

How to make a **complaint** or **voice your needs**

We value your feedback

You will probably want to talk to a member of staff or the Clinical Nurse Manager on your Suite. Always remember that any staff member will assist you. Your issues will be discussed only with those who need to know.

The Clinical Nurse Manager will listen to your concern and try to solve the problem there and then.

If it is a larger issue and cannot be solved in a timely manner, you may complete a Complaints Form and forward it to the Complaints Officer.

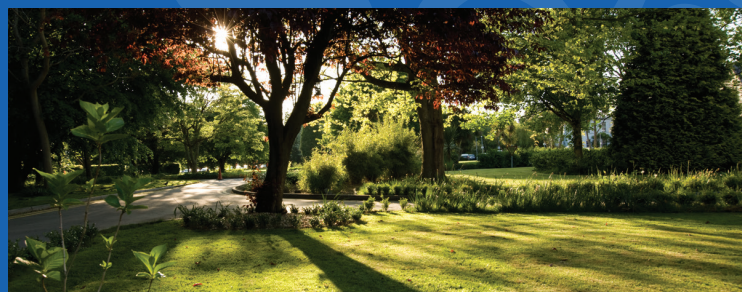
If, following local investigation by the Complaints Officer you remain unsatisfied with the outcome, you may forward your complaint to the Chief Executive for internal review. (Similarly, patients of the Cluain Mhuire Service should forward their complaint to: Regional Director, Saint John of God Community Services, Elvira Gate, Arena Road, Burton Hall Campus, Sandyford Industrial Estate, Dublin 18).

If, following the internal review you remain unsatisfied, you may appeal the outcome to the Ombudsman/Ombudsman for Children for an independent review.



Saint John of God Hospital

Since its foundation in 1882, the mission of Saint John of God Hospital is to bring healing, care and wholeness to people who have mental illness or psychological and emotional problems. Assessment, treatment, rehabilitation and care are provided in accordance with the highest professional standards and always in keeping with the ethos and caring traditions as modelled for us by Saint John of God, our founder.



Hospitality • Compassion • Respect • Justice • Excellence

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Saint John of God Hospital

Where listening creates hope.

September 2016

your service...
your say



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Saint John of God Hospital

Patient Charter

Putting *the* Patient First

Our Patient Charter helps us to achieve the Mission of Saint John of God Hospital by outlining your rights while receiving care in Saint John of God Hospital. These rights are without regard to gender, economic, education, culture, age, sexual orientation, marital/family status, religious or ethnic backgrounds. **Your rights are:**

1. Access to Hospital Services:

- The decision to admit you to Saint John of God Hospital is a medical decision based on the need for inpatient assessment or inpatient treatment for a particular psychiatric disorder.

2. Out Patient Services:

- You have the right, when your family doctor refers you to this hospital, for an out-patient appointment to:
 - Receive confirmation, within a reasonable time, of the date of your first appointment;
 - Be given an individual appointment time;
 - Be seen by a consultant or senior doctor on your first appointment:
- Should your appointment be cancelled you have the right to receive adequate and timely notice of such cancellation, and be given a new appointment on a priority basis.

3. Courtesy and Respect:

- You have the right to be treated in a courteous and respectful manner at all times by every member of the hospital staff.

4. Visiting Arrangements:

- Family and friends play an important part in our treatment programs.
- Visitors are encouraged to come to the hospital.
- The hospital provides visiting arrangements that are flexible and consistent with the nature of your illness and the needs of others. Information regarding visiting times is available on each suite.

5. Religious Beliefs:

- You have the right to be treated with respect for your religious and philosophical beliefs.

6. Privacy:

- You have the right to have your privacy respected, especially when the nature of your clinical condition is being discussed with you or your relatives by hospital staff.

7. Information Concerning Your Treatment:

- You will be informed of the name of the consultant under whose care you are being placed and the details of the multidisciplinary team.
- You will be given information on your diagnosis and the nature of this illness, on all medications given to you and on advocacy.
- Your care and treatment plan will be discussed with you throughout your stay.
- You will be given information on mealtimes and arrangements for personal property.
- All information will be provided in a language that you can fully understand.
- Information is available throughout the hospital on your rights under the Mental Health Act 2001.

8. Consent to Treatment:

- The Mental Health Act 2001 enshrines the general principle that the consent of a patient is required for treatment.
- You may request the presence of a person or persons of your choosing during the procedure for granting consent.
- Simply because a person is an involuntary patient does not necessarily mean that consent to treatment is not required.

9. Confidentiality:

- You have the right to have your information/medical

records kept confidential by all mental health professionals and other staff in the hospital.

- You have the right to request the hospital to make details of your relevant medical records available to you. Hospitals will normally meet your wishes in this regard, except where it would be considered that this would cause serious harm to your physical or mental health. In such circumstances, the information may be communicated through a health professional, normally your doctor.

10. Teaching and Research:

- Saint John of God Hospital is a teaching hospital that is committed to providing a high quality of clinical practice experience in order to develop safe, caring, competent decision makers, willing to accept personal and professional accountability for evidence based care.
- You have the choice to participate in the education of students by clinical staff.
- You have the right to refuse to take part in any clinical trials or research. Clinical trials and experimental treatment will never be carried out without informed consent being obtained by the hospital or medical personnel.

11. Discharge:

- You have the right on your discharge from hospital to have yourself and your family doctor informed of the nature of your condition, the treatment you received while in hospital, the medication required by you and the arrangements for any further attendance at the hospital.

12. Complaints:

- You have the right to complain about any aspect of hospital service, to have the complaint investigated and to be informed of the outcome as soon as possible.
- You have the right, where your complaint is not resolved to your satisfaction, to have the matter referred to the hospital complaints officer.
- The hospital has a detailed complaints procedure in place that is publicised prominently throughout, together with the name and telephone number of the hospital's complaints officer.
- The hospital's complaints procedure is without prejudice to your statutory rights to complain to the Ombudsman, the Medical Council, An Bord Altranais (The Nursing Board) or the Mental Health Commission.

