

How to get involved

We are committed to involving you when we develop our services.

There are many ways you can get involved with us and help us achieve the best standards of care.

You can:

- join our Public Partnership Forum;
- send us your views on our website at www.nhs24.com/ContactUs;
- come along to our board meetings (we have 10 meetings every year);
- attend our Annual Review;
- receive copies of our online newsletter;
- like us on Facebook – facebook.com/NHS24; or
- follow us on Twitter – twitter.com/NHS24

Patient focus and public involvement is about making a difference. A small change to health services makes a big difference to your experience of the NHS.

If you would like more information on how to get involved, please contact:

Participation and Equalities Co-ordinator
NHS 24
Caledonia House
Cardonald Park
Glasgow
G51 4EB.

Phone: 0141 337 4485 or 07919 413 221

Textphone: 18001 0141 337 4485

Email: pfpi@nhs24.scot.nhs.uk

You can also visit our website at www.nhs24.com/GetInvolved.

Other formats

If you would like us to consider producing this leaflet in a different format, please phone us on 0800 22 44 88. If you have a textphone, dial 18001 0800 22 44 88.

We hope this document explains how we will work with you and our NHS colleagues to develop our service.

We are thankful to all the people who helped us with it.



We have worked with Plain English Campaign to achieve their Crystal Mark for this leaflet. The Crystal Mark is firmly established in the UK as a standard of clarity that organisations aim for when they produce public information.

For more information visit www.plainenglish.co.uk.



You and NHS 24

Improving services together

We will listen to you and focus on you when developing services



Patient focus and public involvement strategy 2015 to 2018

Improving our approach

This is our fourth patient focus and public involvement strategy. It covers the period from 2015 to 2018.

Developing this strategy gave us the opportunity to review our approach to meeting the needs of patients and involving patients, carers, staff, members of the public and third-sector organisations (organisations that are not in the public sector or the private sector, such as voluntary organisations and community groups) in how we design and deliver our services.

On 4 June 2014, the Cabinet Secretary for Health and Wellbeing stated:

“...we must do more to listen to, and promote, the voices of those we care for. We need the voices of our patients, those receiving care and their families, to be heard in a much clearer and stronger way.”

We are fully committed to keeping to this statement. This strategy will take account of all recommendations that follow on from it. We will also take account of the changes that happen as a result of NHS Scotland's programme of integrating health and social care. This programme is intended to improve health and social-care services across Scotland, especially for people with long-term conditions and disabilities, many of whom are older people.

Your views are important to us and we involved you and consulted you about this strategy. We listened to and learned from your comments and we made changes where needed.

Jane McCartney
NHS 24's Designated Director for Patient Focus and Public Involvement

What we will do

Our values

We will:

- value the contribution that you make;
- treat you with dignity and respect; and
- be open and accountable to you.

Involve you

We will:

- listen to and involve people from across Scotland;
- listen to and involve people from different backgrounds and equality-led organisations;
- consult you when we develop our services;
- continue to involve our Public Partnership Forum, which is a network of patients, carers, members of the public and others, in developing and introducing new services;
- work closely with other boards and partners, including third-sector organisations;
- show you how you have made a difference; and
- involve members of our Public Partnership Forum in the governance arrangements we have in place for involving people.

Communication

We will:

- work with partner boards and within communities to tell patients about the role we play in providing out-of-hours services;
- tell you about any changes to our services;
- provide information on how you can use our services;
- provide information in different formats; and
- use social media as one way of communicating with people across Scotland.

Learning and developing

We will:

- provide members of our Public Partnership Forum with an induction and development programme; and
- continue to develop staff awareness of patient focus (focusing on patients) and public involvement (consulting, informing and involving the public), and the role of our Public Partnership Forum.

Measuring and reporting progress

We will:

- act on recommendations from our Annual Review;
- publish information from our Public Partnership Forum's Annual Report to the Board;
- publish the Patient Feedback Annual Report; and
- report on how we meet the needs of patients and involve patients, carers, the public and others, in line with Scottish Government guidelines.

