

## The Patient's Charter Rights

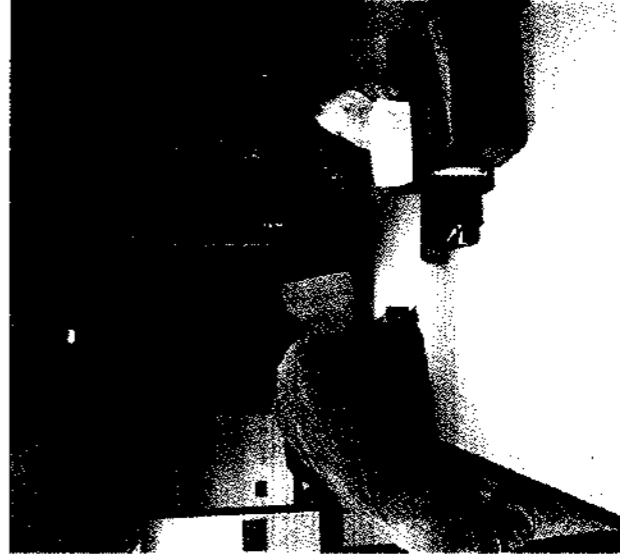
### Three new rights from 1 April 1992

From 1 April 1992, the Government will introduce three important new rights:

*To be given detailed information on local health services, including quality standards and maximum waiting times.* Your district health authority and, in some cases, GP, are now arranging services from hospitals and community services. They must make information about these services and National and Local Charter Standards available to you. You will be able to get this information from your health authority, your GP or your local Community Health Council. Your health authority will make sure that all local NHS hospitals publicise current maximum admission times for each speciality;

*To be guaranteed admission for treatment by a specific date no later than two years from the day when your consultant places you on a waiting list.*

The great majority of patients will be admitted well before their guaranteed date. Currently, of patients admitted from waiting lists, half come in within five weeks and 90% are admitted within a year. Exceptionally for some treatments it may be necessary to set a date more than two years away. Your health authority (or GP) will be responsible for ensuring that the guaranteed times are met, if necessary by offering you treatment in an alternative hospital;



*To have any complaint about NHS services – whoever provides them – investigated and to receive a full and prompt written reply from the chief executive or general manager.* From 1 April 1992, health authorities and NHS hospitals will have to publish details regularly of both the number of complaints received and how long it has taken to deal with them. If you are still unhappy with the way your complaint about the administration of an NHS service has been handled, you have the right to take the matter up with the Health Service Commissioner.

On page nineteen we tell you what you can do if you think you are not being given one of the National Charter Rights.

