

## **SCOTTISH AMBULANCE SERVICE**

The Scottish Ambulance Service is our National Ambulance Service providing;

Accident & Emergency Services  
Non Emergency Services  
Air Ambulance Services

To provide this service on a 24 hours per day, 7 days per week basis, we employ over 3000 staff.

Every year, on average, our service provided the following level of response to the people of Scotland;

Accident & Emergency Responses  
534,000

Non Emergency Journeys  
2,040,000

Air Ambulance Missions  
2,800

The Scottish Ambulance Service  
"Treating People Well"

## **COMPLAINTS & COMMENDATIONS**

### **We welcome comment on our service:**

The Scottish Ambulance Service value feedback on our performance, whether positive or in the form of a concern or complaint.

We undertake to follow up all complaints within set timescales, and will provide a full response to any complaints raised.

Where we receive expressions of gratitude or a commendation, we will always share these with the personnel involved.

Forms are available from our crews should you wish to comment or make a complaint about the standard of we service provided.

### **Your right to advocacy support:**

The Scottish Ambulance Service will provide contact details for local advocacy services to anyone seeking an advocate to assist them, or represent their interests when dealing with our service.

Details of local advocacy services will be included in written acknowledgements of complaints.

[www.scottishambulance.com](http://www.scottishambulance.com)

Scottish Ambulance Service

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## *An Introduction To*

## *Patient Rights & Responsibilities*



***"Accident & Emergency Service"***

## YOUR RIGHTS

### **We undertake to:**

- provide a fast response to patients with immediately life threatening illnesses, and give those calling 999, high quality telephone advice until the ambulance arrives
- provide appropriate treatment, this might be transport to hospital by an emergency ambulance, our crew treating you and referring you to appropriate treatment, or asking you to contact NHS24 for advice
- provide Patient Transport Services to hospital, which is punctual and comfortable, for patients with an authorised medical need
- communicate effectively and sensitively with patients, their families and carers, and let you know what is happening at all times whilst in our care
- respect your rights to privacy dignity & confidentiality

## YOUR RESPONSIBILITIES

### **We ask you to help us by:**

- only using the 999 system to call us in an emergency situation
- when you only require advice, contact either your G.P. or NHS24
- advising our Emergency Medical Dispatch Centre of any known hazards which our crews should be aware of when attending your call
- Following the safety advice given by our crews
- treating our staff considerately
- respecting our policy that violence towards our staff or other patients is completely unacceptable and may lead to prosecution
- accepting that racial, sexual, verbal or any other abuse is not tolerated

## USE OF PERSONAL INFORMATION

### **Our use of Personal Health Information:**

A new Data Protection Act was introduced in March 2000 which provides important new rights over how personal information may be used.

The Scottish Ambulance Service record and store patient information in both written and computer formats, and it is important that you know that we are bound by a strict code of confidentiality in relation to who has access to this information.

To ensure that such information is kept confidential, and is only used when authorised, we, like other NHS bodies have a person appointed to oversee the management of Personal Health Data, that person is called a "Caldicott Guardian"

Examples of how and why Personal Health Information is used include;

- Details of 999 calls are recorded in our Emergency Dispatch Centres.
- Patient conditions and treatment are recorded by our crews on Patient Report Forms.
- Extracts from Patient Report Forms are used for Clinical Audit
- Requests from Procurator Fiscal or police for patient information