



THE NHS CONSTITUTION

Wolverhampton LINK Member Views on New Patient Rights

JANUARY 2010

In the first week of January all 212 Members of Wolverhampton LINK were sent a survey asking for their views regarding the proposed rights to be included in an updated NHS Constitution, a copy of the survey is attached.

48 Members of Wolverhampton LINK returned the Survey their views comments and feed-back have be collated to form the attached response.

Wolverhampton LINK

Wolverhampton Voluntary Sector Council

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1.0 WAITING TIMES

1.A Should a right in respect of waiting times be established and included in a revised NHS Constitution? (please ✓)

Yes	No	Not Sure	No Answer	Total
42	0	5	1	48

42 of the 48 LINK Members who responded felt that a right in respect of waiting times should be established and included in the revised NHS Constitution. (see comments below)

LINK Member Comments

- ✓ One of the LINK Members who ticked Not Sure stated *“I trust my G.P. to decide how much waiting time I can cope with”*
- ✓ *“Having this right enshrined will ensure that this will be part of your everyday experience rather than an attempt”*
- ✓ *“This could be of great importance to the patients recovery”*
- ✓ *“ Yes because people will know what to expect”*
- ✓ *“Especially for those patients with serious illnesses, where long waiting times can only add to their state of mind.”*
- ✓ *“The NHS should have enough feed-back by now to fully put this in consultation”*
- ✓ *“It would be useful to be advised of a waiting time i.e. 2-3 weeks for example, but what happens if it is not kept? The complaints system is often lengthy and could take 3 times more longer to be addressed.”*
- ✓ *“I feel that that there should be (without question), NHS Advocates 24hr a day access to deal with patients problems ranging from health, housing, accessing public services, including access to Justice system without any discrimination.”*
- ✓ *“Waiting times in the Deansly Centre were very often over 2 hours which is not acceptable when a person is ill with Cancer”.*
- ✓ *“Sometimes waiting times for treatment can be horrendously long!”*
- ✓ *“Times should be shorter between appointments.”*
- ✓ *“Waiting times could seriously worsen your condition and chances of recovery.”*

1.B) The current standard for treatment within 18 weeks?

Yes	No	Not Sure	No Answer	Total
31	0	0	17	48

31 of the 48 LINK Members who responded felt that the standard treatment of 18 weeks should be included in the revised NHS Constitution.

Of the remaining 17 respondents who didn't tick the box to agree with the 18 week standard treatment time 7 of them made comments referring to the need for a standard treatment time shorter than the current 18 week standard. (see comments below)

- ✓ *"The Current Standard should be shorter"*
- ✓ *"18 weeks is too long"*
- ✓ *"18 weeks is too long to wait."*
- ✓ *"18 weeks or less"*
- ✓ *"Shorter"*
- ✓ *"Waiting times for all patients should be considered where possible, but if it was only included for urgent referrals this would be a start."*
- ✓ *"I think people should wait no longer than 3 months before they receive their treatment"*
- ✓ *"I have always believed that the length of time waiting for treatment should be as soon as possible, but of course due to the ever increasing aging society it is not always possible. Waiting time ought to be estimated according to individual needs of the patient and how much stress they are under."*
- ✓ *"Whilst I agree with standard times, I can also understand that these may slip, as long as the patient is informed and kept up to date, generally I think people don't mind e.g. influx of cases more urgent than yours."*
- ✓ *"18 weeks is too long a wait, although improvements have been made further improvements are still required for urgent cases e.g. cancer and heart. I believe this should be included in a revised constitution"*
- ✓ *"It would be good for everyone if waiting times could be reduced."*
- ✓ *"Specialist should be accelerated as he/she sees necessary."*

1.C) Current standard for urgent referrals of suspected cancer to be seen by a specialist within 2 weeks?

Yes	No	Not Sure	No Answer	Total
42	0	0	6	

42 of the 48 LINK Members who responded felt that the standard treatment of two week urgent referrals should be included in the revised NHS Constitution, with many Members commenting that treatment should be ASAP. (see comments below)

