful tips and questions you can ask during your health care appointments.

We have tried our best to make sure that the information in this factsheet is correct. However, this factsheet is for information only and is not part of The Charter of Patient Rights and Responsibilities. It is for guidance only so you should not rely on it as a complete statement of the law.

Produced by NHS inform.



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