

# Patient Charter



Find out what you can expect – and what is expected of you – whenever you use NHS services in Scotland.

[nhsinform.scot/health-rights](https://nhsinform.scot/health-rights)



# My health, my rights, my NHS

Everyone who uses NHS services in Scotland has rights about how they access and receive their care. These rights ensure people are treated with consideration, dignity and respect.

It's important that you know your rights and understand what you can expect from us whenever you use NHS services. But it's also important to recognise that you have responsibilities – things that everyone is expected to do to help the NHS work effectively in Scotland and make sure it uses its resources responsibly.

The revised Charter of Patient Rights and Responsibilities explains what you can expect – and what is expected of you – whenever you use NHS services in Scotland.

Here is a summary of what the Patient Charter covers.

## Accessing and using NHS services in Scotland

I have the right to safe and effective care and treatment that is provided at the right time, in the right place, by the most appropriate person.

## Communication and involving you

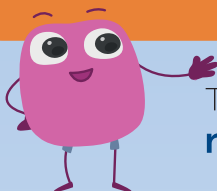
I have the right to be informed about and involved in decisions about healthcare and services.

## Privacy and confidentiality

I have the right to privacy and for my personal health information to be protected when using NHS services.

## Feedback, complaints and my rights

I have the right to give any feedback about my treatment and care and to have my concerns and complaints dealt with promptly and effectively as it helps to improve services for everyone.



To read the Patient Charter in full, visit [nhsinform.scot/health-rights](https://nhsinform.scot/health-rights)