

Brigstock Skin and Laser Centre



5. Patient Views

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5. Patient Views

5.1. Introduction

Brigstock Skin and Laser Centre believe that the involvement of patients and the public is essential to its future success. It is increasingly recognised that PPI has a key role to play in the accountability and governance arrangements operating within the provision of care.

For example, the Kennedy Report (2001), which followed the Bristol Infirmary Inquiry, states that:

- Patients and the public are entitled to be involved wherever decisions are taken about their care/treatment;
- Patients should have access to relevant information;
- There must be transparency and openness in the procedures for involving the public and patients;
- The mechanisms for involvement should be evaluated for their effectiveness;

The Company also needs to recognise the rights of patients; this strategy is structured around the Company's recognition of five key rights for users of the Company's services.

5.2. The rights of service users and the structures provided to support these rights

This Strategy is based on five rights, as follows:-

1. All service users have a right to become involved in the activities of the Company
2. All service users have a right to information about the services offered by the Company.
3. All service users have the right to raise questions, concerns, queries and complaints about the Company's services, and have these responded to in a timely fashion
4. All service users have the right of equal access to the Company's services
5. All service users have the right to be involved in decisions about their care/treatment.

Brigstock Skin and Laser Centre aims to ensure that all service users have the information they need about benefits and side-effects of treatment, and the opportunity to discuss these before undergoing the proposed treatment.

5.3 Collection of Patient's views

5.4 A patient questionnaire is given to all patients after they have received treatment. An audit of these questionnaires is carried out annually, as a minimum, to seek the views of patients on the quality of the treatment and care provided.

5.5 The results of the Audit are collated annually into a report that is available on request to patients, prospective patients and their families, and is provided to the Care Quality Commission.

5.6 The outcome of the surveys are made available to staff and used by the Care Quality commission to contribute to its assessment of whether it is meeting its aims, objectives and statement of purpose.