This Toolbox Talk is focused on creating discussion about how your team addresses this theme. Below are listed a number of prompts/questions for discussion. Please pick the ones relevant to your service or indeed feel free to develop a more relevant ones if desired. The main thing is to engage with staff around this theme in order to raise awareness and to elicit from them any suggestions with regard to simple actions your service can take to improve the service user experience.

The detail of what the Healthcare Charter says in relation to what service users can expect and what they can do to help in relation to this theme is outlined overleaf.

Questions

1. Do all staff involved in providing healthcare services treat patients with respect, kindness, dignity, compassion, understanding, courtesy and honesty?
   - Do we respect the patient’s right to confidentiality?
   - Do we discuss the patient in their presence without involving them in the discussion?
   - Do we ask the patient how they wish to be addressed and ensure that their choice is respected and used?
2. Do we listen to and address any health beliefs, concerns and preferences that the patient has, and be aware that these affect how and whether they engage with treatment. Respect their views and offer support if needed to help them engage effectively with healthcare services and participate in self-management as appropriate?
3. Do we listen to and discuss any fears or concerns the patient has in a non-judgemental and sensitive manner?
4. Do we respect the beliefs and requirements of different religions when providing specific treatments?
5. Do we make assumptions about the patient based on their appearance or other personal characteristics?
6. Are we prepared to raise and discuss sensitive issues (such as sexual activity, continence or end-of-life care), as these are unlikely to be raised by some patients?

“We will treat you, your family and carers with dignity, respect and compassion. We respect diversity of culture, beliefs and values in line with clinical decision making”
7. Do we accept that the patient may have different views from healthcare professionals about the balance of risks, benefits and consequences of treatments?
8. Do we respect and support the patient in their choice of treatment, or if they decide to decline treatment?

What service users can expect
- Care that respects their culture, beliefs, values and other characteristics such as age and gender, sexual orientation, faith, political beliefs or disability and is in line with clinical decision making.
- Care that is provided in a sensitive, kind and compassionate way.
- End-of-life care that is dignified, comforting and supporting relief from suffering.

What service users can do to help
- Treat healthcare staff politely and with respect and consideration. Physical, racial, sexual or other kinds of harassment or abuse are unacceptable.
- Show consideration for patients in hospitals who may need time to rest and recover by adhering to hospital visiting hours. Find out about hospital visiting hours before planning to visit patients.

Acknowledgements