



## ***Great Yarmouth and Waveney***

1, Common Lane North  
Beccles  
Suffolk  
NR34 9BN

**15<sup>th</sup> September 2008.**

To all Head Teachers in Great Yarmouth Borough Council  
and Waveney District Council Areas

Dear Head Teacher

As part of the consultation on the NHS constitution, NHS Great Yarmouth and Waveney is running a competition linked to health improvement and physical activity initiatives.

I am keen to involve as many young people as possible in this consultation in order that their views are taken into account by the NHS.

We are linking your school's involvement in this consultation with awards to support your work through your curriculum and extra curricular activities to improve the health and outcomes for your pupils.

The competition is in two parts:

- A     £250.00 for a completed response involving your students and school community.
- B     A more detailed response plus a vision for health services for Great Yarmouth and Waveney and an action plan indicating how you would spend £2,500 to address healthy living.

Please note that to qualify for an award a response to the consultation must be made by October 15<sup>th</sup> to the addresses contained on the attached form

I do hope you feel able to take part in the competition and I attach an entry form and supporting documents for your use.

Yours sincerely,

**Bernard Williamson**  
Chairman

## **HEALTH IMPROVEMENT COMPETITION**

Enter the NHS Great Yarmouth and Waveney competition concerning the NHS Constitution Consultation and win resources for your school to meet healthy living and improvement initiatives.

The NHS is celebrating its 60<sup>th</sup> anniversary and is consulting on its draft constitution for the future.

### **Take part and win resources for your school.**

The competition is in two parts:

#### **Part A earns £250 per school for a completed entry.**

This includes the following:

- A formal response by October 17<sup>th</sup> with copies to NHS Great Yarmouth and Waveney, The Strategic Health Authority and to the Department of Health.
- Entries need to demonstrate that pupils, students and parent's views have been sought to complete the response to the draft consultation.

#### **Part B £2,500 for the best submitted entry.**

This to include the following:

- Using your pupils and parents write a vision for the future of health services for GY&W no longer than 50 to 100 words.
- Construct an action plan for the use of the £2,500 to implement activities and plans to address health living and health improvement for your school and pupils. This need to state how the funds would be used and the improved outcomes for the school and its pupils.
- Entries need to explain how the views of pupils, students and parents have been used in producing the action plan.

The final decision for the winning entry will be made by the Non Executive Directors of NHS GY&W

**CLOSING DATE OCTOBER 15<sup>TH</sup> 2008**

#### **Attachments to this email:**

- Entry Form
- Draft NHS Constitution
- Patient power point Presentation
- Document form the DOH "How to find out more"
- Letter from Chair of NHS Great Yarmouth and Waveney inviting entries.

Other details re the NHS Constitution are available on the Dept. of Health Website:  
[www.dh.gov.uk](http://www.dh.gov.uk)



*Great Yarmouth and Waveney*

**NHS GREAT YARMOUTH AND WAVENEY**

**ENTRY FORM FOR SCHOOLS HEALTHY LIVING COMPETITION**

**SCHOOL AND ADDRESS:**

**Email address:**

**Head or Applicant:**

On behalf of \_\_\_\_\_ school I enclose (Part A) the response to the NHS Draft Constitution and I have sent copies to the Strategic Health Authority and Department of Health at the below addresses.

I also/do not enclose our part B submission and action plan for the use of £2500 to improve health and healthy lifestyles. Copies of these have also been forwarded to the NHS EoE Strategic Health Authority.

