

PE2 – The service implements and monitors systems to ensure the privacy, dignity and security of patients is respected throughout contact with the service.

- a. Staff should help patients to feel at ease during their contact with the service by taking steps to maintain their privacy, dignity and security. Each patient's wishes should be taken into account when possible and practical. Services should have systems to support this which are grounded in current best practice and reflect professional guidance and statutory requirements. A service's practice should acknowledge and respond to the differing needs and values of patients taking account of relevant factors such as culture, religion, age, disability and gender identity.
- b. The processes used to manage patient contact with the service should be clearly described.
- c. Staff should address patients and carers appropriately. They should respect a patient's knowledge and understanding of their own clinical condition and their experience of how their condition affects their life. Staff should be aware of their responsibilities for keeping a patient's confidences at work and outside work, and should act with discretion to prevent patient information being shared inappropriately (see also standard statement CL7).
- d. Staff should ensure that chaperones are available at all appropriate times and if requested by a patient. In addition, staff should understand when chaperones may be required to protect themselves.
- e. It is necessary to provide appropriate equipment and facilities for individual needs to maintain a patient's privacy and dignity. Changing facilities, gowns, toilets and access should be such that all patients can maintain their dignity during their appointment. Wherever possible, separate waiting areas should be available for patients who are changed. Every effort should be made to ensure that examinations and procedures can be performed without interruption. Measures should be taken to ensure that a patient's dignity is maintained when they are unconscious or under sedation or general anaesthesia.
- f. Where possible, a quiet waiting area should be available for patients who are vulnerable or distressed.
- g. A patient's personal security should be maintained within the service. There should be a system of work in place to protect patient's property whilst attending for their procedure. Secure lockers, where provided, for clothes and personal items should be within immediate reach of changing cubicles. Advance warning must be given if patients' valuables cannot be kept securely during examinations or procedures.

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Legislation

The Patients' Rights (Scotland) Act 2011.
<http://www.gov.scot/Topics/Health/Policy/Patients-Rights>

The Colleges will aim to update the reference list regularly to ensure that the information provided is as current as possible. Please note these links refer to external organisations and, as such, the Colleges are not responsible for the content or maintenance of these external sites.