



Patient Rights (Scotland) Act 2011

2011 asp 5

PATIENT RIGHTS (SCOTLAND) ACT 2011

Charter of Patient Rights and Responsibilities

- 1 Charter of Patient Rights and Responsibilities
- 2 Review and revision of Charter

Patient rights

- 3 Patient rights
- 4 Patient rights: further provision

Health care principles

- 5 Duty to uphold the health care principles
- 6 Health care principles
- 7 Health care principles: guidance and directions

Treatment time guarantee

- 8 Treatment time guarantee
- 9 Treatment time guarantee: further provision
- 10 Breach of the treatment time guarantee
- 11 Treatment time guarantee: guidance and directions
- 12 Treatment time guarantee: suspension
- 13 Treatment time guarantee: key terms

Patient feedback, comments, concerns or complaints

- 14 Encouragement of patient feedback etc.
- 15 Arrangements for handling and responding to patient feedback etc.
- 16 Repeal of the Hospital Complaints Procedure Act 1985

Patient advice and support service

- 17 Patient advice and support service: establishment and funding
- 18 Patient advice and support service

Changes to legislation: There are currently no known outstanding effects for the Patient Rights (Scotland) Act 2011. (See end of Document for details)

19 Duties to share information

Protections and limitations

20 Protections and limitations

Inquiries and default and emergency powers

21 Powers of the Scottish Ministers

Payments to or in respect of certain persons infected with hepatitis C as a result of NHS treatment etc.: eligibility

22 Payments to or in respect of certain persons infected with hepatitis C as a result of NHS treatment etc.: eligibility

General

23 Interpretation

24 Ancillary provision

25 Orders, regulations and directions

26 Short title and commencement

SCHEDULE — Health care principles to be upheld by relevant nhs bodies and relevant service providers

Patient focus

- 1 Anything done in relation to the patient takes into account...
- 2 Patients are treated with dignity and respect.
- 3 Privacy and confidentiality are respected.
- 4 Health care is provided in a caring and compassionate manner...
- 5 Support necessary to receive or access health care is available....
- 6 The patient's abilities, characteristics and circumstances are considered.

Quality care and treatment

- 7 (1) Regard is had to the importance of providing the...
- 7A (1) Regard is to be had to the importance of...
- 8 The range of options available in the patient's case is...
- 9 Health care is based on current recognised clinical guidance.
- 10 No avoidable harm or injury is to be caused to...
- 11 Patients are cared for in an appropriate environment which is...

Patient participation

- 12 Patients participate as fully as possible in decisions relating to...
- 13 Patients are provided with such information and support as is...
- 14 Patients are encouraged to treat any person involved in the...

Communication

- 15 Communication about a patient's health and wellbeing or, where the...
- 16 Communication about general services and processes and decisions is clear,...

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for the Patient Rights (Scotland) Act 2011. (See end of Document for details)

Complaints

- 17 Issues of concern are dealt with reasonably, promptly and in...

Other

- 18 Waste of resources in the provision of health care is...

Changes to legislation:

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