

Consultation with Private Patients and their Representatives

Version Control Sheet

VERSION	DATE OF REVIEW	IMPLEMENTED AND AUDITED BY	STATUS	COMMENTS
4	01/04/2024	Ann Kelly (Registered Manager)	Active	To be reviewed 01/04/2025

Purpose

This policy applies to all healthcare professionals working for Clinical24 Staffing Limited who provide nursing care to private patients within Northern Ireland.

Statement

Clinical24 Staffing Limited is committed to ensuring effective communication and collaboration with private patients and their representatives when delivering nursing care. This policy outlines the procedures for consulting and involving private patients and their representatives to ensure their preferences, needs, and rights are respected, and their input is valued.

Procedure and Guidance

Definitions

Private Patient: An individual receiving nursing care services privately and residing in their own home.

Representative: A person chosen or authorized by the private patient to act on their behalf in matters related to their healthcare.

Communication and Information Sharing

- Introduce yourself and explain your role and purpose to the private patient and their representative.
- Use clear and understandable language when communicating and providing information about the nursing care being provided.
- Offer information, explanations, and options in a manner that respects the private patient's autonomy and ability to make informed decisions.
- Provide written materials, including brochures or informational leaflets, to supplement verbal communication and ensure comprehension.

Respect for Privacy and Dignity

- Maintain the privacy and dignity of the private patient during all consultations, examinations, and interactions.
- Create a safe and comfortable environment that promotes open and honest communication.
- Respect cultural, religious, and personal beliefs, and adapt communication and care practices accordingly.

Seeking Consent

- Obtain informed consent from the private patient or their representative prior to providing any nursing care.
- Ensure the private patient or their representative understands the purpose, risks, benefits, and potential alternatives of the proposed care.
- Document the private patient's or their representative's consent or refusal of treatment in the patient's medical records.

Involving Private Patients and Representatives in Decision-Making

- Involve private patients and their representatives in decisions regarding their nursing care, treatment, goals, and preferences.
- Provide opportunities for private patients and their representatives to discuss and express their concerns, opinions, and preferences.
- Consider the private patient's or their representative's input when developing or modifying care plans.

Patient and Representative Feedback

- Encourage private patients and their representatives to provide feedback on the care and services provided.
- Establish mechanisms for private patients and their representatives to express their satisfaction, concerns, or complaints.
- Act promptly to address any concerns or complaints raised and take appropriate steps to resolve them.

Continuity of Care and Transition

- Collaborate with private patients and their representatives during care transitions to ensure a smooth transfer of services.
- Share relevant information, including care plans and medical records, with healthcare providers involved in the private patient's care upon their consent.
- Provide comprehensive discharge instructions and support to private patients and their representatives to ensure their ongoing well-being and safety.

Training and Education

- Provide regular training and education sessions for healthcare professionals on effective communication and collaboration with private patients and their representatives.
- Support healthcare professionals in developing skills to actively involve patients and representatives in decision-making processes.

Confidentiality and Data Protection


Maintain confidentiality of all private patient information as required by professional standards, legislation, and organizational policies.

Ensure compliance with data protection laws and regulations when handling private patient information.

Review and Revision

This policy will be reviewed annually or as deemed necessary, taking into account any changes in legislation, internal processes, or industry best practices.

Next Review

Reviewed by:	Ann Kelly
Title:	Registered Manager
Signed:	
Last Review Date:	01/04/2024
Actions:	Address Updated

Next Review Date: April 2025