

Your Rights and Responsibilities as an Informal Patient



Patients Name:	
Doctors Name:	
Date admitted to Hospital:	

Why am I in hospital?



You are in hospital because you are not well



Your doctor has advised you that being in hospital will help you get better



When you are unwell you need help to get better



You have agreed with the doctor to come into hospital

You have said yes to being in hospital so you can get better

What if I change my mind and want to leave?



You have agreed to come into hospital. This means you are an informal patient.



Mental Health Act 1983
CHAPTER 20



This means you are **not** being held against your will.

You are **not** being detained under the Mental Health Act



This means you are free to leave at any time.

If you do want to leave, please talk to the nurse or doctor.

The door to the ward may be locked – tell the staff you want to leave and they will open the door for you.



A doctor or nurse can stop you leaving the ward if they are worried about your safety, or the safety of other people.

They will carry out a Mental Health Act Assessment.

What are my responsibilities – what do I have to do?



The doctor will talk to you about your treatment to help you get better. You will be involved with your treatment plan



This may mean taking some medicine

This may mean being involved in activities on the ward



You may be asked to see other hospital staff on the ward.

They may want to assess you and help with your treatment plan



You will be involved in writing your care plans to help you get better

You can ask the doctor and staff questions about your treatment or if you are worried about anything.



You can say no to the assessment and treatment at any time.



If you don't want to talk to the doctor or hospital staff you can ask to speak to an Advocate. This person is independent and they do not work for the NHS

Can I see my family and friends?



Yes you can contact your family and friends



The hospital does have visiting times.

They can come and visit you during visiting times.



The staff will help you to arrange visits with your family and friends

When can I go home – my discharge from hospital?



The doctor will talk to you and to all the staff to find out how you are doing. The doctor will tell you when you are better and when you can go home

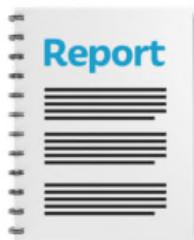


This is called being discharged from hospital

You and the doctor can plan for your discharge



If you want to leave before the doctor has said you can go, you may want to talk to the doctor first and tell them why



The doctor will show you the form 'discharge against medical advice'. This means the doctor feels you are not better and not yet ready for discharge.

You can leave the hospital at any time

Any questions or comments?



Do you have any questions about your rights and responsibilities as an informal patient?



Is there anything you would like to tell us about our service?



You can speak to the staff at Campion

You can ask the staff or your social worker to help you contact an Advocate



You can speak to our Patient Advice and Liaison Service (PALS)
Telephone: 0118 960 5027
Email: BHT@berkshire.nhs.uk



For more information look at the leaflets on the ward

What to do if you are unhappy with our service – how to complain



You can talk to staff, they will try and help you with your problems straight away

You can talk to someone close to you. Perhaps a family member or social worker and ask them to help you complain



You can speak to our Patient Advice and Liaison Service (PALS)

Telephone: 0118 960 5027

Email: BHT@berkshire.nhs.uk



You can speak to our Complaints Department

Telephone: 01344 415662

Email: BHCT.complaints@berkshire.nhs.uk



You can contact the Care Quality Commission

Telephone: 03000 616161

Email: enquiries@cqc.org.uk

Care Quality Commission

National Customer Service Centre

Citygate

Gallowgate

Newcastle upon Tyne NE1 4PA

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This leaflet has been developed by the Learning Disability Service's Speech and Language Therapy Department at Berkshire Healthcare with the involvement of staff and patients at the Campion Unit (September 2017).