

## Involving patients and the public in NHS Scotland

At this *Meet the Specials* event, hosted by NHS Quality Improvement Scotland and the Scottish Health Council, Scotland's Special Health Boards are joined by Voluntary Health Scotland in bringing together members of Public Partnership Forums (PPFs) and Special Boards in order to explore how they might wish to work together in future.

The purpose of today's event is:

- ◆ To highlight the importance of Public Partnership Forums as a key means of involving patients and the local public in the work of NHS Special Boards
- ◆ To hear from Public Partnership Forums about their experiences of engaging with Special Boards
- ◆ To explore the potential for PPFs to participate in the work of Special Boards

Public participation is seen as an important means of increasing the effectiveness of health services and making more sensitive to the needs of individuals and communities. It is also a fundamental patient and democratic right.

In Scotland, the drive for patient and public participation in health services has accelerated since the 1990s, the responsibilities of NHS Boards initially being formalised in the framework *Patient Focus and Public Involvement* (PFPI) (2001).

NHS Boards must account for

their performance in involving individuals, groups and communities in improving the quality of care, in influencing priorities and in planning services.

The PFPI vision was expanded in 2004 to include *Fair for All*, an integrated Equality and Diversity approach for NHS Scotland.

Ongoing commitment to the wider PPF vision is laid out in Scotland's current health action plan, *Better Health, Better Care* (2007).

Every year Boards provide a self assessment to the Scottish Health Council on their progress against Patient Focus and Public Involvement targets. The Scottish Health Council endorses these self assessments as accurate accounts of progress.

At local level, PPFs provide the channel for patients and the public to express their views on the delivery of local health services and influence their development.

Research commissioned by the Scottish Health Council has shown that people involved in Public Partnership Forums have welcomed their presence, noting that there was limited local means of engagement in the NHS before they existed.

Although Public Partnership Forums have been developing since 2006, progress has been uneven.

While most have been able to build upon structures already in place and draw on the experience and skills of patients and local people, some

Public Partnership Forums have taken longer to become fully established.

The Scottish Health Council has developed an action plan for PPF support, based on the issues raised by this research and an update on progress will be provided at the meeting.

Key challenges to local engagement in geographically-based NHS Boards have included: difficulties in achieving "representativeness" and in ensuring the inclusion of a wide cross section of the public; the challenges for PPF members of learning "NHS-speak" and the need to improve communication with the public. There are also some resource limitations on their capacity.

Scotland's 8 Special Health Boards provide a range of specialist functions.

Many of these services, such as standards and quality frameworks and statistical data – are delivered through local Boards but are invisible to local people; some other services such as the Blood Transfusion Service, the Ambulance Service and NHS 24 are used by the public locally but organised nationally.

By their very nature therefore they lack local stakeholders and it can be difficult for local experience to inform and influence national programmes.

Today's *Meet the Specials* event should go some way towards establishing a dialogue between PPFs and Special Health Boards.

## The Scottish Ambulance Service



The Scottish Ambulance Service's current mission is to save more lives, improve

health outcomes and reduce hospital admissions by treating people more locally.

The Service provides a Patient Transport Service to patients with a medical need to get to hospital for appointments, as well as providing basic first aid and training for members of the public and recruiting volunteers in local communities.

The Scottish Ambulance Service is committed to learning from the experiences of patients, as well as involving patients, carers and members of the public in decisions about its services.

This commitment ensures that the Service

treats people as individuals by involving patients in their own care and is a service designed for and with the people who use it.

Trained volunteer Community First Responders respond to medical emergencies in rural communities by providing vital medical care to members of their communities until the ambulance or doctor arrives on scene.

The Ambulance Service believes that with the right training, equipment and support, Community First Responders in Scotland can work alongside it and contribute to the best pre-hospital care possible.



Over the next few months, the Scottish Ambulance Service will be speaking to a wide range of people – including patients, voluntary sector colleagues, members of the public and many more – about its new strategy which is committed to developing a shared vision and strategy with its stakeholders to create a vision for Scotland's Ambulance Service.

Recognising the importance of establishing closer links with Public Partnership Forums, the Ambulance Service would value their input in shaping the future and would like to invite PPF members to join our network of patient and public representatives.

