

St James's Hospital Patient Charter Summary

This is a summary of your rights and responsibilities when you are a patient in the hospital.

1. Access to hospital services:

We will provide access to hospital services in a fair and equal way.

2. Safe and Effective Care:

We will do our best to provide the best and safest possible care for you.

Your care will be provided by trusted, trained professionals.

3. Communication and Information:

We listen carefully to you. We communicate openly and honestly.

The information given to you is clear and in a way that is easy to understand.

4. Dignity, Respect and Equality:

We treat people with dignity, respect and kindness.

5. Privacy and Confidentiality:

We will do our best to ensure that you have enough personal space and privacy when you use our services.

We protect the confidentiality of your personal information.

6. Informed Consent:

We will help you to make informed decisions about your treatment and care.

7. Accountability:

We welcome feedback about your experiences in the hospital. We will respond to your complaints and use your feedback to make improvements to the service we provide.

To see the full St James's Hospital Patient Charter please visit the hospital website.