

PATIENT RIGHTS (SCOTLAND) ACT 2011

EXPLANATORY NOTES

COMMENTARY ON SECTIONS

Section 14: Encouragement of patient feedback etc.

38. This section provides for Health Boards, Special Health Boards and the Common Services Agency for the Scottish Health Service to encourage patients to give feedback or comments, or raise concerns or complaints on health care, and that patients may give this to the relevant NHS body or to a provider of the Patient Advice and Support Service.
39. Subsection (3) establishes that feedback or comments given to, or concerns or complaints raised with the provider of the Patient Advice and Support Service may be passed to the relevant NHS body, but only with the patient's consent.
40. Subsection (4) means that NHS bodies must consider all feedback, comments, concerns or complaints to see how they could improve the delivery of their services.
41. Subsection (5) means that NHS bodies may be required by the Scottish Ministers to provide information to Ministers on their performance in relation to encouraging patients to provide feedback, etc. and how this has been considered.
42. Subsection (6) means that the Scottish Ministers may direct NHS bodies in how they should perform their duties in dealing with feedback, comments, concerns or complaints.