

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

Scottish Ambulance Service

An Introduction To

Patient Rights & Responsibilities



"Non - Emergency Service"

YOUR RIGHTS

We undertake to:

- provide a Patient Transport Service which is punctual and comfortable.
- ensure that you are kept advised of what is happening throughout your journey, especially if there is likely to be any delay in meeting your appointment time
- provide hospital based Help Desks at main hospitals throughout Scotland
- communicate effectively and sensitively with patients, their families and carers
- respect your rights to privacy dignity & confidentiality
- seek your views on the standard of service provided, through use of annual satisfaction surveys

YOUR RESPONSIBILITIES

We ask you to help us by:

- being ready for collection in plenty of time for your appointment
- advising us as soon as possible if you cannot keep your appointment, so that it may be offered to someone else
- advising us if a relative or carer **MUST** travel with you
- 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:

The 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 transport requests are recorded in our Planning 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