

**The patient's charter : a charter for patients in Wales =Siarter y claf ; siarter i gleifion yng Nghymru / Welsh Office ; Y Swyddfa Gymreig.**

**Contributors**

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1996



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# THE PATIENT'S CHARTER

A CHARTER FOR PATIENTS  
IN WALES



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## THE PATIENT'S CHARTER

The first Patient's Charter for Wales was launched in 1991. It introduced the principles of the Government's Citizen's Charter to the NHS by telling you about your rights and setting high standards of service.

A second edition was published in 1994. It introduced a number of improved standards. This is the third edition of the Patient's Charter. It takes account of a survey of your views on how we can improve our services, for example, by reducing the waiting time in casualty departments and out-patient clinics, and giving clearer information to people in hospital, including details of treatment. It sets higher standards and builds on the success of the first two editions of the Charter.

### **Our performance in 1995**

In 1995, our performance against the following standards was as good as, or better than, our performance in 1994.

- We are meeting all the guarantees we made about how long people would have to wait to go into hospital.
- Over 9 out of 10 patients are assessed by a doctor or a nurse within a short time of arriving at a casualty department.
- Over 9 out of 10 patients who need to go into the main hospital from casualty are given a bed within 2 hours.
- 9 out of 10 patients are seen within half an hour of their out-patient appointment times.
- 19 out of 20 emergency ambulances arrive within the target times.
- Patients are receiving priority treatment if we cancel their operations at the last minute.
- 11 NHS Wales organisations have been awarded the Charter Mark for outstanding service (in 1994, 4 NHS Wales organisations gained the Charter Mark).

## A COMMITMENT TO YOUR CARE

The NHS provides services to meet your needs and expectations, whatever your age or ability to pay.

### **You can expect the following:**

- To be treated with care, consideration and respect.
- To have the right service at the right time and place.
- To discuss and help to decide the care and treatment that's right for you.
- To decide whether you want to take part in medical research or in the training of medical students.
- Your relatives and friends to be kept in touch with how your treatment is going, if this is what you want.
- To be given information, as far as possible in English and Welsh.
- All staff employed by the NHS to wear name badges.

### **Extra help**

There is extra help available for you if you need it. For example, people with special needs are entitled to help when they are dealing with the NHS, including having someone to speak for them when necessary.

## YOU AND YOUR DOCTOR

You have the **right** to:

- be registered with a family doctor and to change to another doctor if you want to;
- a health check:
  - when you join a doctor's patient list; and
  - if you are between 16 and 74 and you have not seen your doctor for 3 years;
- have a home visit and health check every year if you are over 75 years old;
- be seen by a hospital consultant you are happy with, if your doctor thinks you need to be referred;
- be referred for a second opinion if you and your doctor agree that this is necessary; and
- see your health records, which should be kept confidential within the NHS.

### **In an emergency you have the right to receive:**

medical care at any time, through your family doctor, the emergency ambulance service or a hospital casualty department.

## **Your family doctor's practice charter**

More and more family doctors are producing their own charters for their patients. A year ago, one in six practices in Wales had a charter. Now, well over half of them have a charter. Practice charters tell you about the services the practice provides. They may explain:

- how to make appointments;
- ways to help you look after your health;
- how to get repeat prescriptions; and
- how to make suggestions for improving services.

You can help your local practice by only calling your doctor out at night **if you are sure** that you or a member of your family cannot reasonably wait until the following day to see him or her.

## YOU AND YOUR DENTIST

If you are registered with an **NHS dentist**, you have the right to:

- ask for and be given a treatment plan setting out the treatment your dentist thinks you need and the estimated cost of the treatment if you have to pay for it; and
- receive advice in an **emergency**, and treatment if necessary.

**If you are not registered with an NHS dentist your local health authority will provide:**

- the names and addresses of NHS dentists in your area; and
- advice on local arrangements for emergency treatment.

**If you are referred to a hospital specialist** you will receive an acknowledgement of the referral within 14 working days.



## YOU AND YOUR OPTICIAN

If you go to an **optician** you can expect he or she will:

- tell you whether you can get an NHS eye test and about vouchers towards the cost of glasses or contact lenses;
- offer you an eye test which includes checks for any disease or abnormality, as well as checking your sight; and
- refer you to your doctor if you need any medical treatment or another examination.

**If you need glasses, immediately after your eye test the optician must give you a prescription which you can use to get your glasses. You can take this to any optician of your choice.**

**If your optician fits you with contact lenses you can expect he or she will:**

- tell you how much they will cost, how to use them and how to look after them; and
- give you follow-up care for at least six months, and tell you how often they should see you afterwards.

## YOU AND YOUR PHARMACIST

You have the **right** to:

- decide which pharmacy to take your prescriptions to; and
- have your prescription dealt with quickly.

