

# North Road Suite

■ R A V E N S T H O R P E H E A L T H C E N T R E ■

## NHS CONSTITUTION - PRACTICE IMPLEMENTATION

### **INTRODUCTION**

The Constitution will be renewed every 10 years with the involvement of the public, patients and staff. The 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 irrespective of gender, race, disability, age, sexual orientation, religion or belief and respects their human rights.
- The practice promotes 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.
- 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 services 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 will be accountable to the public, communities and patients that it serves.

## ***Patient Rights***

- Patients will have the right to receive NHS services free of charge, apart from certain limited exceptions sanctioned by Parliament.
- Patients will have the right to access NHS services and will not be refused access on unreasonable grounds.
- Patients will have the right to expect 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 the right not to be unlawfully discriminated against on the grounds of gender, race, religion or belief, sexual orientation, disability (including learning disability or mental illness) or age.
- 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 the right to be treated with dignity and respect.
- 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.
- Patients have the right to privacy and confidentiality and the practice will keep information confidential and secure.
- 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 family's, 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.
- 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.
- Advise their family of their wishes about organ donation.

### ***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.

## **RESOURCES**

| [NHS Constitution](#)