Signed: Head Teacher

Date

Signed: Chair of Governors

Date

Email to: [NHSconstitution@dh.gsi.gov.uk](mailto:NHSconstitution@dh.gsi.gov.uk)  
[Bernard.Williamson@waveneyhq-pct.nhs.uk](mailto:Bernard.Williamson@waveneyhq-pct.nhs.uk)  
[Ed.Garratt@eoe.nhs.uk](mailto:Ed.Garratt@eoe.nhs.uk)

By post to:  
NHS Constitution Consultation  
Richmond House 611a  
London  
SW1A 2NS

## How do you find out more?

**You may want to see more detailed guides to the Constitution or the full text of the Constitution itself.**

You can find them on:

**[www.dh.gov.uk/consultations](http://www.dh.gov.uk/consultations)**

Or you can obtain copies:

online

**[www.orderline.dh.gov.uk](http://www.orderline.dh.gov.uk)**

by email

**[dh@prolog.uk.com](mailto:dh@prolog.uk.com)**

by phone

**0300 123 1002**

or by post

**PO Box 777**

**London SE1 6XH**

The consultation on the Constitution will run until 17 October 2008.

**After we have listened, the NHS Constitution will be finalised.**

*"People are putting their health and trust in us"*

Find out more at [www.dh.gov.uk/consultations](http://www.dh.gov.uk/consultations)

## How can you have your say?

This consultation invites comments from everyone who pays for, uses or works in the NHS.

**We want to know:**

- **is it clear?**
- **do you agree with the approach it takes?**
- **how can we use it to improve NHS services?**

Let us know what you think:

by email

**[nhsconstitution@dh.gsi.gov.uk](mailto:nhsconstitution@dh.gsi.gov.uk)**

or by post

**NHS Constitution**

**Room 611a**

**Richmond House**

**79 Whitehall**

**London**

**SW1A 2NS**

There will be consultation events running all over England – details of which you can find out about from your local primary care trust.

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or visit [www.orderline.dh.gov.uk](http://www.orderline.dh.gov.uk)

*"Everyone should be treated as an individual"*

Find out more at [www.dh.gov.uk/consultations](http://www.dh.gov.uk/consultations)



## It's your NHS

**Know your rights.  
Take responsibility.  
Get involved.**

Quick Guide to the  
proposed NHS Constitution



Find out more at [www.dh.gov.uk/consultations](http://www.dh.gov.uk/consultations)

## The proposed NHS Constitution: What is it?

The NHS belongs to the people. It is there to improve our health, supporting us to keep mentally and physically well, get better when we are ill and, when we cannot recover, stay as well as we can.

**We are proposing a set of principles and values that should guide everything we do, including a commitment to providing a comprehensive service, available to all without discrimination, and based on clinical need – not ability to pay.**

The proposed Constitution:

- **safeguards the future of the NHS**

It reaffirms the NHS principles and values.

- **gives power to all patients and the public**

For the first time, important rights are brought together, so that everyone knows what they are entitled to, and what to do if they don't get what they should.

- **sets out how we can all play our part**

It explains the responsibilities of public, patients and staff.

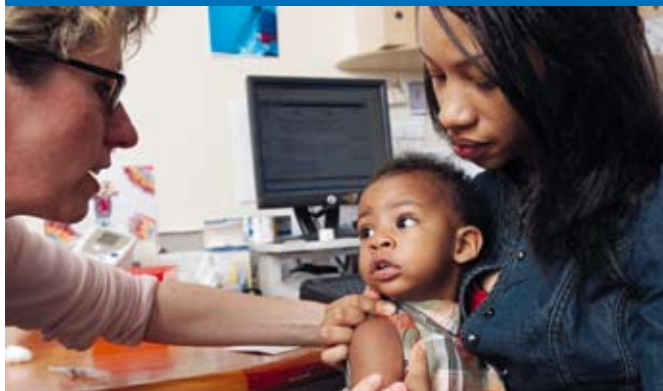
- **recognises that staff are our most important asset and the key to quality.**

## Patients and the public: What's in it for you?

**The proposed Constitution includes a clear explanation of your rights.**

Some of the key rights:

- Your right to drugs approved for NHS use if recommended by your doctor, and to an explanation of all decisions made about funding your treatment – which means that decisions will be clear and rational, not a 'lottery' of access.
- Your right to make choices about your NHS care and to be given the information you need in order to do so – which means that you can be informed about, and involved in, your own healthcare.
- Your right to have your say in the planning and development of local services – which means that your local NHS should reflect what you think is important.