- ✓ *“A suspected Cancer Patient should be seen ASAP”*
- ✓ *“If at all possible could urgent referrals of suspected cancer be seen within a couple of days than the two weeks as it may be too late.”*
- ✓ *“The sooner diseases such as Cancers is diagnosed the early treatment can begin, when the body and the immune system is strong. The patient has a better chance of recovery, this can be cost effective.”*
- ✓ *“The earlier the diagnosis the better”*
- ✓ *“There could be other needs for urgent referrals especially in the Mental Health area.”*
- ✓ *“Is fine in theory but you need the consultants to be able to achieve that. Also appointments need to be further apart.”*
- ✓ *“Everyone has a right to NHS Treatment especially those employed and paying taxis and NI Contributions? Also everyone has a right to reasonable standard of treatment within a reasonable period and timescale”*
- ✓ *“I think 2 weeks is vital for anyone suspected of having cancer and needs treatment right away”.*
- ✓ *“Cancer treatment should be a first treatment – urgent case at all times.”*

2) PATIENT INFORMATION RE: 2 WEEK REFERRAL

2.A) Should GPs provide information to patients on their rights around two week urgent referrals? (please ✓)

Yes	No	Not Sure	No Answer	Total
46	0	2	0	48

46 of the 48 LINK Members who responded felt that GP's should provide information to patients on their rights around two week urgent referrals. (see comments below)

LINK Member General Comments

- ✓ *"Treatments need to be on time as patients are stressed about fearing the unknown."*

Urgent Treatment - Comments

- ✓ *"Urgent to me is immediate not 2 weeks."*
- ✓ *"The quicker you can be treated, the better the chance of survival."*

Communication – Comments

- ✓ *"In my experience G.P.s are not good at this. It should therefore be in the revised constitution."*
- ✓ *"This could be done by a general booklet given by surgeries and updated, and refreshed according to the local problems / issues between doctors / hospitals."*
- ✓ *"Yes, good communication with patients is essential."*
- ✓ *"Better communication between GP's and Patients and certainly at an early stage will go a long way in making improvements in waiting times. Patients should also be urged at this point that if they are unable to attend an appointment it is essential that they advise of this at the earliest opportunity."*
- ✓ *"GP's are the first point of call for most people and should be effectively trained in meeting the needs of their patients on a more hands on basis – i.e. better understanding and involvement."*
- ✓ *"An informed patient will be better able to grasp the importance of the necessary proceedings and heal well."*
- ✓ *"Patients should be able to have consultation and given time to access their problems."*

Patient 'Rights' - Comments

- ✓ *People sometimes don't know what their rights are and what entitled to, it's good to know if a person have carer, it will be dealt with quickly."*
- ✓ *"Patients should have the right to know."*
- ✓ *"A patient has the right to be informed from start to finish."*
- ✓ *"Patients have little knowledge of their rights and are often afraid (reluctant) to push G.P.'s for information."*
- ✓ *"I think G.P.s should inform patients of their rights and should offer the patient*

3) Health Check every 5 Years for 40-74 year olds

Do you agree that a right to a NHS Health Check every five years for those aged 40-74 should be set up from April 2012, and be included in a revised NHS Constitution? (please ✓)

Yes	No	Not Sure	No Answer	Total
36	3	5	4	48

36 of the 48 LINK Members who responded **ticked yes** regarding a right to a NHS Health Check every five years for those aged 40-74 and 21 of the 36 made additional comments, many stating that it's a positive move and others feeling that the upper and lower age limits should be extended (see comments below).

All of the **3** Members who **ticked the no box** made comments regarding extending the age limits. (see comments below)

All of the **4** Members who **did not tick a box** commented that the health check should be more frequent than every five years. (see comments below)

LINK Member Comments

- ✓ *"I thought this was widely available on request already. I have not experienced and problems in receiving 'requested' check up's in the last 15 years."*
- ✓ *"I class this as a responsibility for people to get themselves checked. It could prevent many future problems."*
- ✓ *"This could lead to early diagnosis of a lot of killer diseases."*
- ✓ *"The new long term conditions should now start targeting the vulnerable."*
- ✓ *"I think people in that age group is entitled to a full MOT."*
- ✓ *"I feel this is very important to prevent possible serious conditions."*
- ✓ *"I myself fall in to this category as I am approaching 60, I may feel ok at present but I know that when I don't feel that good I worry quite a bit. It can be frightening also when you hear on the news of deaths of those younger than yourself. The right to a NHS Health Check for those between 40-74 would help erase fears."*
- ✓ *"Checks can sometimes alert the GP to problems the patient may not be aware of, and hopefully preventative measures can be done and introduced, this has got to be more cost effective in the long term."*
- ✓ *"This was suggested and meant to be put into practice approx 10 years ago for the over 65's we had one quick check up with the nurse soon after this announcement and nothing else to date!!!! (Local Area Meetings put this forward)."*

