



Information for
patients and
carers

Patient's Charter

Attending the Pain Management Clinic

What is a Patient's Charter?

The 2015 NHS Constitution for England sets out the principles and values of the NHS, and outlines the rights to which patients, public and staff are entitled. It describes the responsibilities which the public, patients and staff owe to one another, and the pledges to which the NHS is committed to achieve.

At Lancashire Teaching Hospitals our values set out the behaviours we expect our staff to show to one another when caring for you as one of our patients.

The Pain Management Team Patient's Charter outlines the responsibilities we have to our patients and also the responsibilities of our patients.

Lancashire Teaching Hospitals Trust Values



In addition to the NHS Constitution the staff members of the Pain Management Team uphold the 5 Trust Values.

- Being Caring and Compassionate
We treat everyone with dignity and respect, doing everything we can to show we care
- Recognising Individuality
We respect, value and respond to every person's individual needs
- Seeking to Involve
We will always involve you in making decisions about your care and treatment, and are always open and honest
- Team working
We work together as one team, and involve patients, families, and other services, to provide the best care possible

- **Taking Personal Responsibility**

We each take personal responsibility to give the highest standards of care and deliver a service we can always be proud of

What our responsibilities are towards you?

- We will always encompass and adhere to our Trust Values
- We will always treat you with professional courtesy, dignity and respect
- We will never discriminate against you
- We will gain your consent before commencing any treatment and you have the right to decline
- We will give you information about treatment options open to you, what they involve, their risks and benefits
- We will maintain your privacy and confidentiality at all times
- We will provide a safe and clean environment for you to visit
- We will support you in the handling of any concerns or complaints to ensure this does not impact any future treatment. You can contact the Patient Experience and PALS team to discuss and seek advice; email pals@lthtr.nhs.uk
- We will continually audit our service with the aim to improve the quality of our service
- We welcome your feedback and the lessons we can learn

What are your responsibilities as a patient when you are being treated by the Pain Team?

- Please treat all members of our team (administration team, nurses, doctors, psychologists and physiotherapists) and other patients with respect – verbal or physical abuse or aggressive behaviour will not be tolerated
- Please keep all scheduled appointments and arrive to the clinic on time

- If you need to change an appointment date or time please telephone and ask for your appointment to be rescheduled
- Please inform the Pain Management Service of any emergency leading to you not being able to attend an appointment on the day. Failure to do so may lead to you being discharged
- Please remember appointments with the Clinical Nurse Specialists, Clinical Psychologists and Specialist Physiotherapists will be essential parts of your treatment plan and hold equal importance to being seen by the Consultants
- Please ensure your personal contact details are kept up to date and inform the team of any changes
- Please provide positive or negative feedback about your experiences and the treatment you have received

Contact details

Should you require further advice or information please contact Pain Management Service on 01772 522687.

Sources of further information

www.lancsteachinghospitals.nhs.uk

www.nhs.uk

www.patient.co.uk

www.accessable.co.uk

www.lancsteachinghospitals.nhs.uk/our-values

www.gov.uk/government/publications/the-nhs-constitution-for-england/the-nhs-constitution-for-england

All our patient information leaflets are available on our website for patients to access and download:

www.lancsteachinghospitals.nhs.uk/patient-information-leaflets

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Lancashire Teaching Hospitals is a smoke-free site.

On 31 May 2017 Lancashire Teaching Hospitals became a smoke-free organisation. From that date smoking is not permitted anywhere on any of our premises, either inside or outside the buildings. Our staff will ask you about your smoking status when you come to hospital and will offer you support and advice about stopping smoking including Nicotine Replacement Therapy to help manage your symptoms of withdrawal.

If you want to stop smoking you can also contact the Quit Squad Freephone 0800 328 6297.

Please ask if you would like help in understanding this information. This information can be made available in large print and in other languages.

Cantonese:

如果你希望以另外一種格式接收該資訊，請和我們聯絡，不必猶豫。

Gujarati:

જો તમને આ માહિતી બીજી રચના કે ફોર્મેટમાં મેળવવાની ઇચ્છા હોય, તો કૃપા કરી અમારો સંપર્ક કરતા અચકાશો નહિ.

Hungarian:

Kérjük, vegye fel velünk a kapcsolatot, ha más formában kéri ezt az információt.

Polish:

Jeżeli chciał(a)by Pan/Pani otrzymać niniejsze informacje w innym formacie, prosimy o kontakt.

Punjabi:

ਜੇ ਤੁਸੀਂ ਕਿਸੇ ਹੋਰ ਫਾਰਮੈਟ ਵਿਚ ਇਹ ਜਾਣਕਾਰੀ ਲੈਣਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰਨ ਤੋਂ ਨਾ ਝਿਜਕੋ।

Urdu:

اگر آپ اس معلومات کو کسی اور صورت میں حاصل کرنا چاہتے ہیں تو برائے مہربانی ہم سے رابطہ کرنے میں ہچکچاہٹ محسوس نہ کریں۔

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Division: Diagnostics and Clinical Support

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