



National Health Service in Scotland
Management Executive

St. Andrew's House
Edinburgh EH1 3DG

Dear Colleague

CITIZEN'S CHARTER: NAME BADGES

Summary

1. I am writing to ask you to follow up the general principle in the Citizen's Charter that all staff who have dealings with the public should wear name badges.

Action

2. The Citizen's Charter White Paper, in setting out principles for all public services, explained that public servants should not be anonymous and that, save only where there is a real threat to their safety, all those who deal directly with the public should wear name badges. While the NHS was not specifically mentioned in this context, there is no doubt that these principles apply to the NHS as much as to any other area of public service.

3. I appreciate that the wearing of name badges is already widespread in the NHS in Scotland and also that there are circumstances where the wearing of badges will not be practicable. In order, however, to further the objectives of the Citizen's Charter, I would be grateful if you could put in hand arrangements to ensure that name badges are worn wherever possible by all staff who meet or deal with patients, their relatives or other members of the public. I would hope that this would become the normal practice in all circumstances other than those which might result in some danger to staff or patients.

4. This letter should be copied to Unit General Managers for information.

5. I should also like to ask Health Board General Managers to draw this matter to the attention of family practitioners and invite them and their staff to take similar action.

20 May 1992

Adressees

For action:
General Managers,
Health Boards

General Manager,
Common Services Agency

General Manager,
State Hospital

For information:
General Manager,
Health Education Board
for Scotland

Chief Executives and
Chief Executive
Designate, NHS Trusts

To be copied to Unit
General Managers
for information

Enquiries to:
Mrs M A McFarlane
Manpower Directorate
NHS Management
Executive
Room 62
St Andrew's House
EDINBURGH EH1 3DE
Tel: 031-244 2480
Fax: 031-244 2837

6. Trusts, as part of the NHS and equally importantly as part of their approach to fostering closer links with their communities, will no doubt wish to adopt similar name badge arrangements.

Yours sincerely



A J MATHESON
Director of Manpower

RECEIVED	
22 OCT 1972	
FILE NO.	
REFERRED TO	