You can **expect** the pharmacist to:

- give you your medicines and any materials and equipment in suitable containers with clear instructions on the labels about how to use them; and
- explain the instructions to you if you are not sure how to take your medicine or use your materials or equipment.

You can see a pharmacist without an **appointment**. You may have to wait at busy times of the day, but you should be told what is causing the delay, and when your prescription will be ready.

There should be information on the pharmacy door or window to tell you how to get prescriptions when the pharmacy is closed. Local newspapers normally give this information too.

If a medicine or materials or equipment is not in stock your pharmacist should tell you when it will be available. If you prefer, you should be able to have the prescription back, so you can go to another pharmacy.

## HOSPITAL SERVICES

### **National guarantees about hospital waiting times**

The national waiting times for hospital treatment are as follows:

- You will receive urgent hospital treatment within a month.
- You will receive treatment which isn't urgent within 2 years of being referred by your doctor.
- You will receive a hip or knee replacement or a cataract operation within 18 months of being referred by your doctor.
- You will receive a coronary artery by-pass (or similar treatment for blocked coronary arteries) within a year of being diagnosed as needing one.

**New**  
from  
April 1996

These guarantees include the waiting time for your first appointment as an out-patient at the hospital. You should have this appointment within 6 months of your doctor referring you.

**Most patients will be seen well within these times. The guarantees give the maximum times you should have to wait.**

### **Standards for hospital services in Wales**

#### **Accident and emergency and casualty departments**

- A doctor or nurse should see you within 10 minutes to judge how urgent your problem is. They will:
  - ask you about the problem;
  - examine you;
  - give you any first-aid treatment you need; and
  - talk to you about what will happen while you are in the department.

- If you need to be taken in to the main hospital you should be given a hospital bed within 2 hours.

Whether or not you are admitted:

**New**  
from  
April 1996

- You should not normally have to spend longer than 4 hours in the accident and emergency or casualty department.

### **Out-patients clinic**

- You should not normally have to wait more than 6 months for a first appointment.
- You should be seen within 30 minutes of your appointment time.

**If you have to go into hospital, you can expect the following:**

**New**  
from  
April 1996

- You should be given written information about hospital facilities, for example, visiting times, catering services and security, before or when you go into hospital. It is good practice for the written information you receive to include details of your treatment.
- From April 1996, hospitals should set local standards for catering which will offer patients a choice of meal and portion sizes, suitable for all diets.

**New**  
from  
April 1996

- Except in emergencies, you have the **right** to know before you go into hospital whether you will be cared for in a single-sex or mixed-sex ward. In most cases, you can expect a single-sex washroom and toilet. If you would prefer to be cared for in a single-sex ward or single-sex bay area in a larger ward (which is just as private as a single-sex ward) the hospital will respect your wishes if possible.
- Your operation should not be cancelled at the last minute for reasons which have nothing to do with your medical condition. If it is, you should have your operation within one month.

- You should have your own nurse, midwife or health visitor who will explain how they will make sure you get the care and information you need.
- Before you leave hospital, you should be given written details of any care the NHS will arrange and pay for, and any social care which has been arranged.
- You should also be given the name of someone you can contact to discuss any care you need after you leave hospital.

**The standards in this charter apply to children and adults.**

**If your child has to go into hospital:**

- he or she should be cared for on a children's ward, unless there are very special circumstances; and
- you should be able to stay close to where he or she is being treated.

A special Patient's Charter for Children and Young People will be published early in 1996. Call freefone 0800 66 55 44 for your free copy.

If you need an **emergency ambulance** it should arrive within:

- 14 minutes in a built-up area;
- 18 minutes in a rural area; and
- 21 minutes in a more remote area.

## COMMUNITY SERVICES

If you need to see a nurse, midwife or health visitor:

- they will agree an appointment with you within 2 days of your asking; and
- they will visit you within an hour of the appointment time.

Occasionally, they will not be able to keep the appointment because of an emergency. If this happens they will contact you quickly and make a new appointment.

### Community care charters

The NHS will be working with local authorities to produce local community care charters. These charters will show the standards of service you can expect from health services and local authority community care services.

## MENTAL HEALTH SERVICES

**New**  
from  
April 1996

- If you have a serious mental health problem you will be encouraged to work with a carer of your choice and your local community mental health team, to agree a plan to help you get the care and support you need. You can keep a copy of this plan.

## WHAT TO DO IF YOU HAVE A PROBLEM

If you have a complaint about any NHS service, please discuss it first with the people who provide the service – your doctor, hospital, community nurse or health centre.

If you want to follow up a complaint about hospital or community services, contact the Chief Executive of the hospital involved.

**If you make a complaint about a hospital, you can expect:**

- an acknowledgement within 2 working days; and
- a full reply within 4 weeks. If the investigation takes longer, you should be told the reason for the delay and be kept informed about what is happening.

