

# The NHS Constitution

## The NHS belongs to us all

### The 7 key 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
- **The NHS aspires to put patients at the heart of everything it does**
- 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 committed to providing best value for taxpayers' 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

#### Patient and public rights and NHS pledges

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

#### Patient and public responsibilities

Taking personal responsibility for good health and well being  
**Registering with a GP practice**  
 Treating NHS staff and patients with respect  
**Providing accurate personal information**  
 Keeping appointments and giving plenty of notice for cancellations  
**Following full courses of treatment**  
 Participation in public health programmes such as vaccination  
**Giving feedback**

#### Staff rights

Good working environment  
**Fair pay and contract framework**  
 Involved and represented in the workplace  
**Healthy and safe working conditions**  
 Treated fairly, equally and free of discrimination  
**Can take complaints about their employer to an Employment Tribunal**  
 Can raise concern about their employer  
**Personal development**

#### Staff Responsibilities

Professional accountability  
**Health and safety**  
 Adhere to terms in contract of employment  
**Not to discriminate against other staff as well as public and patients**  
 Protect confidentiality  
**Maintain high standards of care and service**  
 Take up training and development opportunities  
**Play a role in sustainably improving services**  
 Raise genuine concerns around risk  
**To view the services provided from the standpoint of a patient**