

# **Your Rights and Responsibilities**

Stafford Skincare

## **Rights**

- To be treated with courtesy and respect at all times
- Work in partnership with you to achieve the best medical care possible
- Involve you and listen to your opinions and views in all aspects of your medical care
- Confidentiality and to have all personal information protected
- The prevention of disease, illness and injury is a primary concern
- To have access to your medical records

## **Responsibilities**

- To treat staff with courtesy and respect at all times
- To let staff know if you are running late or need to cancel an appointment
- Inform staff of any changes in your circumstances, such as a change of surname, address or telephone number

## **Confidentiality**

All patient information is confidential, whether in note form or on computer. Staff have access to this information and follow a strict code of confidentiality.

No information will be given to anyone without your prior knowledge and written consent. Exceptions to this include when you are referred to another care service to provide more medical treatment for you as part of "direct medical care", or when there is a risk of harm to you or other people.

In some cases, information may be shared for "non-medical care purposes", to help improve the health of the wider community through Public Health Measures and Research. In this situation the information provided is anonymised (your personal details are removed). Your written consent will be sought prior to this type of information sharing, and you have a right to refuse to share this type of information at any stage.

## **Complaints and Suggestions**

We welcome suggestions about how we can improve our services. If you experience any difficulties, please report these, within 6 months of the incident, in writing to:

Dr Anne Ward

Stafford Skincare  
Borrowcop Lane  
Lichfield  
Staffordshire  
WS14 9DG

We believe this will give us the best chance of putting right what has gone wrong. We understand that making a complaint can be very distressing but please let us know if you are unhappy with any aspect of your care, so that we can try to put it right. Making a complaint will not affect Your Rights or your treatment with us in the future.

The **Patients Association** is a small healthcare charity that can give you advice on making a complaint, and produces several useful booklets. They can be contacted at:

Patients Association  
PO Box 935  
Harrow, Middlesex HA1 3YJ

Stafford Skincare follows the Independent Sector Complaints Adjudication Service Code of Practice for Handling Patients' Complaints. A copy of Stafford Skincare's "Guide to making a Complaint" is available on request.

### **Violent and Abusive Behaviour**

We operate a zero tolerance policy with regards violent and/or abusive behaviour. All instances of actual physical abuse on any member of staff, by a patient or their relatives, will be reported to the police as an assault.