If you would like more information on how to become involved please contact:  
Kathleen Lawson, Corporate Affairs Manager - email: [k.lowson@nhs.net](mailto:k.lowson@nhs.net)  
or Narmeen Rehman, PFPI co-ordinator - email: [narmeen.rehman@nhs.net](mailto:narmeen.rehman@nhs.net)

Alternatively please contact us on 0131 446 7000

## The State Hospital



The State Hospital provides assessment, treatment and

care in conditions of special security for individuals with mental disorder who, because of their dangerous, violent or criminal propensities, cannot be cared for in any other setting.

Given that the patients do not have access to other services or communities, the Hospital must be able to address all of their needs (e.g. therapeutic, vocational, social and physical wellbeing) via a range of facilities within a highly secure perimeter.

This State Hospital is a national service for Scotland and Northern Ireland, provides both care and treatment of the highest standards and ensures public safety.

The Hospital helps patients to recover from their illness and where this is not possible, it supports them to live their lives as fully as possible.

The Hospital is keen that Public Partnership Forums have an awareness of the service that is provided as a national resource, although there are small numbers of patients.

There are a number of ways in

which patients are involved and engaged. The Patient Partnership Group is central to engaging with patients, and reinforces the Hospital's commitment to improve services for patients.

The Group aims to promote and evaluate the patient experience and patient involvement in the State

Hospital and to develop new opportunities for patients to be involved, to work in partnership to influence change, and to achieve positive outcomes.

For further information please contact Jackie McQueen, PFPI co-ordinator

- tel: 01555 842072; email: [jackie.mcqueen@tsh.scot.nhs.uk](mailto:jackie.mcqueen@tsh.scot.nhs.uk)



# NHS Education for Scotland



NHS Education for Scotland (NES) is a national Special

Health Board which helps to provide better patient care by designing, commissioning, quality assuring and, where appropriate, providing education, training and lifelong learning for the NHS Scotland workforce.

We support the educational needs of all clinical and non-clinical staff groups in partnership with Health Boards, primary care organisations, education providers, the Scottish Government Health Directorates and others.

We value greatly our partnerships with external organisations and the participation of NHS staff, voluntary organisations, service users and others in our work.

The knowledge and experience contributed by partner organisations and individuals is important in ensuring that our educational activities address the needs of patients, professionals and healthcare services.

NES recognises the value of Public Partnership Forums to Health Boards and we will



welcome opportunities to discuss with PPFs and individual members ways in which we can best provide national support for local services.

The involvement of PPFs and service-users in the education of healthcare professionals can contribute significantly to the quality of the patient experience.

NES is leading a large number of national educational projects, ranging from the training of junior doctors to the support of workplace education for nurses, and provision of educational support for administrators and support staff.

We are interested in finding out the extent to which PPFs and individual PPF members would be willing to participate in NES work as members of project steering groups, panellists for trainee recruitment, recipients of consultation documents, or even helping with training where it relates to the patient experience.

For further information please contact: Rob Coward, Educational Projects Manager, NHS Education for Scotland – tel: 0131 313 8095; email: [rob.coward@nes.scot.nhs.uk](mailto:rob.coward@nes.scot.nhs.uk)

## NHS 24



As a special Health Board providing out-of-hours care and health information to people

throughout Scotland, we believe it is vital to involve all sections of the community we serve.

In 2008, NHS 24 researched ways of working with existing public involvement structures of the NHS territorial Boards.

We recommended that NHS 24 should strengthen its relationship with Public Partnerships Forums (PPFs) specific interest groups and in

2008 / 09 we focused on visiting, discussing and agreeing with PPFs ways of working better together.

As a result, some PPFs agreed to discuss NHS 24 in their meetings, feeding back to us through agreed communication channels. Other PPFs visited their local NHS 24 contact centre to meet with our frontline staff.

NHS 24 also has its own PPF. Members of our PPF are involved in some key functions of the organisation. The Board is planning to expand its PPF membership, ensuring *Fair for All* strands are represented.

In the NHS 24 PFPI strategy for 2006 / 09, there are key areas where the Board is currently focusing, for example, strengthening our links with PPFs across Scotland, strengthening our internal PFPI infrastructures, mainstreaming the PFPI agenda, developing our PFPI strategy for 2009 / 11.

