

Freedom of Information request 524-18

Request

I would like information about:

1. When does NHS Borders tell patients about the Patient Rights (Scotland) Act 2011 and more specifically, about the Charter of Patient Rights and Responsibilities

- a. In every letter;
- b. In the initial letter for a series of outpatient appointments;
- c. In letters about inpatient treatment;
- d. Only in posters in the treatment areas;
- e. Only on the NHS Borders website;
- f. Don't tell patients until there is a problem?

2. When does NHS Borders tell patients about the Patient Rights (Scotland) Act 2011 and more specifically, about the Patient Advice and Support Service

- a. In every letter;
- b. In the initial letter for a series of outpatient appointments;
- c. In letters about inpatient treatment;
- d. Only in posters in the treatment areas;
- e. Only on the NHS Borders website;
- f. Don't tell patients until there is a problem?

Response

1. The attached leaflet is included with each Treatment Time Guarantee (TTG) letter which is sent to every elective patient awaiting surgery who is eligible under TTG. The leaflet includes a link to the Patient Access Policy on the NHS Borders website. The Policy refers to the Patient Rights (Scotland) Act 2011:



TTG Addition
Leaflet.pdf

Patient Rights (Scotland) Act 2011 Posters are displayed in the Borders General Hospital in Outpatients H, X-Ray and Physiotherapy. These posters were widely distributed at the time, but cannot confirm that they are displayed everywhere.

The Charter of Patient Rights is available on NHS Borders website (www.nhsborders.scot.nhs.uk/patients-and-visitors/know-your-rights/)

2. Information about the Patient Advice and Support Service (PASS) is included in all Stage 2 complaint acknowledgement letters.

Information about PASS is also available on NHS Borders website (www.nhsborders.scot.nhs.uk/patients-and-visitors/know-your-rights/)

If you are not satisfied with the way your request has been handled or the decision given, you may ask NHS Borders to review its actions and the decision. If you would like to request a review please apply in writing to, Freedom of Information Review, NHS Borders, Room 2EC3, Education Centre, Borders General Hospital, Melrose, TD6 9BS or foi.enquiries@borders.scot.nhs.uk.

The request for a review should include your name and address for correspondence, the request for information to which the request relates and the issue which you wish to be reviewed. Please state the reference number **524-18** on this request. Your request should be made within 40 working days from receipt of this letter.

If following this review, you remain dissatisfied with the outcome, you may appeal to the Scottish Information Commissioner and request an investigation of your complaint. Your request to the Scottish Information Commissioner should be in writing (or other permanent form), stating your name and an address for correspondence. You should provide the details of the request and your reasons for dissatisfaction with both the original response by NHS Borders and your reasons for dissatisfaction with the outcome of the internal review. Your application for an investigation by the Scottish Information Commissioner must be made within six months of your receipt of the response with which you are dissatisfied. The address for the Office of the Scottish Information Commissioner is, Office of the Scottish Information Commissioner, Kinburn Castle, Doubledykes Road, St Andrews, Fife.