



# The NHS Constitution

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# NHS Constitution

Sets out the core values, principles and commitments of the NHS in one place.

# NHS Constitution

Sets out the **rights** to which patients, the public and staff are entitled, and the **pledges** which the NHS is expected to achieve, together with **responsibilities** which the patient, public and staff owe to one another to ensure that the NHS operates fairly and effectively.

# Seven key Pledges and Principles

- The NHS provides a comprehensive service available to all
- Access to NHS services is based on clinical need, not an individual's ability to pay
- The NHS aspires to the highest standards of excellence and professionalism
- NHS services must reflect the needs and preferences of patients, their families and their carers
- The NHS works together across organisational boundaries and in partnership with others
- The NHS is committed to providing best value for money and the most effective, fair and sustainable use of finite resources
- The NHS is accountable to the public, communities and patients that it serves

# Values

- **Respect and dignity**
- **Commitment to quality of care**
- **Compassion**
- **Improving lives**
- **Working together for patients**
- **Everyone counts**

# Your rights and NHS pledges to you

- Access to health services
- Quality of care and environment
- Nationally approved treatments, drugs and programmes
- Respect, consent and confidentiality
- Informed choice
- Involvement in your health care and the NHS
- Complaint and redress

# Your responsibilities

- Make a significant contribution to your own and your families health and wellbeing
- Register with a GP
- Treat NHS staff and other patients with respect
- Provide accurate information
- Keep appointments
- Follow the course of treatment
- Participate in important public health programmes
- Organ donation wishes
- Provide feedback - both positive and negative

# Our Commitment

The Hillingdon Hospital NHS Trust has pledged our support to the principles and values of the NHS Constitution and we are committed to providing service users and our staff with respect, dignity and the highest standards of care