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*Status: This is the original version (as it was originally enacted).*

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## SCHEDULE

*(introduced by section 6(1))*

### 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 the patient's needs.
- 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 Regard is had to the importance of providing the optimum benefit to the patient's health and wellbeing.
- 8 The range of options available in the patient's case is considered.
- 9 Health care is based on current recognised clinical guidance.
- 10 No avoidable harm or injury is to be caused to the patient by the health care provided.
- 11 Patients are cared for in an appropriate environment which is as clean and safe as is reasonably possible.

#### *Patient participation*

- 12 Patients participate as fully as possible in decisions relating to the patient's health and wellbeing.
- 13 Patients are provided with such information and support as is necessary to enable them to participate in accordance with paragraph 12 and in relation to any related processes (general or specific).
- 14 Patients are encouraged to treat any person involved in the delivery of health care with dignity and respect.

#### *Communication*

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

#### *Complaints*

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

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*Other*

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