**Patient Charter for the rights of good treatment and care for people with schizophrenia – questionnaire**

GAMIAN-Europe (the European Mental Health Patient Association) is developing a Patient Charter for people with schizophrenia. At present there is no specific Charter that sets out the rights, expectations and standards for mental health services/care from the patients’ perspective.

The first part of this questionnaire lists themes discussed in the first working group meeting that took place 20 November 2018 with a range of patient representatives from several European countries; and themes covered in related literature, such as the WHO European Mental Health Action Plan.

The second part includes a table for you to list any other themes you consider important to include in the Patient Charter not listed in Part One. If you have any questions you can contact: Chiara Samele (email: informedthinking@gmail.com)

**Part One**

Please indicate which themes you think should be included in the Patient Charter by ticking one item in the third column.

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| **Theme** | **Explanation of the theme** | **Please tick one:** |
| 1. Advocacy and the right to an advocate | Having someone to help express the views and opinions of patients is important to ensuring they receive the treatment/care they would like. An advocate can help to speak on the patient’s behalf to ensure their wishes and rights are heard. | Yes:  No:  Not sure/Don’t know:  Comments: |
| 2. Right to treatment, legal protection and information about the treatment process | Everyone has the right to the highest attainable standard of physical and mental health which includes access to treatment and healthcare services. Information about what treatment is available and what is involved in the treatment process is equally important. So too is patients’ rights to legal protection, particularly in relation to involuntary treatment. | Yes:  No:  Not sure/Don’t know:  Comments: |
| 3. Access to up-to-date, evidence based, affordable and safe treatment/ care | Good quality treatment and care, which works well is an important element of any mental health service. The services provided should also be safe and affordable for those who require them. | Yes:  No:  Not sure/Don’t know:  Comments: |
| 4. Involvement in decision making and choice of treatment, care and services | Being involved in treatment and care decisions is critical to improving patient participation and the quality of the decisions made. Offering patients choice in their treatment is important to maintaining dignity and respect for patients. | Yes:  No:  Not sure/Don’t know:  Comments: |
| 5. Timely access to a safe place during a crisis | The right to a safe place for someone experiencing a crisis is hugely important. What should this be? Alternatives to hospital as a place of safety are also an option, but it is also important to ensure enough psychiatric beds are available and can be accessed quickly for people that need them. | Yes:  No:  Not sure/Don’t know:  Comments: |
| 6. Accountability and the right to appeal | Where treatment is compulsory or involuntary, for example compulsory admission to a psychiatric hospital or a community treatment order, the right to appeal and for professionals/services to be held accountable for these decisions ensure these processes are carried out in the patient’s best interest and with their involvement. | Yes:  No:  Not sure/Don’t know:  Comments: |
| 7. Wellbeing and prevention | The importance of promoting wellbeing and prevention of mental illness cannot be underestimated. For people with schizophrenia achieving and maintaining wellbeing is just as relevant as treatment and care. Primary prevention, by identifying the things that can lead to mental illness and intervening early can help reduce the risk of developing this condition. Secondary prevention or relapse prevention is especially important for people with schizophrenia to avoid the difficulties associated with a crisis. | Yes:  No:  Not sure/Don’t know:  Comments: |

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| 8. Stigma and discrimination - respect for the person and maintaining (upholding) their rights and expectations | Stigma and discrimination present major challenges for people with schizophrenia. For example, many experience disadvantage in the labour market which is often based on employers’ misperceptions and fear. Having respect for the person and offering them the opportunity to meet their expectations and life goals are hugely important to changing negative perceptions and making a difference. | Yes:  No:  Not sure/Don’t know:  Comments: |
| 9. Participation in society, meaningful activities, recovery and social inclusion | The opportunity to participate in society, at local and community levels can be very fulfilling and is important to maintaining good health and wellbeing. Access to welfare benefits, good housing, education, employment and meaningful activities help achieve this. Access to recovery based approaches to assist with positive progress is another important addition to any mental health service. | Yes:  No:  Not sure/Don’t know:  Comments: |
| 10. Access to physical health care and physical health screening | People with schizophrenia have a shorter life expectancy than many others and their access to physical health care can be overshadowed by their psychiatric diagnosis. Lifestyle factors (e.g. smoking, poor diet, lack of exercise) and side effects from psychotropic medication can also lead to physical health problems, such as heart disease and diabetes. Regular physical health checkups can help identify problems early on and timely access to physical health care can address any physical health problems. | Yes:  No:  Not sure/Don’t know:  Comments: |
| 11. Access to effective  e-health | Digital technology is being developed to help support people with common mental disorders. It can provide timely access to online psychotherapy and support. It is still a relatively new area for people with schizophrenia but could be a helpful way forward. | Yes:  No:  Not sure/Don’t know:  Comments: |

**Part Two**

Please add any additional themes you consider important to include in the Patient Charter and why you think that is:

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| **Theme** | **Why you think this is important?** |
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**Thank you for taking the time to complete this questionnaire.**