If you want to follow up a complaint about your doctor, dentist, optician or pharmacist, contact the branch of your local health authority which deals with family health services.

**If you are not satisfied with the response you receive**, ask the Health Service Commissioner (the Health Ombudsman) to take up your case. Phone him on 01222 394621.

You can contact your local Community Health Council for help and advice at any time. The number is in Yellow Pages.

New  
from  
April 1996

## HOW YOU CAN HELP THE NHS

The NHS in Wales is committed to meeting your healthcare needs and continuously improving the quality of its services to patients.

How you can help the NHS to help you:

- Try to find out about your health or medical condition. Ask questions so that when you make decisions, you have a better understanding of what is involved and what the choices are.
- Tell your doctor, dentist and hospital if you change your name, address or phone number.
- Tell your doctor, dentist or hospital as soon as possible if you cannot keep an appointment. They may be able to see someone else in your place.
- Return equipment such as wheelchairs, crutches, walking sticks or frames when you no longer need them.
- Let your local doctor, dentist, optician or pharmacist know what services are working well and what you think they need to improve.
- Give blood regularly. Phone 0345 711711 to find out how to give blood in your area.
- Fill in an organ donor card and always carry it with you.
- Only call your doctor out at night if it really cannot wait until the following day.

**If you think your local hospital, community trust or doctor's practice is doing a really good job and you would like to nominate them for a Charter Mark award, write to:**

**The Charter Mark Awards  
Citizen's Charter Unit  
Cabinet Office, Horse Guards Road  
London, SW1P 3AL**



## MORE INFORMATION

### **National performance tables**

NHS performance tables are published every year. These tables show how health services across Wales are performing. They give a selection of important areas of hospital and ambulance performance (often those which concern people most, such as waiting times for treatment and cancelled operations). They can help you and your doctor make decisions about your healthcare.

Call Health Information Wales on 0800 66 55 44 for a free copy of the tables.

### **Local charters**

Health authorities are also agreeing local patient's charters with hospitals, community services, mental health services and ambulance services.

Your health authority publishes information about performance against these local charters.

**For more information call  
Health Information Wales  
on freefone 0800 66 55 44**

The line is open from 9am until 5pm Monday to Friday. There is an answerphone service outside these hours.

Phone the helpline for information on:

- what services the NHS provides;
- local standards and how authorities perform against them;
- waiting times for hospital treatment; and
- self-help healthcare groups.

## GIFT OF LIFE

Transplants are now so successful that more and more patients could benefit from one. Many patients, who could lead normal and active lives, still die while they are waiting for a transplant because there are not enough donors.

Becoming an organ donor has never been easier. Many people still carry a donor card, but this isn't the only way emergency services can tell if you are willing to donate your organs.

The NHS Organ Donor Register, based at the UK Transplant Support Services Authority in Bristol, contains the names and addresses of two million people who are willing to donate their organs if they die.

To register as a donor, fill in the organ donor form and send it to the address given on the form.

Your details will be registered on the centre's computer. **You could help to save lives.**

# GIFT OF LIFE

## Use this form to register as an organ donor

When I die, I would like my organs to be used to treat other people. Please put my name on the NHS Organ Donor Register.

Please fill in all the details carefully and clearly. If you change your mind, you can write to the address below and ask for your name to be taken off the register.

*(Please print clearly and tick the appropriate boxes)*

Surname

First names

Date of birth

Male

Female

Your Address  
and Postcode

After my death, I would like the following parts of my body to be used to treat other people:

any part of my body  or

my Kidneys

my Heart

my Liver

my Corneas

my Lungs

my Pancreas

Your signature

Date

Thank you from the people you may help by donating your organs.

**The NHS Organ Donor  
Register,  
PO Box 14, Patchway,  
Bristol BS12 6XR**



# RHODD BYWYD



## Defnyddiwch y ffurflen hon i gofrestru fel cyflwynwr organau

Pan fyddaf yn marw, hoffwn i'm horganau gael eu defnyddio i drin pobl eraill. Byddwch cystal â rhoi f'enw ar Gofrestr Cyflwyno Organau'r NHS.

Llenwch yr holl fanylion yn ofalus ac yn glir. Os byddwch yn newid eich meddwl, gallwch ysgrifennu i'r cyfeiriad isod a gofyn am dynnu'ch enw oddi ar y gofrestr.

*(Printiwch yn glir a thiciwch y blychau priodol)*

Cyfenw

Enwau cyntaf

Dyddiad geni

Gwryw

Benyw

Eich Cyfeiriad

a'ch Cod post

Ar ôl i mi farw, hoffwn i'r rhannau canlynol o'm corff gael eu defnyddio i drin pobl eraill:

unrhyw ran o'm corff  neu

f'arennau  fy nghalon  fy iau

fy nghorneau  f'ysgyfaint  fy mhancreas

Eich llofnod

Dyddiad

Diolch i chi ar ran y bobl y gallech eu helpu drwy gyflwyno'ch organau.

