



# Your Rights and Responsibilities Client Charter



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## 1. About this charter

At Pride In Health, we want every client to feel respected, listened to and treated with dignity.

This charter explains what you can expect from us, and what we ask from you, so that care can be safe, clear, respectful and well coordinated.

It applies to clients using Pride In Health services, including consultations, care navigation, prescribing support, monitoring, communication with our team and any related support we provide.

This charter is intended to give a clear overview of how we work with clients. More detailed information may be provided through our service information, appointment information, policies, forms and Terms and Conditions where relevant.

## 2. Our commitment to you

We aim to provide care that is respectful, safe, clear and accountable.

| Our commitment                               | What this means                                                                                                                            |
|----------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Respectful and affirming care</b>         | We will aim to treat you with dignity and respect, and recognise the needs and experiences of transgender, non-binary and intersex adults. |
| <b>Safe and clinically appropriate care</b>  | We will work within our clinical responsibilities, service limits and professional standards.                                              |
| <b>Clear and honest information</b>          | We will aim to explain our services, appointments, fees, monitoring requirements, prescribing pathways and next steps clearly.             |
| <b>Confidential and well documented care</b> | We will handle your information carefully and keep appropriate records of your care and communication.                                     |
| <b>Responsive to feedback</b>                | We will take feedback, concerns, complaints, safeguarding issues and safety concerns seriously.                                            |
| <b>Care within our service limits</b>        | We will tell you where something is outside the scope of our service, or where another service or urgent route may be more appropriate.    |

We will treat you as a person, not just as a process or set of records.



### 3. What you can expect from us

| You can expect us to                     | How this may look in practice                                                                                                                                    |
|------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Communicate respectfully</b>          | We will aim to use your correct name and pronouns wherever these are known to us.                                                                                |
| <b>Provide clear information</b>         | We will explain our services, fees, appointments, monitoring requirements, prescribing pathways and any limits to what we can provide.                           |
| <b>Involve you in your care</b>          | We will explain options where appropriate and give you space to ask questions.                                                                                   |
| <b>Handle your information carefully</b> | We will only share information where there is a proper reason to do so, in line with our privacy, consent and legal responsibilities.                            |
| <b>Keep appropriate records</b>          | We will record relevant care, communication, consent, monitoring and decisions.                                                                                  |
| <b>Explain what we need from you</b>     | We will tell you where forms, blood tests, monitoring information, appointments or clinical reviews are needed to support safe care.                             |
| <b>Be honest about service limits</b>    | We will tell you if something is outside our scope, or if we need to signpost you to another provider, your GP, emergency services or another appropriate route. |
| <b>Take concerns seriously</b>           | We will respond to concerns, complaints, safeguarding issues and safety concerns through the appropriate process.                                                |

### 4. Respect, dignity and inclusion

We aim to provide care that respects your identity, privacy, autonomy and lived experience

We understand that many transgender, non-binary and intersex people have experienced barriers, harm, delay or disrespect in healthcare. We cannot remove every difficulty in the wider healthcare system, but we will try to make our own service as respectful, clear and supportive as possible.

We will not tolerate discrimination, harassment, abuse or degrading treatment towards clients, staff, clinicians, contractors or others involved in the service.

If we make a mistake with your name, pronouns or information, you can let us know and we will correct this wherever possible.



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## 5. Your involvement in care

We want you to be involved in decisions about your care.

This means we will aim to provide information in a way that helps you understand:

- what service or appointment you are accessing
- what information we need from you
- what decisions are being made
- what the risks, benefits and limits may be
- what monitoring or follow-up may be needed
- what options may be available
- what happens next

All clinical decisions will be made by an appropriately qualified and trained clinical member of the team, working within their professional role, competence and scope of practice.

Where a decision needs clinical input, administrative or support team members may help coordinate communication or next steps, but they will not make clinical decisions.

Where a clinical decision is made, we will try to explain the reason for the decision and any next steps.

## 6. Privacy and confidentiality

We will treat your personal information and health information as confidential.

We will use approved systems to store and manage your records.

We may need to share information where this is part of your agreed care, where you have consented, where it is necessary for safe service delivery, or where we are required or permitted to do so by law.

There may be limited situations where information needs to be shared without consent, such as safeguarding, serious risk of harm, legal obligations, or urgent safety concerns.

## 7. Communication with us

We ask that communication with Pride In Health is respectful, clear and through approved communication routes.

We will try to respond as promptly as we can, but response times may vary depending on the nature of the query, staff availability, clinical availability, weekends, bank holidays and service capacity.

We may need extra time to respond to clinical questions, safeguarding concerns, complaints, data protection requests, medication queries or issues that require review by a clinician or senior team member.

Pride In Health is not an emergency or crisis service. If you need urgent or emergency help, please contact the appropriate urgent or emergency service.



