

St. Peters Surgery

St. Peter's Surgery and the NHS Constitution

Document Control

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V2.0	May 2012	JAE	DPJH	Formalised waiting room poster to current policy format and published to Practice website
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St. Peter's Surgery and the NHS Constitution

INTRODUCTION

The NHS Constitution, first published in March 2012, sets out rights for patients, public and staff. It outlines NHS commitments to patients and staff, and the responsibilities that the public, patients and staff owe to one another to ensure that the NHS operates fairly and effectively. The Government aim to renew the constitution every 10 years with the involvement of the public, patients and staff. Guidance will be renewed in as required by changes to the law. For full details The please see the following link, [The NHS Constitution](#)

purpose of this policy document is to set out the method by which the practice will demonstrate its compliance with the principles of the NHS Constitution.

PRINCIPLES

- The practice provides a comprehensive service, available to all registered patients irrespective of gender, race, disability, age, sexual orientation, religion, belief, gender reassignment, pregnancy and maternity, marital or civil partnership status and respects their human rights.
- The practice seeks to promote equality through services and will pay particular attention to groups or sections of society where improvements in health and life expectancy are not in keeping with the rest of the population.
- Access to services will be based on clinical need and not an individual's ability to pay.
- The practice aspires to the highest standards of excellence and professionalism, and will provide high-quality care that is safe, effective and focused on the patient.
- All staff will have access to training and development appropriate to their role, and will aspire to effective leadership and management.
- Practice will seek to put patients at the heart of the services which will reflect the needs and preferences of patients, their families and their carers. Patients, with their families and carers, will be involved in and consulted on all decisions about their care and treatment.
- The practice will work across organisations in partnership in the interest of patients, local communities and the wider population.
- The Practice is committed to providing best value for taxpayer's money and the most effective, fair and sustainable use of finite resources.
- The practice will be accountable to the public, communities and patients that it serves.

RIGHTS & RESPONSIBILITIES

Patient Rights

- Patients have the right to receive NHS services free of charge, apart from certain limited exceptions sanctioned by Parliament.
- Patients have the right to access NHS services and will not be refused access on unreasonable grounds.
- Patients have the right to receive care and treatment appropriate to their needs and an expectation of practice services to address the health requirements of the local community, and the commissioning of services to meet those needs as considered necessary.
- Patients have a right to seek treatment in the European Economic Area or Switzerland for commissioned services.

- Patients have the right not to be unlawfully discriminated against on the grounds of gender, race, disability (including learning disability or mental illness), age, sexual orientation, religion, belief, gender reassignment, pregnancy and maternity, marital or civil partnership status.
- Patients will be treated with a professional standard of care, by appropriately qualified and experienced staff, ensuring safety and care.
- Services will be delivered in a clean and safe environment that is fit for purpose.
- Patients have a right to expect that services provided will be monitored by NHS bodies to ensure that there is continuous improvement in the quality and effectiveness of health care, patient safety and the patient experience.
- Patients have a right to vaccinations, drugs and treatments approved by the NHS and an explanation as to why a drug or treatment is refused.
- Patients have the right to be treated with dignity and respect and to be protected from abuse and neglect.
- Patients have the right to accept or refuse treatment that is offered, and not to be given any physical examination or treatment unless valid consent is given.
- Patients will be given information about proposed treatment in advance, including any significant risks and any alternative treatments which may be available, and the risks involved in doing nothing and have a right to be involved in making decisions about your care, treatment and provider.
- Patients have the right to: be informed how their personal information is used; privacy; confidentiality and the safety and security of their information.
- Patients will have the right of access to their own health records.
- Patients have the right to express a preference for a particular doctor within the practice.
- Patients have the right to complain and have it dealt with efficiently, know the outcome, and escalate to the independent Health Service Ombudsman.

Patient Responsibilities

- To make a significant contribution to their own, and their families, good health and well-being, and take personal responsibility for it.
- To treat staff with respect and recognise that causing a nuisance or disturbance on practice premises could result in prosecution. You should recognise that abusive and violent behaviour could result in you being refused access to NHS services.
- To provide accurate information about their health, condition and status.
- To keep appointments, or cancel within reasonable time.
- To follow the course of treatment which they have agreed, or talk to their doctor.
- To participate in the public health programmes, such as vaccinations.
- Advise their family of their wishes about organ donation.
- To give constructive feedback, including adverse reactions to any treatments you may have.

Staff Rights

- Provision of a good working environment.
- Fair pay and contract.
- To be involved and represented in the workplace.
- To have healthy and safe environment free from harassment, bullying or violence.
- To be treated fairly, equally and free from discrimination.
- To have fair, legal and robust employment policies, terms and conditions.
- To have clear roles and responsibilities with rewarding jobs for teams and individuals.
- To have respect and dignity at work.

Staff Responsibilities

- You have a duty to accept professional accountability and maintain the standards of professional practice as set by the appropriate regulatory body applicable to your profession or role.
- You have a duty to take reasonable care of health and safety at work for you, your team and others, and to co-operate with employers to ensure compliance with health and safety requirements.
- You have a duty to act in accordance with the express and implied terms of your contract of employment.
- You have a duty not to discriminate against patients or staff and to adhere to equal opportunities and equality and human rights legislation.
- You have a duty to protect the confidentiality of personal information that you hold or to which you have access.
- You have a duty to be honest and truthful in applying for a job and in carrying out that job in line with your contractual requirements and code of conduct.

MONITORING AND REVIEW

Performance monitoring of these principles and rights will be undertaken as required and will focus on:

- Complaints, suggestions or comments made by patients
- Staff feedback on the services and procedures
- Any significant events relating to the principles and rights identified within this statement
- Patient questionnaires

This statement will be reviewed biennially or when required by changes to the law or NHS constitution.

RESOURCES - The following Practice policies support this statement:

Equality and Diversity Policy

Equality and Diversity – Operational procedures

Dignity and Respect Policy

Equal Opportunities policies

Staff Contracts and Handbook