**Cofrestr Cyflwyno  
Organau'r NHS,  
Blwch Post 14, Patchway,  
Bryste BS12 6XR**

**Cofrestr Cyflwyno  
Organau'r  
NHS**



## RHODD BYWYD

Erbyn hyn mae trawsblaniadau mor llwyddiannus nes y gallai mwy a mwy o gleifion fanteisio drwy gael un. Mae llawer o gleifion, a allai fyw bywyd normal a gweithgar, yn dal i farw wrth ddisgwyl am drawsblaniad am nad oes digon o gyflwynwyr organau ar gael.

Nid yw erioed wedi bod yn haws cyflwyno organau. Mae llawer o bobl yn dal i gario cerdyn cyflwyno, ond nid dyna'r unig ffordd i'r gwasanaethau brys ddweud a ydych yn fodlon cyflwyno'ch organau.

Mae Cofrestr Cyflwynwyr Organau'r NHS, a leolir yn Awdurdod Gwasanaethau Cymorth Trawsblaniadau'r DU ym Mryste, yn cynnwys enwau a chyfeiriadau dwy miliwn o bobl sy'n fodlon cyflwyno'u horganau os byddant yn marw.

I gofrestru fel cyflwynwr, llenwch y ffurflen cyflwyno organau a'i hanfon i'r cyfeiriad a welir ar y ffurflen.

Caiff eich manylion eu cofrestru ar gyfrifiadur y ganolfan. **Fe allech chi helpu i arbed bywydau.**

## **RHAGOR O WYBODAETH**

### **Tablau perfformiad cenedlaethol**

Caiiff tablau perfformiad yr NHS eu cyhoeddi bob blwyddyn. Mae'r rhain yn dangos sut mae'r gwasanaethau iechyd ledled Cymru'n perfformio. Maent yn cynnig detholiad o feysydd pwysig o berfformiad ysbytai ac ambiwlansys (sef yn aml y rhai sydd o'r pwys pennaf i bobl, fel amserau aros am driniaeth a llawdriniaethau wedi'u dileu). Gallant eich helpu chi a'ch meddyg i wneud penderfyniadau ar eich gofal iechyd.

Galwch Cyswllt Iechyd Cymru ar 0800 66 55 44 i gael copi o'r tablau am ddim.

### **Siarteri lleol**

Mae awdurdodau iechyd wrthi yn cytuno ar siarteri cleifion lleol hefyd gydag ysbytai, gwasanaethau cymunedol, gwasanaethau iechyd meddwl a gwasanaethau ambiwlans.

Mae eich awdurdod iechyd yn cyhoeddi gwybodaeth am y perfformiad yn erbyn y siarteri lleol hyn.

**I gael rhagor o wybodaeth galwch**

**Cyswllt Iechyd Cymru  
ar freefone 0800 66 55 44**

Mae'r llinell ar agor o 9am tan 5pm dydd Llun i ddydd Gwener. Mae yna wasanaeth peiriant ateb y tu allan i'r oriau hyn.

Galwch y llinell gymorth i gael gwybodaeth:

- am ba wasanaethau y mae'r NHS yn eu darparu;
- am safonau lleol a pherfformiad awdurdodau yn erbyn y rhain;
- am amserau aros am driniaeth ysbyty; ac
- am grwpiau gofal iechyd hunan-gymorth.

## SUT Y GALLWCH CHITHAU HELPU'R NHS

Mae'r NHS yng Nghymru wedi ymroi i ddiwallu'ch anghenion o ran gofal iechyd, a gwella'n barhaus ar ansawdd ei wasanaethau i gleifion.

Sut y gallwch chithau helpu'r NHS i'ch helpu chi:

- Ceisiwch fod yn wybodus am eich iechyd neu'ch cyflwr meddygol. Gofynnwch gwestiynau fel bod gennych well dealltwriaeth o'r hyn sydd o dan sylw a beth yw'r dewisiadau wrth i chi wneud penderfyniadau.
- Rhowch wybod i'ch meddyg, eich deintydd a'ch ysbyty os byddwch yn newid eich enw, eich cyfeiriad neu'ch rhif ffôn.
- Rhowch wybod i'ch meddyg, eich deintydd neu'ch ysbyty cyn gynted â phosibl os na allwch gadw apwyntiad. Efallai y gallant weld rhywun arall yn eich lle chi.
- Dychwelwch offer megis cadeiriau olwynion, ffyn baglau, ffyn neu fframiau cerdded pan na fydd arnoch eu hangen mwyach.
- Gadewch i'ch meddyg, eich deintydd, eich optegydd neu'ch fferyllydd lleol wybod pa wasanaethau sy'n gweithio'n dda a'r hyn y credwch fod angen iddynt ei wella.
- Rhowch waed yn rheolaidd. Galwch 0345 711711 i gael gwybod sut i roi gwaed yn eich ardal chi.
- Llenwch gerdyn cyflwyno organau a'i gario gyda chi bob amser.
- Peidiwch â galw'ch meddyg allan yn y nos oni bai nad oes modd aros tan trannoeth.