- ✓ *"Bearing in mind a patient can request a check up any time without having to wait 5 years if he or she feels the need to do so, however does one have to pay for this privilege for random checkups?"*

Comments regarding Age Limits

- ✓ *"Could be younger, but I'm in my 80's what about me?"*
- ✓ *"All should have the right. Age discrimination."*
- ✓ *"I think 35-75 is good."*
- ✓ *"It should not stop at 74 years old."*
- ✓ *"A lot of illnesses start at early 40 which could long-term problems".*
- ✓ *"What happens if you are over 75"*
- ✓ *"What happens after you reach 74?"*
- ✓ *"What about over 75's."*
- ✓ *"Why only for people up to 74yrs when people are living to over 1100yrs, why not make the cut off age 90yrs?"*
- ✓ *"Yes – with the stresses and strains of everyday life – people, everyone should be checked regularly for any health problems, difficulties and illness."!*
- ✓ *"This right should be extended up to the optimum feasible age without a limitation as health is for all which would lead to increased health quality and equality for all."*

Comments regarding frequency

- ✓ *"I feel that yearly health checks should be given to patients who have has long term medical conditions i.e. 1) Heart Problems, 2) Strokes, 3) Thyroid, 4) Mental Illness, 6) Arthritis – Mobility Problems."*
- ✓ *"Suggest that beyond age 70 annual checks are more appropriate."*
- ✓ *"It should be every two years"*
- ✓ *"Health checks should be every 3 years."*
- ✓ *"Yes – every 3 years – this may not always be possible, but as one gets older more health checks is sometimes needed."*
- ✓ *"Too long maybe ever 3 years."*
- ✓ *"Every 3 years"*
- ✓ *"Maybe less for those with long term medical conditions or whose family is prone to a disease etc."*
- ✓ *"Should be shorter"*

4) Possible Rights in the Future

Do you agree we should look at possible rights in the future for patients and the public in the areas set out below: (please ✓ if you agree)

Evening and weekend GP access

Yes	No Answer	Total
47	1	48

47 of the 48 LINK Members who responded felt that possible rights in the future should include Evening and Weekend GP Access. (See comments below)

- ✓ *“GP to look at patients who cannot get around and be able to visit an individual.”*
- ✓ *“On call nigh time and weekend doctors may not have access to vital patient records.”*

Access to NHS Dentistry

Yes	No Answer	Total
42	6	48

42 of the 48 LINK Members who responded felt that possible rights in the future should include Access to NHS Dentistry. (See comment below)

- ✓ *“ Just to let you know from comments I have received in Conversation and what I have found my-self , that people who have been to a N.H.S. Dentist, have found the treatment below standard and very brief in contrast to a private dentist where the service is better and longer for example:
- A scale and polish in a NHS is rushed and takes 10 mins.”
- A scale and polish in a private is more concentrated and can last 20 mins or longer.
So surely the level of service and quality should be no different – because the needs are the same.”*

Personal Health Budgets

Yes	No Answer	Total
28	20	48

28 of the 48 LINK Members who responded felt that possible rights in the future should include Personal Health Budgets, Members commented that they were not sure how they would work or what they are. (See comment below)

- ✓ *“Not all have ability to organise”*
- ✓ *“Personal Health Budgets, is controversial. Are you after a set figure, going to be dropped as you has exceeded your budget. I don’t know how this would*

work, and again consultation and understanding needs to be properly exercised.”

- ✓ *“I am not sure how personal health budgets would work but I do not agree that money should or could be diverted from the NHS to private medicine even if this helps the individual concerned – it is about the bigger picture.”*
- ✓ *“I don’t know anything about personal budgets.”*
- ✓ *“What is a personal health budget.”*

Choosing to die at home

Yes	No Answer	Total
33	15	48

33 of the 48 LINK Members who responded felt that possible rights in the future should include Choosing to die at home. (See comment below)

- ✓ *“I have not ticked the box choosing to die at home, as I believe that ambulances and staff may be taken away from incidents that may require their attendance.”*
- ✓ *“Dependant on circumstances.”*
- ✓ *“It depends on the care what’s needed for the patient.”*
- ✓ *“Services / aids / equipment need to be in place if say choosing to die at home – i.e. night sitters to give carer a break and respite special mattresses in health budgets a explanation of what is covered etc.”*
- ✓ *“I thought we could already choose to die at home.”*
- ✓ *“As times change, work patterns change, conditions have to, to suit situation, Hospitals and Nursing Homes feeding patients withholding food drink from terminal patients, the next of kin are ask to sign a form to that effect.”*

General Comments

“It is important to have access to the GP, NHS Dentistry, choosing to die at home there are aspects pivotal to the quality of life and lifestyle work patterns.”