*"I want to know that the NHS is there when my family needs it."*

Find out more at [www.dh.gov.uk/consultations](http://www.dh.gov.uk/consultations)

## You work in the NHS: What's in it for you?

**It is the loyalty, professionalism and dedication of staff that make the difference to quality of care in the NHS. The proposed Constitution recognises this in the following ways:**

- By setting out a vision where all staff have rewarding and worthwhile jobs, are trusted and listened to, and are supported to deliver care and act in the interests of patients.
- By pledging to deliver personal development, training and support to enable staff to do a good job.
- By clearly stating what the NHS promises to patients and the public and what it expects of them, so that there is clarity for staff in their jobs.
- By proposing a set of NHS-wide values to reinforce what matters to staff and patients.



*"I really feel I am making a difference."*

Find out more at [www.dh.gov.uk/consultations](http://www.dh.gov.uk/consultations)

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The National Health Service

# Constitution

A draft for consultation, July 2008

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**The NHS belongs to the people.** It is there to improve our health, supporting us to keep mentally and physically well, to get better when we are ill and, when we cannot fully recover, to stay as well as we can. It works at the limits of science – bringing the highest levels of human knowledge and skill to save lives and improve health. It touches our lives at times of basic human need, when care and compassion are what matter most.

The NHS is founded on a common set of principles, values and commitments that bind together the people who it serves – patients and public – and the staff who work for it.

**This Constitution** establishes the **principles** and **values** of the NHS in England. It sets out commitments to patients, public and staff in the form of **rights** to which they are entitled and **pledges** which the NHS will strive to deliver, together with **responsibilities** which the public, patients and staff owe to each other to ensure that the NHS operates fairly and effectively. All NHS bodies and private and third sector providers supplying NHS services will be required by law to take account of this Constitution in their decisions and actions.

The Constitution will be renewed every ten years, with the involvement of patients, public and staff. It will be accompanied by the *Handbook to the NHS Constitution*, to be renewed every three years, setting out current guidance on the rights, pledges, duties and responsibilities established by the Constitution. These requirements for renewal will be legally binding. They will guarantee that the principles and values which underpin the NHS are subject to regular review and recommitment; and that any government which seeks to alter the principles or values of the NHS, or the rights, pledges, duties and responsibilities set out in this Constitution, will have to engage in a full and transparent debate with the public, patients and staff.

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# 1. Principles that guide the NHS

**Seven key principles guide the NHS in all it does.** They are underpinned by core NHS values which have been derived from extensive discussions with staff, patients and the public. These values are set out at the back of this document.

**1. The NHS provides a comprehensive service, available to all** irrespective of gender, race, disability, age, religion or sexual orientation. It has a duty to each and every individual that it serves. At the same time, it has a wider social duty to promote equality through the services it provides and to pay particular attention to groups or sections of society where improvements in health and life expectancy are not keeping pace with the rest of the population.

**2. Access to NHS services is based on clinical need, not an individual's ability to pay.** NHS services are free of charge, except in limited circumstances sanctioned by Parliament.

**3. The NHS aspires to high standards of excellence and professionalism** – in the planning and delivery of the clinical and other services it provides; in the people it employs and the education, training and development they receive; in the leadership and management of its organisations; and through its commitment to innovation and to the promotion and conduct of research to improve the current and future health and care of the population.

**4. NHS services must reflect the needs and preferences of patients, their families and their carers.** Patients, with their families and carers, where appropriate, will be involved in and consulted on all decisions about their care and treatment.

**5. The NHS works across organisational boundaries and in partnership with other organisations in the interest of patients, local communities and the wider population.** The NHS is an integrated system of organisations and services bound together by the principles, values and commitments now reflected in the Constitution. The NHS is committed to working jointly with local authorities and a wide range of other private, public and third sector organisations at national and local level to provide and deliver improvements in health and wellbeing.

