

---

SCOTTISH STATUTORY INSTRUMENTS

---

**2013 No. 292**

**The National Health Service (Cross-Border  
Health Care) (Scotland) Regulations 2013**

**NCP: information about treatment in Scotland**

4.—(1) The NCP must ensure that information about each of the following is available or accessible by whatever means it thinks appropriate—

- (a) health care providers;
- (b) patients' rights;
- (c) complaints procedures and methods of seeking remedies;
- (d) legal and administrative options available to settle disputes, including in the event of harm arising from the provision of health care;
- (e) Contact details of national contact points in other Member States.

(2) The NCP must also ensure that information about each of the following is made available by whatever means it thinks appropriate to a visiting patient, on request—

- (a) a specific health care provider's right to provide services;
- (b) any restrictions on a specific health care provider's right to provide services;
- (c) standards and guidelines on quality and safety;
- (d) provision about the supervision and assessment of health care providers;
- (e) health care providers who are subject to the standards mentioned in sub-paragraph (c);
- (f) accessibility of hospitals for persons with disabilities.

(3) Information provided under this regulation and regulation 5 must—

- (a) be easily accessible; and
- (b) be available by electronic means including fax and e-mail.