- ✓ *“We should always look at possible rights for patients and the public in the future in many areas.”*
- ✓ *“I feel the above is needed as urgent priorities.”*
- ✓ *“may care pathways are being devised!”*
- ✓ *“All should be considered.”*
- ✓ *“All need to be explored”*

5) Local Constitution Champion

Do you agree the role of the Constitution champion should be agreed locally (please ✓)

Yes	No	Not Sure	No Answer	Total
42	0	6	0	48

42 of the 48 LINK Members who responded felt that the role of the NHS Constitution Champion should be agreed locally. (See comments below)

Local Champion – Comments

- ✓ *“I think the term ‘constitution champion’ is unsuitable and confusing.”*
- ✓ *“If it is not possible that the role of a constitution champion be agreed locally (Major Cities) then I certainly believe that it should be controlled by county and the success of the person in that job to be measured.”*
- ✓ *“It should be a user led post, someone who has got lived experience of using services.”*
- ✓ *“It is important to cover your own area working with the community.”*
- ✓ *“Possible but perhaps organisations already exist.”*
- ✓ *“Local people should be the best people to choose and decide on local services they would like in the local area.”*
- ✓ *“No political allegiance.”*
- ✓ *“Yes – so that plans can be made to suite the local people.”*
- ✓ *“Needs can change*
- ✓ *“Needs can change in an area, or in a few miles compare the health of those who live in Tettenhall, Whitmore Reans and Wednesfield, e.t.c all will be different, it would be wrong however to concentrate on one area.”*
- ✓ *“If there is personnel on a local level to uphold the NHS Constitution locally this would ensure constant review and quality of the service delivery.”*
- ✓ *“To make sure the L.C.C. is the right person for the job and is professionally minded enough to carry out the role efficiently: because there are enough Psychiatrists and Psychotherapists, that turn out to be actors, they just do enough to be seen to do their jobs.”*
- ✓ *They should let you know if there are any changes in policy, were they are going to be based and the finances.”*
- ✓ *“Should be on a National Level.”*

5) CONSTITUTION CHAMPION ROLE

Do you think there are any important parts of the Constitution Champions role? *For example, the Constitution champion could take a lead on: (please ✓ if you agree)*

5.A) Making sure the organisation has the right systems and processes in place to meet people’s rights and to live up to the NHS Constitution pledges.

Yes	No Answer	Total
40	8	48

40 of the 48 LINK Members who responded felt that the Constitution Champion could take a lead on ensuring that the right systems and process are in place.... (See comments below)

- ✓ *“The right system is necessary, so that cost effective decisions can be made, the patients must be listened too, and know their rights.”*

5.B) Working with staff groups to make sure that the NHS Constitution is being thought about as part of their aims, development and general conduct.

Yes	No Answer	Total
39	9	48

39 of the 48 LINK Members who responded felt the Champion could take a lead on working with staff groups to ensure the NHS Constitution is being thought about as part of their aims, development and general conduct. (See comments below)

- ✓ *“Some staff seem to have ‘Attitudes’ to certain categories of patients, to the detriment of adequate care to the latter.”*
- ✓ *The wellbeing of the patient is foremost. An awkward patient may have some underlying fears (e.g. a fear of death as everyone that person knows has died in hospital) Acknowledge neglect of patients when it occurs and learn from the experience. Relatives know the patient best the NHS do not. Do not stereotype people who have a disability how a person deals with it is unique to them.”*
- ✓ *“To make sure the Constitution Champion effectively acts on all aspects of Equal Opportunities Policy: because there are enough professionals that just simply pick and choose what aspects of the Equal Ops they support and act on – The CC needs to be seen to support the whole equal opps package to ensure the role is fairly carried out effectively.”*

5.C) Making sure that patients, their representatives and carers, the public and staff are aware of their rights, responsibilities, and what services are available to provide advice and support.