**6. The NHS is committed to providing best value for taxpayers' money and the most effective and fair use of finite resources.** Public funds for healthcare will be devoted solely to the benefit of the people that the NHS serves.

**7. The NHS is accountable to the public, communities and patients that it serves.** The NHS is a national service funded through national taxation, and it is the Government which sets the framework for the NHS and which is accountable to Parliament for its operation. However, most decisions in the NHS, especially those about the treatment of individuals and the detailed organisation of services, are rightly taken by the local NHS and by patients with their clinicians. The system of responsibility and accountability for taking decisions in the NHS should be transparent and clear to public, patients and staff. The Government will ensure that there is always a clear and up-to-date statement of NHS accountability for this purpose. In addition, all NHS organisations will give patients and the public the opportunity to influence and scrutinise their performance and priorities; and patients, public and staff will be involved in relevant decisions about the NHS which affect them, either directly or through their representatives.



## 2a. Patients and the public – your rights and NHS pledges to you

**Everyone who is entitled to use the NHS should understand what legal rights they have.** For this reason, important rights are summarised in this Constitution and explained in more detail in the *Handbook to the NHS Constitution*, which also explains what you can do if you think you have not received what is rightfully yours. This summary does not alter the content of your legal rights.

This Constitution also contains **pledges** – those things the NHS strives to do above and beyond its legal requirements.

### Access to health services:

**You have the right** to receive NHS services free of charge, apart from certain limited exceptions sanctioned by Parliament.

**You have the right** to access local NHS services. You will not be refused access on unreasonable grounds.

**You have the right** to expect your local NHS to assess the health requirements of the local community and to put in place the services to meet those needs as considered necessary.

**You have the right** to seek treatment elsewhere in Europe if you are entitled to NHS treatment but you face undue delay in receiving that treatment.

**You have the right** not to be unlawfully discriminated against in the provision of NHS services including on grounds of gender, race, religion, sexual orientation, disability (including learning disability or mental illness).

**The NHS will strive** to provide convenient, easy access to services within the waiting times set out in the *Handbook to the NHS Constitution*. (pledge)

**The NHS will strive** to make decisions in a clear and transparent way, so that patients and the public can understand how services are planned and delivered. (pledge)

**The NHS will strive** to make the transition as smooth as possible when you are referred between services, and to include you in relevant discussions. (pledge)

### Quality of care and environment:

**You have the right** to be treated with a professional standard of care, by appropriately qualified and experienced staff, in a properly approved or registered organisation.

**You have the right** to expect NHS organisations to monitor, and make efforts to improve the quality of healthcare they provide, taking account of the applicable standards.<sup>1</sup>

**The NHS will strive** to ensure that services are provided in a clean and safe environment that is fit for purpose, based on national best practice. (pledge)

**The NHS will strive** for continuous improvement in the quality of services you receive, identifying and sharing best practice in quality of care and treatments. (pledge)

### Nationally approved treatments, drugs and programmes:

**You have the right** to drugs and treatments that have been recommended by NICE<sup>2</sup> for use in the NHS, if your doctor says they are clinically appropriate for you.

**You have the right** to expect local decisions on funding of other drugs and treatments to be made rationally following a proper consideration of the evidence. If the local NHS decides not to fund a drug or treatment you

<sup>1</sup> The current standards are set out in the *Handbook to the NHS Constitution*.

<sup>2</sup> NICE (the National Institute for Health and Clinical Excellence) is an independent NHS organisation producing guidance on drugs and treatments. 'Recommended' means recommended by a NICE technology appraisal. Primary Care Trusts are normally obliged to fund NICE technology appraisals from a date no later than three months from the publication of the appraisal.

and your doctor feel would be right for you, they will explain that decision to you.

