

# What is the NHS Grampian Maternity Services Charter?



The NHS Grampian Maternity Services Charter of Rights and Responsibilities (called the “Charter” from now on) is for you the service user, your baby and your friends and family.

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.

## Who wrote this Charter?

This Charter was developed with members of the Grampian Maternity Voices Partnership. It draws on the **Scotland Patient rights and responsibilities Charter** ([www.gov.scot/publications/charter-patient-rights-responsibilities-2/](http://www.gov.scot/publications/charter-patient-rights-responsibilities-2/)) (click on this link for more information).

## What does the Charter mean for me?

### You have the right:

- to services appropriate to your need
- to be involved in decisions about your care
- to expect confidentiality
- to be treated with dignity and respect
- to have safe, effective care
- for any complaints to be dealt with.

### In more detail:



1. You have the right to be treated with consideration, dignity and respect when accessing and using NHS Grampian Maternity services. We aim to support your whole family including your partner / birthing partner, baby, parents, carers and siblings. NHS Grampian expects you to treat staff with the same level of respect.



2. Informed consent means you agree to have an examination or treatment and know the advantages and disadvantages involved. Before a doctor, midwife or any other health professional can examine or treat you, they must give you information, explain what’s involved and have your consent. You can give consent if you can make decisions for yourself. Being able to make decisions means you can understand what is involved and consider the advantages and disadvantages of different options.

**Consent: It’s Your Decision - Publication | NHS inform** ([www.nhsinform.scot/publications/consent-its-your-decision-leaflet/](http://www.nhsinform.scot/publications/consent-its-your-decision-leaflet/))



3. 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. That’s why it’s important to ask your healthcare team

the right questions. If you want someone to help you understand your care, you can ask a friend, a relative, a partner or carer, another member of staff or an independent representative (often called an ‘advocate’) to accompany you.

### Questions you could ask include:

- What are the benefits of the treatment?
- What are the risks of the treatment?
- Are there any other treatments we can try?
- What if we do nothing?

Dads, partners and non-birthing parents also have the right to ask.

You can find out more at this link: **It’s OK to Ask | NHS inform** ([www.nhsinform.scot/publications/consent-its-your-decision-leaflet/](http://www.nhsinform.scot/publications/consent-its-your-decision-leaflet/))



4. You will be treated in an environment free from prejudice or discrimination. NHS Grampian Maternity Services are provided on a fair and equitable basis free from any discrimination arising from any

of the nine protected characteristics (ethnicity/race, age, disability, sex, sexual orientation, pregnancy or maternity, religion or belief, marriage or civil partnership, gender reassignment) and mental health.



5. You can expect that your treatment and care is suitable for you and your baby’s needs and for your family. It will be carried out in line with the law and is based on recognised clinical guidance and standards (where these exist). It aims to follow “trauma-informed principles” where a person is not blamed or punished for adverse experiences beyond their control. These principles also state that a survivor should not be made to feel shame or stigma for the trauma they have experienced.

You can find out more at this link: **Trauma-informed practice: toolkit** - ([www.gov.scot/publications/trauma-informed-practice-toolkit-scotland/documents/](http://www.gov.scot/publications/trauma-informed-practice-toolkit-scotland/documents/))



6. You have a right to have full and frank discussions about your care. We will tell you openly and honestly if something goes wrong with your treatment or care and this has resulted, or could result, in harm or death. This is called a “duty of candour”.



7. We value your feedback and complaints. You can safely raise a concern or make a complaint if you think that any of your rights have not been respected, if you are not satisfied with NHS services, or if the NHS is not meeting its commitments.

If you make a complaint, it will not change the way you access or receive care and treatment from NHS staff in future.

Find out more at this link: **Feedback and Complaints** ([www.nhsgrampian.org/about-us/contact-us/feedback-and-complaints/](http://www.nhsgrampian.org/about-us/contact-us/feedback-and-complaints/))



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

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