Yes	No Answer	Total
42	6	48

42 of the 48 LINK Members who responded felt the Champion could take a lead on ensuring the public and staff are aware of their rights, responsibilities..., with Members commenting that Patients should have their rights explained and support to ensure patient rights are upheld. (See comments below)

- ✓ *“PALs and ICAS do good working in respect of helping patients / carers with complaints when necessary – champions could point them (patient / carers) in the right direction.”*
- ✓ *“It’s important for Local People to have a say, and for their rights to be upheld – and they know their confidence in the NHS.”*
- ✓ *“A patient should be able to have their rights explained to them, and make sure that they understand it, by the person who is telling the patient the details, can be understood by the patient.”*
- ✓ *“You do need a worker to tell and explain patients and public about their rights, but who is going to employ them, it should be an independent organisation with BME Workers.”*
- ✓ *“There should be 24hr access to NHS Advocacy without question for all patients to help resolve their root problems. This would help in preventing illness plus aid patient recovery and therefore save the NHS money.”*
- ✓ *“Patients need support to ensure they have their rights upheld.”*
- ✓ *“The constitution should be made with no loop holes.”*
- ✓ *“The constitution should be sound and solid that there is no two meanings to one sentence that can cause loop holes.”*

5.D) Co-ordinating feedback from patients, the public and staff to the NHS Primary Care Trust board on the impact of the NHS Constitution locally, and what more needs to be done.

Yes	No Answer	Total
41	7	48

41 of the 48 LINK Members who responded felt the Champion could Co-ordinating feedback from patients, the public and staff to the NHS Primary Care Trust board on the impact of the NHS Constitution locally, and what more needs to be done. (See comments below)

- ✓ *“Give more feed-back”*
- ✓ *“Although official question time for members of the public is usually available at the end of Board meeting (P.C.T & Acute Trusts), adequate answers are really available.”*

5.E) Supporting local health services to meet their legal obligation to take the NHS Constitution into account in all that it does.

Yes	No Answer	Total
41	7	48

41 of the 48 LINK Members who responded felt the Champion should Support local health services to meet their legal obligation to take the NHS Constitution into account in all that it does. (See comments below)

- ✓ *“Whilst it is good to have a constitution champion. The NHS must value this, this could be good for them as well to show local people, that there local needs are met, and best practice is always given.”*
- ✓ *“To also ensure that NHS Officials do the job they are paid to do and to be held accountable if they do not.”*

Over Arching Champion Comments

- ✓ *“All of the above areas are important and none can do without the other in place.”*
- ✓ *“All of the above are essential core elements of the NHS Constitution and its development / implementation.”*
- ✓ *Overall I agree”*
- ✓ *“I believe that the Constitution Champion should take a lead on the above as all of them are very important. If I were asked which of the above three I considered as most important I would say the last three. Top of my would be the one starting ‘co-ordinating feed-back from patients, the public and staff’. If you are getting feed-back you will know where you are getting it right and where you are getting it wrong.”*
- ✓ *“I would expect all of the able to be already taking place.”*
- ✓ *“Presumably a team would exist alongside existing entities, such as LINK, PALs etc. to enable the Champion to fulfil their role.”*
- ✓ *“This may be seen as another ‘Watch Dog’ that the NHS has to contend with.”*

Constitution Consultation Comments

- ✓ *“Are these questionnaires really necessary? Surly, ‘Heads of Departments’ are better placed to decide what is best and what is possible.”*
- ✓ *“Some of the questions are very difficult to understand, the way it is set out can make it difficult to understand; it could do with more notes to understand.”*

6) ANY OTHER COMMENTS

- ✓ *“I think there should be standardisation around what treatment / drugs are available and prescribed. The current post code lottery is unsatisfactory.”*
- ✓ *“Confidentiality of patient’s records can cause problems with carers. A patient can quite rightly refuse treatment and only their carer may be aware of health problems. This puts too much pressure on the carer and their own health. G.P. can refuse to even acknowledge this can happen.”*
- ✓ *“Everyone needs respect and to be treated with that. All too often people are ignored because their additional needs for example a person with a visual impairment could be denied the right to have a cigarette because he needs help whereas the person in the next bed, just go out. Similarly such a person would need help with feeding and personal care and emotional support.”*
- ✓ *“I also think that there should be an urgent improvement in Local Anaesthetic Injections. Many patients have complained including my-self they sting worse than any bee sting. I also think that results of MRI Scans and X-rays take far too long to come through to patients. This is an area that needs improving. I also think that patients who cause violence and verbal aggression to NHS staff should be arrested and prosecuted without question, the current lenient system is far too soft.”*
- ✓ *There are many complaints about the food. There are concerns from patients going for an operation, he is diabetic was told to have nothing to eat or drink from 12 the day before, but yet he didn’t get his operation until 4.00pm next day, this patient had no IV infusion and had to constant reminding the nursing staff of his condition as a diabetic, the patient has a general anesthetic.”*

THE NHS CONSTITUTION

The NHS constitution supports patients, the public and staff by clearly setting out their legal rights, it contains 25 rights for patients and the public, under the following headings:

- Access to health services
- Quality of care and the environment
- Nationally approved treatment and programmes
- Respect, consent and confidentiality
- Informed choice
- Involvement in healthcare and the NHS
- Complaint and redress

Your Views on New Patient Rights

The Department of Health would like your views on 5 new rights that they are planning to add to the NHS Constitution, details about the new rights are explained in this survey.

