

# What is the NHS Grampian Maternity Services Charter of Rights and Responsibilities?



The Charter was developed with members of the Grampian Maternity Voices Partnership and LATNEM (Let's All Talk North East Mums)

It lays out what you can expect from NHS Grampian when using Maternity Services and the expectations of you as a service user.

## What does the Charter mean for me?

### 1. Respect



You have the right to be treated with consideration, dignity and respect when accessing and using NHS Grampian Maternity Services.

### 2. Consent



It is your choice whether you consent to or decline an intervention.

### 3. Communication



It's ok to ask. When you understand what's going on with your health, you can make better decisions about your care and treatment.

### 4. Fairness



You will be treated in an environment free from prejudice or discrimination.

### 5. Care



You can expect that your treatment and care is suitable for you and your baby's needs and for your family.

### 6. Honesty



You have a right to have full and frank discussions about your care.

### 7. Feedback



We value your feedback and complaints.

To view the full Charter please scan the QR code or follow the link below:



[www.birthingrampian.scot.nhs.uk/maternity-charter/](http://www.birthingrampian.scot.nhs.uk/maternity-charter/)