**Os ydych yn meddwl bod eich ysbyty lleol, eich ymddiriedolaeth gymunedol, neu bractis eich meddyg yn gwneud gwaith gwirioneddol dda ac os hoffech eu henwebu am ddyfarniad Nod Siarter, ysgrifennwch at:**

**Dyfarniadau Nod Siarter  
Uned Siarter y Dinesydd  
Swyddfa'r Cabinet, Horse Guards Road  
Llundain, SW1P 3AL**

## BETH I'W WNEUD OS CEWCH BROBLEM

Os oes gennych gwyn am unrhyw un o wasanaethau'r NHS, byddwch cystal â'i thrafod yn gyntaf gyda'r bobl sy'n darparu'r gwasanaeth – eich meddyg, eich ysbyty, eich nyrs cymunedol neu'ch canolfan iechyd.

Os hoffech barhau â chwyn am wasanaethau'r ysbyty neu wasanaethau cymunedol, cysylltwch â Phrif Weithredwr yr ysbyty o dan sylw.

### **Os byddwch yn gwneud cwyn am ysbyty, gallwch ddisgwyl:**

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- cydnabyddiaeth o fewn 2 ddiwrnod gwaith; ac
- ymateb llawn o fewn 4 wythnos. Os bydd yr ymchwiliad, yn cymryd mwy, dylech gael gwybod am y rheswm dros ohirio a chael gwybodaeth gyson am beth sy'n digwydd.

Os hoffech barhau â chwyn am eich meddyg, eich deintydd, eich optegydd neu'ch fferylllydd, cysylltwch â'r gangen o'ch awdurdod iechyd lleol sy'n ymdrin â gwasanaethau iechyd teulu.

**Os na fyddwch yn fodlon ar yr ymateb a gewch,** gofynnwch i Gomisiynydd y Gwasanaeth Iechyd (yr Ombwdsmon Iechyd) ymgymryd â'ch achos. Ffoniwch ef ar 01222 394621.

Cewch gysylltu â'ch Cyngor Iechyd Cymdeithas lleol i gael cymorth a chyngor ar unrhyw adeg. Mae'r rhif yn y Tudalennau Melyn.



## GWASANAETHAU CYMUNEDOL

Os oes angen i chi weld nyrs, bydwraig neu ymwelydd iechyd:

- byddant yn cytuno ar apwyntiad gyda chi cyn pen 2 ddiwrnod ar ôl i chi ofyn; a
- byddant yn ymweld â chi o fewn awr o amser yr apwyntiad.

O bryd i'w gilydd, ni fydd modd iddynt gadw'r apwyntiad oherwydd achos brys. Os digwydd hyn, byddant yn cysylltu â chi'n gyflym i drefnu apwyntiad newydd.

### **Siarteri gofal cymunedol**

Bydd yr NHS yn gweithio gyda'r awdurdodau lleol i gynhyrchu siarteri gofal cymunedol lleol. Bydd y rhain yn dangos y safonau gwasanaeth y gallwch eu disgwyl oddi wrth wasanaethau iechyd a gwasanaethau gofal cymunedol yr awdurdodau lleol.

## GWASANAETHAU IECHYD MEDDWL

- Os oes gennych broblem iechyd meddwl ddifrifol, cewch eich annog i weithio gyda gofalwr o'ch dewis a'ch tîm iechyd meddwl cymunedol lleol, i gytuno ar gynllun i'ch helpu i gael y gofal a'r gefnogaeth y mae arnoch eu hangen. Fe gewch gadw copi o'r cynllun.

- Ni ddylai'ch llawdriniaeth gael ei dileu ar y funud olaf am resymau nad ydynt yn gysylltiedig â'ch cyflwr meddygol. Os digwydd hyn, dylech gael eich llawdriniaeth o fewn mis.
- Dylech gael eich nyrs, eich bydwraig neu'ch ymwelydd iechyd eich hun a fydd yn esbonio sut y gwnânt yn siŵr y cewch y gofal a'r wybodaeth y mae arnoch eu hangen.
- Cyn ymadael â'r ysbyty, dylech gael manylion ysgrifenedig am unrhyw ofal y bydd yr NHS yn ei drefnu ac yn talu amdano, ac unrhyw ofal cymdeithasol sydd wedi'i drefnu.
- Dylech gael enw rhywun hefyd i gysylltu â hwy i drafod unrhyw ofal y bydd arnoch ei angen ar ôl ymadael â'r ysbyty.