- **The Survey is anonymous your name will not appear on the Survey.**
- **You do not have to take part in the survey if you do not wish to and you don't have to answer all of the questions.**

****Please return completed Surveys using the enclosed Free Post Envelope****

If you would like a member of the LINK to help you to complete the survey or have any questions please contact:

**Jane Viner, LINK Co-ordinator, WVSC, 16 Temple Street, Wolverhampton. WV2 4AN
Tel: 01902 328973 Email: jviner@wolverhamptonvsc.org.uk**

1) Waiting Times

- a) Should a right in respect of waiting times be established and included in a revised NHS Constitution? (*please ✓*)

Yes

No

Not Sure

Your Comments

- b) If yes, should the right include:

- the current standard for treatment within 18 weeks?
- the current standard for urgent referrals of suspected cancer to be seen by a specialist within 2 weeks?

Your Comments

2) Patient Information Re: 2 week referral

- a) Should GPs provide information to patients on their rights around two week urgent referrals? (*please ✓*)

This means, better communication with patients, to make sure that they understand their rights and responsibilities. Knowledge of when their waiting time 'clock' starts and stops, and what they need to do if they wait longer than expected waiting times, putting patients in control of making improvements in waiting times.

Yes

No

Not Sure

Your Comments

3) Health Check every 5 Years for 40-74 year olds

- a) Do you agree that a right to a NHS Health Check every five years for those aged 40-74 should be set up from April 2012, and be included in a revised NHS Constitution? (*please ✓*)

Yes

No

Not Sure

Your Comments

4) Possible Rights in the Future

a) Do you agree we should look at possible rights in the future for patients and the public in the areas set out below: (*please* ✓ *if you agree*)

- Evening and weekend GP access
- Access to NHS Dentistry
- Personal Health Budgets
- Choosing to die at home

Your Comments

5) Local Constitution Champion

a) Do you agree the role of the Constitution champion should be agreed locally (*please* ✓)

The Department of Health has got a commitment to build on patient advocacy, rights and redress systems e.g. LINK's and Patient Advice and Liaison services; so that every NHS Primary Care Trust has a worker whose job it is to uphold the NHS Constitution locally.

Yes

No

Not Sure

Your Comments

5) Constitution Champion Role

b) Do you think there are any important parts of the Constitution Champions role?

For example, the Constitution champion could take a lead on:
(please ✓ if you agree)

- Making sure the organisation has the right systems and processes in place to meet people's rights and to live up to the NHS Constitution pledges.
- Working with staff groups to make sure that the NHS Constitution is being thought about as part of their aims, development and general conduct.
- Making sure that patients, their representatives and carers, the public and staff are aware of their rights, responsibilities, and what services are available to provide advice and support.
- Co-ordinating feedback from patients, the public and staff to the NHS Primary Care Trust board on the impact of the NHS Constitution locally, and what more needs to be done.
- Supporting local health services to meet their legal obligation to take the NHS Constitution into account in all that it does.

Your Comments

If you would like to make any other comments please use the space below:



Thank you for taking the time and effort to fill out this Survey

***Please return completed surveys using the enclosed
Free Post Envelope****

Thank you for taking the time to complete this survey

Please return to:

Wolverhampton LiNk
Wolverhampton Voluntary Sector Council
Freepost MID 14051
Wolverhampton
WV2 4BR

By: Friday 29th January 2009

For Further Information

Please go to the Department of Health Website: www.dh.gov.uk/nhsconstitution

You can comment by:



Completing this survey and sending it to the LiNk office by Friday 29th January 2010.



Sending your comments to the Department of Health by Email to:
NHSConstitution@dh.gis.gov.uk



Completing the Department of Health online survey at: www.dh.gov.uk/nhsconstitution



By sending your comments in writing to the Department of Health at:

NHS Constitution Consultation Response
Richmond House 601
79 Whitehall
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SW1A 2NS