

How can I help reduce healthcare associated infections?

Infection control is important to the well-being of our patients and for that reason we have infection control procedures in place. Keeping your hands clean is an effective way of preventing the spread of infections. We ask that you, and anyone visiting you, use the hand sanitiser available at the entrance to every ward before coming in to or after leaving the ward. In some situations hands may need to be washed at the sink using soap and water rather than using the hand sanitiser. Staff will let you know if this is the case.

www.buckshealthcare.nhs.uk

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Author: Dr C Pritchard
Issue date: June 2019
Review date: June 2021

Leaflet code: PC-001
Version: 3.0

Patients Charter

Patient information leaflet

If you require a translation or an alternative format of this leaflet please call PALS (Patient Advice & Liaison Service) on 01296 316042

Safe & compassionate care,

every time

This charter outlines the level of care and service you would expect to receive from Buckinghamshire Healthcare NHS Trust.

Included here are some expectations the Trust, its staff and patients have of you.

Your rights

- You will be treated courteously during all contact with hospital staff.
- Your dignity and privacy will be respected at all times.
- You have the right to be asked if you wish staff in training to be part of your care.
- You equally have the right to refuse attention from these personnel, if you so wish.
- You have the right to give informed consent, prior to any procedure being undertaken.
- You must be satisfied that a clear explanation of your condition, any treatment, investigation or procedures proposed, including risks and side effects of such actions have been clarified before agreeing to any course of action.
- You have the right to withdraw your consent at any time prior to your operation
- We guarantee that any information held, in any format, will be kept confidential.
- We will respect your individuality and attempt to meet your needs, whether these are physical, psychological or spiritual.
- You should feel safe in your environment...in the unlikely event that you feel you are bullied or harassed by other patients, relatives or staff you must in the first instance report this to a member of the nursing or therapy staff. Subsequently you can report via the Trusts Complaints department.

- All patients have equality of access to care regardless of race, culture, language, gender and sexual orientation.
- The hospital ensures all its equipment, plant and facilities are safe to use at all times.
- Your constructive criticisms, complaints, compliments and suggestions will be welcomed at all times.
- You have the right to be referred to a healthcare professional who you think is acceptable.
- You have the right to seek a second opinion on diagnosis and treatment options via another consultant in agreement with your general practitioner.
- You may decline to take part in any medical research
- You have the right to an individual who will advocate on your behalf and who is independent to Buckinghamshire Healthcare NHS Trust. If you need help with this please speak to a member of staff.

Your responsibilities

- Ask questions if you do not understand.
- Follow advice on treatment regimes proposed by clinical staff, and tell them if you do not intend to follow them.
- Seek assistance from the nurse in charge if you feel you are not being consulted with regards to treatment options.
- Sign the appropriate documentation if you discharge yourself against medical advice.
- Be honest and open with staff, particularly with regard to you and where relevant, your families medical history and the medications you are taking. This information will be kept confidential
- Treat with respect other patients, relatives and healthcare staff