

Policy: Privacy, dignity and respect of service users

Diverse Diagnostics

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Version Control

Date	Author	Version/Page	Reason for change
22.06.2022	Dr Camila Flores M.	2	Expansion of the clinic
15.08.2022	Dr Camila Flores M.	3	Adult ADHD assessment
22.09.2022	Dr Camila Flores M.	4	Introducing parenting programme
25.11.2022	Dr Camila Flores M.	5	New private prescription service
24.01.2023	Dr Camila Flores M.	6	Medication pathways according to patient's age

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1. Introduction

Diverse Diagnostics is committed to providing a high-quality service to patients, their families, and all service users in every appointment/service provided. It is Diverse Diagnostic's responsibility to provide an environment promoting the privacy and dignity of their patients and families.

It is also, Diverse Diagnostic's duty to treat adults, children, and adolescent patients and their relatives/carers with respect at times and maintain their privacy and dignity.

2. Purpose of Policy

This policy aims to provide guidance for staff and service users (patients and relatives/carers) to maintain patients' privacy, respect, and dignity. This policy should provide a framework for clinical users to determine our performance in every appointment given.

3. Policy Statement

This policy sets out the expectations of high-quality service and ensures patients'/service users' dignity and respect at all times. Diverse Diagnostics has a zero tolerance of all forms of abuse and supports patients, their relatives/carers, and all service users with respect. Patients will receive an individual assessment/treatment, as our service will be given in a personalised manner. Patients who need medication as part of their treatment will be able to receive:

- a) Adults: A **private prescription** from Diverse Diagnostics. Once dose has been stabilised, patients will be able to discuss **Shared Care** with their GPs.
- b) Children and Adolescents: a prescription under Shared Care with their General Physician (GP), **OR** a private prescription, directly from Diverse Diagnostics.

On the other hand, patients will receive the maximum possible level of independence, offering them the choice and control of the assessment/treatment, which will never be given in a mandatory manner.

Diverse Diagnostics is committed to respecting patients', their relatives/carers, and all service users' privacy, as a confidentiality agreement from the staff will be signed, and any personal information will only be shared under their consent.

****Children and adolescents (under 18) have the right to receive confidential health care as soon as they reach an age where they can fully understand the issues and implications of their actions. (Fraser Guidelines, Gillick Competence)**

4. Scope

This policy applies to all Diverse Diagnostics staff, irrespective of job role within the Independent Clinic. Diverse Diagnostics expects any person working within the Independent Clinic to recognise and respect this policy's principles. Hence, where appropriate, a formal agreement will be required from staff.

5. Definitions

Term Privacy	Definition "freedom from intrusion and embarrassment and relates to all information and practice that is personal or sensitive in nature to an individual. Privacy is a key principle, which underpins human dignity, and remains a basic human right and the reasonable expectation of every person." (Human Rights Act 1998)
Term Dignity and respect	Definition Human rights are respected and promoted at all times. Patients are respected and treated with dignity as individuals. Patients are treated fairly and will not experience discrimination to any degree (i.e. age, race, culture, gender, sexual orientation, social background, health, disability, religion). (Health and Social Care Standards, Scottish Government)

6. Procedure

All members of staff will ensure that, when patients are receiving our service, the following rights are going to be respected at all times:

Patients, their relatives/carers, and all service users, have the right to:

- Receive an individual treatment
- Be listened to and have their views taken into account
- Receive a level of independence, having the choice to accept or deny the assessment given
- Receive a courteous treat during their appointment
- Expect that all staff are bound by a legal duty of confidence to protect their information
- Expect that any personal data will only be shared under consent
- Be treated with dignity in every appointment

As mentioned above, privacy will be maintained at all times, however, all patients will be informed that information provided will be shared with their GPs (General Physicians). Patients confidentiality will be broken and the appropriate services will be informed in case they are at risk to themselves or others, or if there are safeguarding issues. All patients and service users will be informed of this at the time of the initial assessment. More information about confidentiality will be described in the “Information management policy”.

7. Responsibilities

It is the responsibility of Dr Camila Flores to ensure that all staff and patients have access to this policy.

We will follow any advice of external adviser, once a year, and update policies to provide best practices.

8. Enforcement / Compliance

On an annual basis, an independent external adviser will audit our policy and our current practice. If there is any detail from our policy that needs to be changed or improved, Diverse Diagnostics is committed to doing it immediately.

9. Related information

This policy was written according to the National Health Service (NHS) guidelines and the Health and Social Care Standards.