

PATIENTS RIGHTS AND RESPONSIBILITIES

Our commitment to you:

We want the NHS to be a high quality health service. These are our aims as set out in the NHS Plan:

- The NHS will provide a universal service for all based on clinical need, not ability to pay.
- The NHS will provide a comprehensive range of services.
- The NHS will shape its services around the needs and preference of individual patients, their families and their carers.
- The NHS will respond to different needs of different populations.
- The NHS will work continuously to improve quality services and to minimise errors.
- The NHS will support and value its staff. Public funds for healthcare will be devoted solely to NHS patients.
- The NHS will work together with others to ensure a seamless service for patients.
- The NHS will help keep people healthy and work to reduce health inequalities.
- The NHS will respect the confidentiality of individual patients and provide open access to information about services, treatment and performance.

The NHS will work better if you use the service responsibly:

- Do what you can to look after your own health and follow advice on a healthy lifestyle.
- Care for yourself when appropriate. (For example, you can treat yourself at home for common ailments such as coughs, colds and sore throats).
- Give blood if you are able, and carry an organ donor card or special needs card or bracelet.
- Listen carefully to advice on your treatment and medication. Tell the doctor about any treatment you are already taking.
- Treat NHS staff, fellow patients, carer and visitors politely, and with respect. We will not accept violence, racial, sexual or verbal harassment.
- Keep your appointment or let the GP, dentist, clinic or hospital know as soon as possible if you cannot make it. Book routine appointments in plenty of time.
- Return any equipment that it no longer needed.
- Pay NHS prescription charges and any other charges promptly when they are due and claim financial benefits or exemptions from these charges correctly.