



# 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

*Status: Point in time view as at 22/09/2014.**Changes to legislation: There are currently no known outstanding effects for the Patient Rights (Scotland) Act 2011.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 Regard is had to the importance of providing the optimum...
- 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 is clear, accessible...
- 16 Communication about general services and processes and decisions is clear,...

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### *Complaints*

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

### *Other*

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

**Status:**

Point in time view as at 22/09/2014.

**Changes to legislation:**

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