**The NHS will strive** always to provide vaccination and screening programmes as recommended by the appropriate national advisory bodies. (pledge)

### **Respect, consent and confidentiality:**

**You have the right** to be treated with dignity and respect.

**You have the right** to accept or refuse treatment that is offered to you, and not to be given any physical examination or treatment unless you have given valid consent. If you do not have the capacity to do so, consent must be obtained from a person legally able to act on your behalf, or the treatment must be in your best interests.

**You have the right** to be given information about your proposed treatment in advance, including any significant risks and any alternative treatments which may be available, and the risks involved in doing nothing.

**You have the right** to privacy and confidentiality.

**You have the right** to access your own health records. These will always be used to manage your treatment in your best interests.

**The NHS will strive** to share with you any letters sent between clinicians about your care. (pledge)

### **Informed choice:**

**You have the right** to choose your GP practice, and to be accepted by that practice unless there are reasonable grounds to refuse, in which case you will be informed of those reasons.

**You have the right** to express a preference for using a particular doctor within your GP practice, and for the practice to try to comply.

**You have the right** to make choices about your NHS care. The options available to you will develop over time and depend on your individual needs. Details are set out in the *Handbook to the NHS Constitution*.

**The NHS will strive** to inform you about what healthcare services are available to you, locally and nationally. (pledge)

**The NHS will strive** to offer you easily accessible information to enable you to participate fully in your own healthcare decisions and to support you in making choices. This will include information on the quality of clinical services where there is robust and accurate information available. (pledge)

### **Involvement in your healthcare and in the NHS:**

**You have the right** to be involved in discussions and decisions about your healthcare, and to be given information to enable you to do this.

**You have the right** to be involved, directly or through representatives, in the planning of healthcare services, the development and consideration of proposals for changes in the way those services are provided, and in decisions to be made affecting the operation of those services.

**The NHS will strive** to provide you with the information you need to participate effectively to influence the planning and delivery of NHS services. (pledge)

**The NHS will strive** to work in partnership with you, your family and carers. (pledge)

### **Complaint and redress:**

**You have the right** to have any complaint you make about NHS services dealt with efficiently and to have it properly investigated.

**You have the right** to know the outcome of any investigation into your complaint.

**You have the right** to take your complaint to the Health Service Ombudsman where you have exhausted any other rights of appeal or review.

**You have the right** to make a claim for judicial review if you think you have been directly affected by an unlawful NHS decision or action.

**You have the right** to compensation where you have been harmed by negligent treatment.

**The NHS will strive** to ensure that if you make a complaint, you will receive a timely and appropriate response, that any harm you suffered is corrected where possible, and that the organisation learns lessons and puts in place necessary improvements. (pledge)

**The NHS will strive** to ensure that you receive appropriate support and are treated with respect and courtesy throughout the handling of any complaint you make; and the fact that you have complained will not affect your future treatment. (pledge)

## 2b. Patients and the public – your responsibilities

**The NHS belongs to all of us.** There are things that we can all do to help it work effectively and to ensure resources are used responsibly:

**You should** recognise that you can make a significant contribution to your own, and your family's, good health, and take some personal responsibility for it.

**You should** register with a GP practice – the main point of access to NHS care.

**You should** treat NHS staff and other patients with respect and recognise that causing a nuisance or disturbance on NHS premises could result in prosecution.

**You should** provide relevant and accurate information about your health, condition and status.

**You should** keep appointments, or cancel within reasonable time. Receiving treatment within the maximum waiting times may be compromised unless you do.

**You should** follow the course of treatment which you have agreed with your clinician.

**You should** participate in important public health programmes such as vaccination.

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

**You should** give feedback – both positive and negative – about the treatment and care you have received, including any adverse reactions you may have had.

## 3a. Staff – your rights and NHS pledges to you

**It is the commitment, professionalism and dedication of staff** involved in working for the benefit of the people the NHS serves which really make the difference to patients' quality of care and experience.

All staff should have rewarding and worthwhile jobs, with the freedom and confidence to act in the interest of patients. To do this, they need to be trusted, actively listened to and treated with respect at work; to have the tools, training and support to deliver care; and to have opportunities to develop and progress.