## 8. What we ask from you

To help us provide safe and effective care, we ask that you:

| What we ask from you                                                                                         | Why this matters                                                                                                                                     |
|--------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Provide accurate and up-to-date information</b>                                                           | This helps clinicians and team members make safe and appropriate decisions.                                                                          |
| <b>Tell us if your details change</b>                                                                        | This includes your name, contact details, GP details and relevant health information.                                                                |
| <b>Complete required forms honestly and promptly</b>                                                         | Forms help us understand your needs, consent, health history and monitoring position.<br>This helps appointments run safely and fairly for everyone. |
| <b>Attend appointments on time</b>                                                                           | This helps us manage appointments, clinician time and access for other clients.                                                                      |
| <b>Tell us early if you cannot attend</b>                                                                    | These are important for safe prescribing and ongoing care.                                                                                           |
| <b>Complete required blood tests, monitoring forms and clinical reviews</b>                                  |                                                                                                                                                      |
| <b>Tell us about side effects, medication changes or difficulties accessing prescriptions or blood tests</b> | This helps us identify safety concerns or support needs.                                                                                             |
| <b>Use medication only as prescribed</b>                                                                     | This supports safe and clinically appropriate care.                                                                                                  |
| <b>Communicate respectfully</b>                                                                              | We ask clients, staff and clinicians to treat each other with dignity and respect.                                                                   |
| <b>Use approved communication routes</b>                                                                     | This helps us keep information secure and make sure the right person can respond.<br>This applies unless another arrangement has been agreed.        |
| <b>Pay fees or charges that are due</b>                                                                      | This gives us the opportunity to understand and respond to issues.                                                                                   |
| <b>Raise concerns as early as possible</b>                                                                   |                                                                                                                                                      |

If we do not receive information, forms, monitoring results or appointment attendance needed for safe care, we may need to pause, delay or review parts of your care.

## 9. Appointments and remote care

Pride In Health provides services remotely.

You are responsible for joining appointments using the correct link, from a private and safe place where possible, and with a working device and internet connection.

You may invite a trusted support person to attend your consultation, such as a partner, friend, family member, carer or advocate.

You can also request a formal Pride In Health chaperone where appropriate. Formal chaperone availability may depend on staffing and notice given.

If there is a safety, safeguarding, privacy or communication concern during an appointment, the clinician may need to pause, rearrange or escalate the appointment.

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## 10. Access, adjustments and support needs

We will try to make reasonable adjustments where we can.

This may include considering communication needs, accessibility needs, support needs, appointment-related needs or reasonable adjustments to how information is provided.

We may not be able to meet every request, but we will consider requests fairly and explain where something is not possible within our service.

Please tell us as early as possible if you need an adjustment or support arrangement.

## 11. Feedback, concerns and complaints

You can give feedback, raise a concern or make a complaint.

We welcome feedback because it helps us improve.

If something has gone wrong, we will try to understand what happened and respond appropriately.

We will explain how you can raise feedback, concerns or complaints, and how these will be handled.

Some concerns may need to be handled under a specific process, such as complaints, safeguarding, data protection, clinical governance, duty of candour, or incident reporting.

Where this applies, we will direct the concern to the appropriate route.

If you remain dissatisfied after using our complaints process, you may be able to contact Healthcare Improvement Scotland where this applies to the concern raised.





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## 12. Safety and safeguarding

Your safety matters to us.

If we are worried about serious harm, safeguarding, coercion, abuse, neglect, exploitation, risk to a child or adult at risk, or immediate danger, we may need to take action.

This may include escalating the concern internally, contacting emergency services, sharing information with safeguarding agencies, or taking other steps needed to protect you or another person.

Where possible, we will try to involve you in this. In urgent or serious situations, we may need to act without your consent.

## 13. If something goes wrong

If something goes wrong with your care or service experience, we will try to respond openly, honestly and respectfully.

Where appropriate, we will explain what we know, review what happened, apologise where this is appropriate, and consider what can be learned.

Some situations may need to be reviewed through a specific process, such as a complaint, incident review, safeguarding review, data protection review, clinical governance review or duty of candour process.

We will try to keep communication clear and proportionate, while also respecting confidentiality, privacy and legal responsibilities.

## 14. What this charter does not mean

This charter explains how we aim to work with clients, but it does not mean that every request can be agreed.

| This charter does not                                               | What this means                                                                                                           |
|---------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------|
| <b>Guarantee a specific treatment, medication or prescription</b>   | Clinical decisions must be made safely and appropriately by a qualified clinical team member.                             |
| <b>Guarantee a specific clinician, appointment or timescale</b>     | Availability may depend on clinical capacity, staffing, pathway requirements and service demand.                          |
| <b>Guarantee GP shared care or third-party services</b>             | GP shared care and third-party services depend on external providers and cannot be guaranteed by Pride In Health.         |
| <b>Replace clinical judgement</b>                                   | Clinical decisions must take account of safety, professional standards, monitoring, consent and individual circumstances. |
| <b>Replace safeguarding or legal duties</b>                         | We may need to act where there is serious risk, safeguarding concern, legal duty or urgent safety issue.                  |
| <b>Make Pride In Health an emergency or crisis service</b>          | If you need urgent or emergency help, you should contact the appropriate urgent or emergency service.                     |
| <b>Override Terms and Conditions, policies or legal obligations</b> | More detailed service rules, clinical policies and legal responsibilities may still apply.                                |

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## 15. If something changes

Pride In Health is a developing service. Our pathways, documents, systems and support arrangements may change over time.

Where significant changes affect clients, we will aim to communicate these clearly through appropriate service routes.

We will review this charter periodically and update it where needed.

## 16. Closing statement

Pride In Health aims to provide care that is safe, respectful, affirming and accountable.

We ask clients and team members to work together with honesty, kindness, respect and shared responsibility, so that care can be as clear, safe and as supportive as possible.



TRANS  
GENDER