Working on the NHS 24 PFPI agenda has had its challenges: we have few resources in NHS 24 to fulfill the expectations of a national Board; we have much partnership working with the public to do to gain a better understanding of each other; developing our PPF over 2008/09 has been a large programme of work.

However, NHS 24 has made significant strides and very much appreciates the contribution that members of PPFs across Scotland and the public and patients have made to improving its services.

For further information please contact Isaac Umeed, PFPI Co-ordinator, NHS 24 - tel: 0141 337 4556; email: [issac.umeed@nhs24.scot.nhs.uk](mailto:issac.umeed@nhs24.scot.nhs.uk)

## NHS Quality Improvement Scotland



The purpose of NHS Quality Improvement Scotland is to lead NHSScotland in using knowledge to promote improvement in the quality of healthcare for the people of Scotland.

By bringing together academic research, clinical expertise or patient experience, we find practical ways to improve the health service.

We currently involve patients, carers, voluntary organisations and members of the public in our work.

People volunteer to work with us as public partners on an ongoing basis to

undertake specific roles, with some participating in one-off consultations and events on particular topics.

Voluntary organisations have enabled us to tap into their expertise and extensive networks to draw in a wealth of patient experience to individual projects.

We would like to extend our engagement to include Public Partnership Forums, to explore with them how we can engage with them and on what issues to extend involvement in our work.

In particular we would like to work with PPFs to identify their potential role in enabling the involvement of patients and

local communities to verify evidence in Boards' local self-assessment submissions against our specific standards.

There will be challenges to overcome to work together effectively, including:

- ◆ differing priorities for action locally and nationally
- ◆ enabling local experience to inform and influence national work programmes and strategies
- ◆ ensuring that our work and the work of our partners and stakeholders, promotes opportunities for people from all of Scotland's diverse communities to get involved.

If you would like more information please contact either:  
Rosemary Hampson, Public Partnership Co-ordinator, NHS QIS – tel: 0131 623 4307; email: [rosemary.hampson@nhs.net](mailto:rosemary.hampson@nhs.net) or Alan Bigham, Patient

Focus and Public Involvement Officer, NHS QIS  
tel: 0141 225 6997; email: [alan.bigham@nhs.net](mailto:alan.bigham@nhs.net)



## NHS Health Scotland



NHS Health Scotland is Scotland's national agency for improving health and reducing health inequalities. We support health improvement activities through research, advice, evaluation and social marketing.

The Equalities and Planning Directorate within NHS Health Scotland was put in place in 2008 to help NHS Scotland deliver real change, eliminate discrimination

and promote equality. It combines and builds on the work of what were previously six separate NHS *Fair for All* projects, providing support to Boards with their work on delivering Gender, Age, Lesbian, Gay Bisexual and Transgender, Religion, Disability and Race Equality requirements.

We are keen to explore all avenues of engagement especially with equality groups, and are here to see how PPFs can assist with that goal.

We advise and support HEAT (Health Improvement, Efficiency, Access and Treatment) targets, as well as supporting Health Improvement strategies e.g. Equally Well. We also support organisations that help improve health.

Presently, we engage with the public through various reference forums.

We have reference forums specifically for working with members of the disabled community, young people, and ethnic minorities.

We are also currently developing an Engagement Strategy which will set the direction for how NHS Health Scotland engages with our customers, both public and professional.

Health Scotland, like any other Support and Information Board which does not have service user input, has a bigger challenge than terrestrial Health Boards in engaging with the public.

We would hope that the event will help inform our thinking around the actions in our Engagement Strategy.

Contact: Jackie Maceira, Manager of Community Engagement & PFPI, Tel: 0141 354 2918, email: [jackie.maceira@health.scot.nhs.uk](mailto:jackie.maceira@health.scot.nhs.uk)

## NHS National Services Scotland



NHS National Services Scotland's purpose is to deliver effective

national and specialist services which enable and support improvements in the health and wellbeing of all the people of Scotland.

Working at the very heart of the health service, we deliver health support services critical to frontline patient care including:

- ◆ Supplying blood, tissue and bone
- ◆ Commissioning national screening programmes and specialist services
- ◆ Providing advice on healthcare environment and equipment
- ◆ Monitoring hazards and exposures affecting people's health
- ◆ Coordinating health protection activity
- ◆ Ensuring the safety of healthcare equipment
- ◆ Collecting and analysing health information – also:
- ◆ Negotiating value-for-money national contracts
- ◆ Managing national IT systems and contracts
- ◆ Paying primary care contractors
- ◆ Providing expert legal services

All our services ultimately

impact on patients. Therefore, patients, carers, service users and voluntary organisations are currently involved in different aspects of our work, typically through participation in specific service reviews or one-off consultation events to inform service development.