Staff have extensive **legal rights**, embodied in general employment and discrimination law. These are summarised in the *Handbook to the NHS Constitution*. In addition, individual contracts of employment contain terms and conditions giving staff further rights.

The rights are there to help ensure that staff:

- have a good working environment with flexible working opportunities, consistent with the needs of patients and with the way that people live their lives;

- have a fair pay and contract framework;
- can be involved and represented in the workplace;
- have safe working conditions free from harassment, bullying and violence;
- are treated fairly, equally and free from discrimination; and
- can raise an internal grievance and if necessary seek redress, where it is felt that a right has not been upheld.

In addition to these legal rights, there are a number of **pledges** which the NHS will strive to deliver.

**The NHS will strive** to provide all staff with well-designed and rewarding jobs that make a difference to patients, their families and carers, and communities. (pledge)

**The NHS will strive** to provide all staff with personal development, access to appropriate training for their jobs, and line management support to succeed. (pledge)

**The NHS will strive** to provide support and opportunities for staff to keep themselves healthy and safe. (pledge)

**The NHS will strive** to engage staff in decisions that affect them and the services they provide, individually and through representatives. All staff will be empowered to put forward ways to deliver better and safer services for patients and their families. (pledge)

## 3b. Staff – your responsibilities

### **All staff have responsibilities to the public, their patients and colleagues.**

Important legal duties are summarised below. The Constitution also includes expectations that reflect how staff should play their part in ensuring the success of the NHS.

**You have a duty** to accept professional accountability and maintain the standards of professional practice as set by the appropriate regulatory body, applicable to your profession or role.

**You have a duty** to take reasonable care of health and safety at work for you and others, and to co-operate with employers to ensure compliance with health and safety requirements.

**You have a duty** to act in accordance with the express and implied terms of your contract of employment.

**You have a duty** not to discriminate against patients or staff and to adhere to equal opportunities and diversity legislation.

**You have a duty** to protect the confidentiality of personal information that you hold.

**You have a duty** to be honest and truthful in applying for a job.

**You should strive** to maintain the highest standards of care and service, taking responsibility not only for the care you personally provide, but also for your wider contribution to the aims of your team and the NHS as a whole.

**You should strive** to take up training and development opportunities provided.

**You should strive** to play your part in improving services for patients, the public and communities.

**You should strive** to contribute to a climate where the truth can be heard and the reporting of, and learning from, errors is encouraged.

**You should strive** to involve patients, their families and carers in the services you provide.

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# NHS values

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**The NHS values have been derived from extensive discussions with staff, patients and the public:**

**Respect and dignity.** We value each person as an individual, respect their aspirations and commitments in life, and seek to understand their priorities, needs, abilities and limits. We take what others have to say seriously. We are honest about our point of view and what we can and cannot do.

**Commitment to quality of care.** We earn the trust placed in us by insisting on quality and striving to get the basics right every time: safety, confidentiality, professional and managerial integrity, accountability, dependable service and good communication. We welcome feedback, learn from our mistakes and build on our successes.

**Compassion.** We find the time to listen and talk when it is needed, make the effort to understand, and get on and do the small things that mean so much – not because we are asked to but because we care.

**Improving lives.** We strive to improve health and well-being and people's experiences of the NHS. We value excellence and professionalism wherever we find it – in the everyday things that make people's lives better as much as in clinical practice, service improvements and innovation.

**Working together for patients.** We put patients first in everything we do, by reaching out to staff, patients, carers, families, communities, and professionals outside the NHS. We put the needs of patients and communities before organisational boundaries.

**Everyone counts.** We use our resources for the benefit of the whole community, and make sure nobody is excluded or left behind. We accept that some people need more help, that difficult decisions have to be taken – and that when we waste resources we waste others' opportunities. We recognise that we all have a part to play in making ourselves and our communities healthier.