**Mae'r safonau yn y siarter hon yr un mor gymwys i blant ag i oedolion.**

**Os bydd rhaid i'ch plentyn fynd i'r ysbyty:**

- dylai gael gofal mewn ward blant, oni bai bod yna amgylchiadau arbennig iawn; a
- dylech allu aros yn agos i'r fan lle mae'ch plentyn yn cael triniaeth.

Caiff Siarter Claf arbennig ar gyfer Plant a Phobl Ifanc ei chyhoeddi yn gynnar ym 1996. Galwch freefone 0800 66 55 44 i gael eich copi chithau am ddim.

Os oes arnoch angen **ambiwlans brys**, dylai hwnnw gyrraedd o fewn:

- 14 munud mewn ardal adeiledig;
- 18 munud mewn ardal wledig; ac
- 21 funud mewn ardal fwy anghysbell.

- yn rhoi unrhyw gymorth cyntaf y mae arnoch ei angen; ac
- yn siarad â chi am beth fydd yn digwydd tra byddwch yn yr adran.
- Os bydd angen eich derbyn i'r prif ysbyty, dylech gael gwely yn yr ysbyty o fewn 2 awr.

P'un a gewch eich derbyn ai peidio:

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- Ni ddylai fod rhaid i chi dreulio mwy na 4 awr yn yr adran ddamweiniau neu achosion brys fel rheol.

### **Clinig cleifion allanol**

- Ni ddylai fod rhaid i chi aros fel rheol am fwy na 6 mis am apwyntiad cyntaf.
- Dylech gael eich gweld o fewn 30 munud o amser eich apwyntiad.

### **Os oes rhaid i chi fynd i mewn i'r ysbyty, cewch ddisgwyl y canlynol:**

Newydd  
o  
Ebrill 1996

- Dylech gael gwybodaeth ysgrifenedig am gyfleusterau'r ysbyty, er enghraifft, amserau ymweld, gwasanaethau arlwyo a diogelwch, cyn i chi fynd neu wrth i chi fynd i mewn i'r ysbyty. Mae'n arfer dda i'r wybodaeth ysgrifenedig a gewch gynnwys manylion am eich triniaeth.
- O Ebrill 1996 ymlaen, dylai ysbytai bennu safonau lleol ar gyfer arlwyo a fydd yn cynnig dewis i gleifion o brydau a dewis o ran faint a gânt, yn addas i bob deiet.

Newydd  
o  
Ebrill 1996

- Ac eithrio mewn achosion brys, mae gennych **hawl** i gael gwybod cyn mynd i'r ysbyty a gewch chi ofal mewn ward un-rhyw neu ward gymysg. Ran amlaf, cewch ddisgwyl ystafell ymolchi un-rhyw a thoiled un-rhyw. Os byddai'n well gennych gael gofal mewn uned un-rhyw neu gilfach un-rhyw mewn ward fawr (sydd yr un mor breifat â ward un-rhyw), bydd yr ysbyty'n parhau'ch dymuniadau os oes modd.

## GWASANAETHAU YSBYTY

### Gwarantau cenedlaethol ynghylch amserau aros ysbytai

Dyma'r amserau aros cenedlaethol ar gyfer triniaeth ysbyty:

- Cewch driniaeth frys yn yr ysbyty o fewn mis.
- Cewch driniaeth nad yw'n driniaeth frys o fewn 2 flynedd ar ôl cael eich atgyfeirio gan eich meddyg.
- Cewch glun neu ben-glin newydd neu lawdriniaeth ar bilen ar y llygad o fewn 18 mis ar ôl i'ch meddyg eich atgyfeirio.
- Cewch lawdriniaeth impio i osgoi rhydweli'r galon (neu driniaeth debyg ar rydwelïau'r galon sydd wedi'u cau) cyn pen y flwyddyn ar ôl y diagnosis bod angen un arnoch.

Newydd  
o  
Ebrill 1996

Mae'r gwarantau hyn yn cynnwys yr amser aros am eich apwyntiad cyntaf fel claf allanol yn yr ysbyty. Dylech gael yr apwyntiad cyn pen 6 mis ar ôl cael eich atgyfeirio gan eich meddyg.

**Gwelir y mwyafrif o gleifion ymhell o fewn yr amserau hyn, sef yr amserau hiraf y dylai fod yn rhaid i chi ddisgwyl.**

### Safonau gwasanaethau ysbyty yng Nghymru

#### Adrannau Damweiniau ac Achosion Brys:

- Dylai meddyg neu nyrs eich gweld o fewn 10 munud i weld beth yw'r brys ynglŷn â'ch problem. Fe fyddant:
  - yn eich holi ynglŷn â'r broblem;
  - yn eich archwilio;

## CHI A'CH FFERYLLYDD

Mae gennych **hawl**:

- i benderfynu i ba fferyllfa yr hoffech gymryd eich presgripsiynau; ac
- i gael eich presgripsiwn wedi'i drafod yn gyflym.

