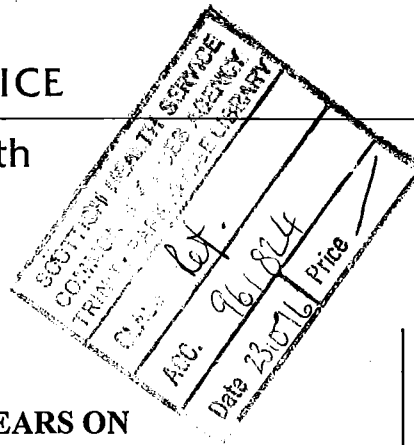




NHS Management Executive
St. Andrew's House
Edinburgh EH1 3DG

16 October 1996



Dear Colleague

CITIZEN'S CHARTER - FIVE YEARS ON

Summary

1. This letter confirms the new health commitments contained in the Government's White Paper 'The Citizen's Charter - Five Years On', published on 19 September 1996.

Action

2. The new commitments affecting the Scottish Health Service are set out in the Annex to this letter.

3. Board General Managers and NHS Trust Chief Executives are asked to take action to ensure that these commitments are delivered and that in due course they are included in local health charters. General Managers are requested to bring these commitments to the attention of GPs in their area, including the provision relating to practice charters, practice plans and patient information leaflets.

Yours sincerely

KEVIN J WOODS
Director of Purchasing

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**FOR
REFERENCE ONLY**

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Waiting Times

- **From April 1996**, a 12 month long-stop target for in-patient and day case treatment was introduced and from **April 1997** this will be **converted to a guarantee**.
- At least one new local in-patient waiting time guarantee is to be added each year to the existing 6 local guarantees.

Improving Patient Information

- **From April 1996** patients have a right to seek a review of the clinical decision on their continuing health care.
- **From September 1996** patients **have a right** to receive written information about services before admission to hospital.
- **From September 1996** patients **have a right** to be told before going into hospital whether care is to be provided in a single or mixed sex ward.
- A commitment to increase the number of General Practices producing their own charters, practice plans or patient information leaflets with the aim to increase coverage to 50% of practices **by the end of 1997**.

Treating People as Individuals

- **By June 1997** all patients will have a named nurse.
- A pilot scheme will be set up to provide patients with written information in simple language on their discharge from hospital.

Quality of Care

- Information on clinical outcome indicators contained in the Reports published in 1994, 1995 and 1996 will be progressively expanded.
- The Scottish Intercollegiate Guidelines Network will produce more evidence-based guidelines to promote clinical effectiveness.
- Systematic audit of clinical care will continue to be developed.