



Constitution

Our commitment to your health, care and wellbeing



Our Principles

Eight key principles guide the GHA in all it does, which are set out as follows:

The GHA aims to provide a comprehensive service available to all

Access to the GHA is based on clinical need and not an individual's ability to pay

The needs of the patient will be at the heart of everything the GHA does

The GHA is constantly striving to provide world-class standards of healthcare

The GHA works across organisational boundaries

The GHA is committed to providing best value for taxpayers' money

The GHA is accountable to the patients, communities and public which it serves

The GHA will promote and encourage the prevention of ill-health



Our Values

The principles are underpinned by core GHA values “WE CARE”, which are set out as follows:



We will work as a team with both our colleagues and our patients, encouraging and appreciating each other.



We will strive for excellence in everything we do, and take pride in our achievements.



We will treat our patients, their families and each other with kindness, courtesy and understanding.



We will act with integrity and accept responsibility for our actions and behaviours. We also understand our personal duty to our patients, their families, our colleagues and the wider community.



We will treat our patients, their families and each other with respect and ensure we preserve their dignity.



We will treat our patients, their families and colleagues in a fair and equal way, irrespective of their background or beliefs, whilst also considering their individual needs.

Our Pledges

Quality of care and environment

The GHA pledges to:

Treat patients with a professional standard of care, by appropriately qualified and experienced staff, in an approved setting, that meets required levels of safety and quality.

Ensure that patients are cared for in a clean, safe, secure and suitable environment.

Ensure that patients receive suitable and nutritious food and hydration to sustain good health and wellbeing.

Ensure that it will monitor, and make efforts to improve continuously, the quality of healthcare provided. This includes improvements to the safety, effectiveness and experience of services and sharing best practice in quality of care and treatments.

GHA approved treatments, drugs and programmes

The GHA pledges to:

Provide drugs and treatments that have been recommended by the UK National Institute for Healthcare and Excellence (NICE) for use in the NHS, and ratified by the GHA Drugs, Therapeutics and Medicines Risk Committee, if a doctor says it is clinically appropriate.

Ensure that decisions on funding of other drugs and treatments are made rationally, following proper consideration of the evidence. Some decisions will be referred to the Gibraltar Medical Ethics Committee. If the GHA decides not to fund a drug or treatment that a patient and/or a doctor feels would be right, the decision will be explained.

Provide the vaccinations that the GHA Director of Public Health recommends should be received under the GHA national immunisation programme. This will usually be based on the recommendations of the UK Joint Committee on Vaccination and Immunisation (JCVI) and provide screening programmes as recommended by the GHA Director of Public Health.



Respect, consent and confidentiality

The GHA pledges to:

Treat patients with dignity and respect, in accordance with their human rights and to ensure their protection from abuse, neglect, and degrading care and treatment.

Respect the patient's right to accept or refuse any physical examination and/or treatment that is offered unless valid consent has been given. If a patient does not have the capacity to consent, consent must be obtained from a person legally able to act on their behalf, or the treatment must be in their best interests and in accordance with a valid and applicable advanced decision under Part 3 of the Lasting Power of Attorney and Capacity Act.

Ensure patients are given information about the test and treatment options available, what those options involve and their risks and benefits. Patients have the right of access to their own health records and to have any factual inaccuracies corrected.

Honesty, Transparency and Candour

The GHA pledges to:

Achieve an open and transparent relationship with patients and will demand the same of any other organisation commissioned by the GHA to help provide care.

Ensure patients will be told about any safety incident relating to their care which, in the opinion of a healthcare professional, has caused, or could still cause, significant harm or death. Patients must be given the facts, an apology, and any reasonable support that is needed.

Discuss the manner in which the complaint is to be handled and to inform you of the period within which the investigation is likely to be completed and the response sent.

Keep patients informed of progress and to tell them the outcome of any investigation into the complaint. This includes an explanation of the conclusions and confirmation that any action needed in consequence of the complaint has been taken or is proposed to be taken.

Ensure that patients are treated with courtesy and that appropriate support is received throughout the handling of a complaint. The fact that a complaint has been lodged will not adversely affect future treatment.

Ensure that when mistakes happen, or if a patient is harmed whilst receiving health care, patients receive an appropriate explanation and apology, delivered with sensitivity and recognition of the trauma that has been experienced. Lessons will be learned to help avoid a similar incident occurring again.

Ensure that the organisation learns lessons from complaints and claims, and uses this information to improve GHA services.

Involve patients in discussions about planning of their care and to offer a written record of what is agreed, if this is deemed necessary.

Your Rights



Confidentiality:

You have the right for your personal health information to be kept confidential and secure, to know how it is used and how to access it.

You have the right to request that confidential information is not used beyond your own care and treatment and to have any objections considered. Where your wishes cannot be followed; you have the right to be told the reasons including the legal basis.

You have the right to expect that those involved in your care and treatment have access to your health information so the GHA can care for you safely and effectively, and to share with you any correspondence sent between clinicians about your care.

Access:

You have the right to access GHA services that are appropriate to your medical needs.

Participation

You have the right to obtain information about your health and the services available to you. You also have the right to be involved in decisions about your care.

Respect

You have the right to be treated as an individual and with dignity and respect.

Safety

You have the right to the best care and treatment possible by qualified staff in a safe and clean setting.

Feedback

You have the right to have your enquiry or concern addressed by our Patient Advocacy and Liaison Service (PALS) within an agreed timeframe and as soon as reasonably possible.

Should you have a complaint about GHA services, the Complaints service will acknowledge your complaint within five working days, investigate, and answer within 25 days. If an extension is required, we will liaise with you.

Your Obligations

You should recognise that the public can make a significant contribution to their own, and their families, good health and wellbeing, and should take personal responsibility for it.

You should register with a GP at the Primary Care Centre – this is the main point of access to GHA care.

You should treat GHA staff and other patients with respect and recognise that violence or the causing of nuisance or disturbance on GHA premises will not be tolerated and may result in prosecution.

You should recognise that abusive and violent behaviour may result in refusal of access to GHA services.

You should provide accurate information about health, condition status and an up-to-date contact number.

You should keep appointments, or cancel within reasonable time. Failing to turn up to or cancel an appointment may mean longer waiting times for others.

You should follow the course of treatment that has been agreed and to talk to the relevant clinician if this treatment plan is proving difficult.

You should participate in significant public health programmes such as vaccination.

You should ensure that those closest to you are aware of your wishes and intentions about organ donation.

You should give feedback – both positive and negative – about relevant experiences and the treatment and care that has been received. This includes any adverse reactions that may have happened. Feedback can be provided anonymously and giving feedback will not adversely affect the care given. If a family member or someone that is being cared for is a patient and unable to provide feedback, it is encouraged to give feedback about their experiences on their behalf. Feedback will help to improve GHA services for all.





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Gibraltar Health Authority