Cewch **ddisgwyl** i'r fferyllydd:

- roi'ch moddion neu'ch ffisig ac unrhyw ddeunyddiau ac offer mewn cynwysyddion addas gyda chyfarwyddiadau clir ar y label ar sut i'w defnyddio; ac
- esbonio'r cyfarwyddiadau i chi os nad ydych yn siŵr sut i gymryd eich moddion neu'ch ffisig neu sut i ddefnyddio'ch deunyddiau neu'ch offer.

Cewch weld fferyllydd heb **apwyntiad**. Gall fod rhaid i chi aros ar adegau prysur o'r dydd, ond dylech gael gwybod am achos yr oedi a phryd y bydd eich presgripsiwn yn barod.

Dylai fod gwybodaeth ar ddrws y fferyllfa neu yn y ffenestr i ddweud sut i gael presgripsiynau pan fydd y fferyllfa ar gau. Fel rheol mae'r papurau lleol yn rhoi'r wybodaeth hon hefyd.

Os nad oes moddion neu ddeunyddiau neu offer ar gael yn y stoc, dylai'ch fferyllydd ddweud pryd y byddant ar gael. Os yw'n well gennych, dylai fod modd i chi gael y presgripsiwn yn ôl, er mwyn mynd i fferyllfa arall.

## CHI A'CH OPTEGYDD

Os ewch i weld **optegydd**, cewch ddisgwyl i hwnnw neu honno:

- ddweud a allwch gael prawf llygaid NHS ac am dalebau tuag at gost sbectol neu lensys cyffwrdd;
- cynnig prawf llygaid i chi, gan gynnwys chwilio am unrhyw glefyd neu annormaledd, yn ogystal â phrofi'ch golwg; a hefyd
- eich atgyfeirio at eich meddyg os oes arnoch angen unrhyw driniaeth feddygol neu archwiliad arall.

**Os oes angen sbectol arnoch, yn union ar ôl eich prawf llygaid, rhaid i'ch optegydd roi presgripsiwn i chi y gallwch ei ddefnyddio i gael eich sbectol. Cewch fynd â'r presgripsiwn at unrhyw optegydd a ddewiswch.**

**Os bydd eich optegydd yn eich ffitio â lensys cyffwrdd, cewch ddisgwyl iddynt:**

- ddweud faint y byddant yn ei gostio, sut i'w defnyddio a sut i ofalu amdanynt; a
- rhoi gofal i chi wedyn am o leiaf chwe mis, a dweud pa mor aml y dylent eich gweld wedyn.

## CHI A'CH DEINTYDD

Os ydych wedi'ch cofrestru gyda **deintydd NHS**, mae gennych hawl:

- i ofyn am a chael cynllun triniaeth sy'n nodi'r driniaeth y mae'ch deintydd yn credu bod arnoch ei hangen, ac amcangyfrif o gost y driniaeth os oes rhaid i chi dalu; ac
- i gael cyngor mewn **achos brys**, a thriniaeth os oes ei hangen.

**Os nad ydych wedi'ch cofrestru gyda deintydd NHS bydd eich awdurdod iechyd lleol yn darparu:**

- enwau a chyfeiriadau deintyddion NHS yn eich ardal; a
- chynghor ar y trefniadau lleol ynglŷn â thriniaeth frys.

**Os cewch eich atgyfeirio at arbenigydd ysbyty**, byddwch yn cael cydnabyddiaeth o'r atgyfeiriad o fewn 14 diwrnod gwaith.

## **Siarter practis eich meddyg teulu**

Mae mwy a mwy o feddygon teulu yn cynhyrchu eu siarteri eu hunain i'w cleifion. Flwyddyn yn ôl, yr oedd siarter gan un o bob chwech o bractisau Cymru. Bellach mae siarter gan ymhell dros eu hanner. Mae siarteri practisau'n dweud wrthyhych am y gwasanaethau sy'n cael eu darparu gan y practis. Gallant esbonio:

- sut i wneud apwyntiadau;
- ffyrdd i'ch helpu i ofalu am eich iechyd;
- sut i gael presgripsiynau mynych; a
- sut i wneud awgrymiadau i wella gwasanaethau.

Gallwch helpu'ch practis lleol drwy beidio â galw'ch meddyg allan yn y nos **oni bai eich bod yn siŵr** nad yw'n rhesymol i chi neu aelod o'ch teulu aros tan trannoeth i weld y meddyg.



