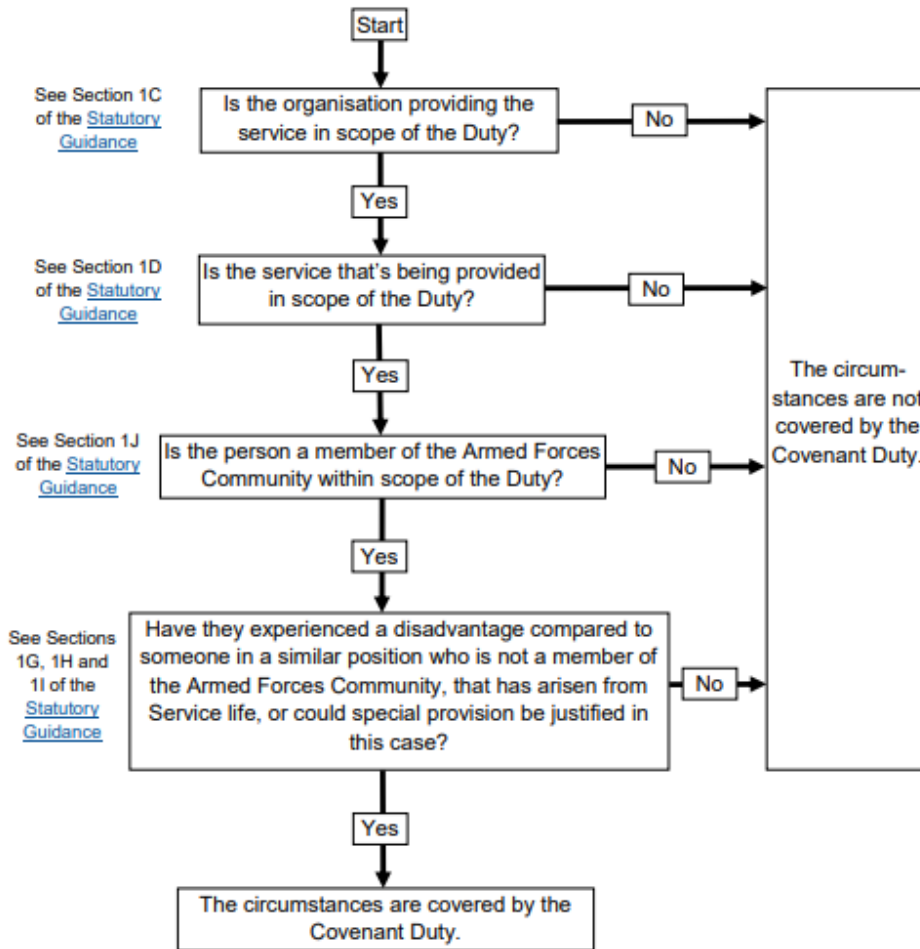


If someone is receiving a service from an organisation, and you want to know if the situation is covered by the Covenant Duty, the flow diagram below may be useful in helping you ask the right questions and reach a conclusion.

Are the circumstances covered by the Covenant Duty?



The following pages contain some possible example scenarios that illustrate how this flow diagram could be used in practice.

Healthcare Scenario 1

Amy is married to a soldier. She's on an NHS waiting list with an 8-month waiting time. After waiting 4 months, the Army requires them to re-locate. Amy's treatment is transferred to a hospital at their new location, which also has an 8-month waiting time. The hospital places Amy at the back of its 8-month waiting list, as this is what it does as a matter of policy for all its new patients.