## CHI A'CH MEDDYG

Mae gennych **hawl**:

- i gael eich cofrestru gyda meddyg teulu ac i newid i feddyg arall os dymunwch;
- i gael archwiliad iechyd:
  - wrth ymuno â rhestr meddyg; ac
  - os ydych rhwng 16 a 64 oed a heb weld eich meddyg ers 3 blynedd;
- i gael ymweliad gartref ac archwiliad iechyd bob blwyddyn os ydych yn fwy na 75 oed;
- i gael eich gweld gan ymgynghorydd ysbyty sy'n dderbyniol i chi, os bydd eich meddyg yn credu bod angen eich atgyfeirio at un;
- i gael eich atgyfeirio am ail farn os cytunwch chi a'ch meddyg fod angen hynny; ac
- i gael gweld eich cofnodion iechyd, a ddylai gael eu cadw'n gyfrinachol o fewn yr NHS.

**Mewn achos brys mae gennych hawl i gael:**

gofal meddygol ar unrhyw adeg, drwy eich meddyg teulu, gwasanaeth brys ambiwlans neu adran ddamweiniau ysbyty.

## YMRODDIAD I OFALU AMDANOCH CHI

Mae'r NHS yn darparu gwasanaethau i fodloni'ch anghenion a'ch disgwyliadau, ni waeth beth fo'ch oedran neu'ch gallu i dalu.

### **Cewch ddisgwyl y canlynol:**

- Cael eich trin â gofal, ystyriaeth a pharch.
- Cael y math cywir o wasanaeth ar yr adeg gywir ac yn y man cywir.
- Trafod a helpu i benderfynu'r gofal a'r driniaeth sy'n iawn i chi.
- Penderfynu a ydych am gymryd rhan mewn ymchwil feddygol neu mewn hyfforddiant i fyfyrwyr meddygol ai peidio.
- Y caiff eich perthnasau a'ch cyfeillion wybod sut mae'ch triniaeth yn dod ymlaen, os dyna'ch dymuniad.
- Cael gwybodaeth, yn Gymraeg a Saesneg cyn belled â phosibl.
- I'r holl staff a gyflogir gan yr NHS wisgo bathodynau enw.

### **Cymorth ychwanegol**

Mae cymorth ychwanegol ar gael os oes arnoch ei angen. Er enghraifft, mae gan bobl ag anghenion arbennig hawl i gael cymorth wrth ymdrin â'r NHS, gan gynnwys cael rhywun i siarad ar eu rhan pan fo'i angen.

## SIARTER Y CLAF

Lansiwyd Siarter gyntaf y Claf yng Nghymru ym 1991. Cyflwynodd egwyddorion y Llywodraeth yn Siarter y Dinesydd i'r NHS drwy ddweud wrthyhych am eich hawliau a thrwy bennu safonau uchel o wasanaeth.

Cyhoeddwyd ail argraffiad ym 1994. Cyflwynodd hwnnw nifer o safonau uwch. Dyma drydydd argraffiad Siarter y Claf. Mae'n cymryd i ystyriaeth arolwg o'ch barn chi ar sut y gallwn ni wella ar ein gwasanaethau, er enghraifft drwy leihau'r amser aros mewn adrannau damweiniau a chlinigau cleifion allanol, a rhoi gwybodaeth gliriach i bobl yn yr ysbyty, gan gynnwys manylion triniaeth. Mae'n pennu safonau uwch ac yn adeiladu ar lwyddiant y ddau argraffiad cyntaf o'r Siarter.

### Ein perfformiad ym 1995

Ym 1995, yr oedd ein perfformiad yn erbyn y safonau canlynol o leiaf cystal â'n perfformiad ym 1994, ac weithiau'n well.

- Yr ydym yn cadw pob gwarant a roesom am faint o amser y byddai'n rhaid i bobl aros cyn mynd i mewn i'r ysbyty.
- Mae dros 9 o bob 10 o gleifion yn cael eu hasesu gan feddyg neu nyrs o fewn cyfnod byr ar ôl cyrraedd adran ddamweiniau.
- Mae dros 9 o bob 10 o gleifion y mae angen iddynt fynd i'r prif ysbyty o'r adran ddamweiniau yn cael gwely o fewn 2 awr.
- Mae 9 o bob 10 o gleifion yn cael eu gweld o fewn hanner awr o amser eu hapwyntiadau cleifion allanol.
- Mae 19 o bob 20 o ambiwlansys brys yn cyrraedd o fewn y targedau amser.
- Mae cleifion yn cael triniaeth fel blaenoriaeth os byddwn yn dileu eu llawdriniaethau ar y funud olaf.
- Mae 11 o gyrff NHS Cymru wedi cael y Nod Siarter am wasanaeth rhagorol (ym 1994, 4 o gyrff NHS Cymru a enillodd y Nod Siarter).



**I GAEL RHAGOR O WYBODAETH  
FFONIWCH CYSWLLT IECHYD  
CYMRU AR FREEFONE  
0800 66 55 44**

1996



Y SWYDDEFA GYMREIG

# SIARTER Y CLAF

## SIARTER I GLEIFION YNG NGHYMRU



GWELLA GWASANAETH