A large number of our volunteers work with the Scottish National Blood Transfusion Service, e.g. assisting at blood donor sessions.

As our diverse services are delivered principally to and through local Health Boards, we would like to explore with their Public Partnership Forums how we can engage with



NSS Chief Executive Ian Cricton with staff members

the wider community through them and develop opportunities for them to influence our services, e.g. we want to establish a public reference forum to influence, at a strategic level, decision making in commissioning national services and screening programmes.

For more information please contact Jan Lyell, Head of Corporate Affairs, NHS National Services Scotland, Tel: 0131 275 6449, email: [jan.lyell@hq.csa.scot.nhs.uk](mailto:jan.lyell@hq.csa.scot.nhs.uk)

## Scottish Health Council

The Scottish Health Council was set up in 2005 to ensure patients, carers and the public have a real say in the design and delivery of health services.

scottish  
health  
council

making sure  
your voice counts

In addition to a national office in Glasgow, a network of 14 local offices – one in each NHS Board area - supports a Local Advisory Council of volunteers who work with our local staff to help us ensure that NHS Boards are genuinely listening to the communities they serve.

The fundamental purpose of the Scottish Health Council is to promote greater public involvement in NHS services and to ensure that quality improvement is driven by the needs of the thousands of people who depend on the NHS every day.

The Council has three main functions:

- ◆ Assessment - reporting on how well NHS Boards involve patients, carers and the public in decisions around the planning, design and delivery of care
- ◆ Development - supporting NHS Boards to help them improve the way they engage with patients and the public.
- ◆ Feedback - monitoring NHS Boards to ensure patients, carers and the public are able to feed back their views on services.

The SHC therefore has an interest in strengthening the relationship between PPFs and Special Boards.

Further information is available from Rosemary Hill, Development Manager, tel: 0141 225 6876, email: [rosemary.hill@scottishhealthcouncil.org](mailto:rosemary.hill@scottishhealthcouncil.org)

## Voluntary Health Scotland



Voluntary Health Scotland (VHS) is the first national

intermediary body for health-facing third sector organisations of its kind to have been set up in the UK.

Established in 2000 in response to demand from key third sector organisations VHS is now supported by the Scottish Government Health and Wellbeing Directorate and NHS Health Scotland.

In addition to acting as a hub for its 300 organisational members, Voluntary Health Scotland works in partnership with the Scottish Government, NHS Health Scotland, other NHS bodies in Scotland, local government, the Scottish Parliament, SCVO and the wider third sector.

Established to provide a key intermediary role within the third sector, Voluntary Health Scotland focuses on representation, communication and information provision, policy development and research, promoting good practice, developing the sector and brokering partnerships for health between agencies and sectors.

A key strategic objective of VHS is to identify and promote best practice in public involvement in health improvement and healthcare policy, planning and delivery.

For more information about Voluntary Health Scotland, including how to become a member, please contact Helen Tyrrell, VHS Director, tel: 0131 225 7290, email: [helen.tyrrell@vhscotland.org.uk](mailto:helen.tyrrell@vhscotland.org.uk)

## National Waiting Times Centre Board



The National Waiting Times Centre Board provides a range of surgical procedures

for people across Scotland, based upon the time they have been waiting for operations.

The Board is also established as the West of Scotland Regional Heart and Lung Centre, providing a range of surgical and interventional cardiology procedures. This is one of the largest specialist cardiothoracic centres in the UK.

The Board has a national remit and in theory any patient from across Scotland could be referred and treated.

The Board fulfills its obligation to meet PFPI and Equality commitments through its overarching Involving People Strategy.

Volunteers are an active part of this work and, currently drawn from the local community, they undertake many roles, including:

- ◆ Membership of various groups and committees
- ◆ Membership of service review steering groups
- ◆ Attendance at consultation events on local and national policy review
- ◆ Patient-related volunteering, including ward 'befriending' and involvement with safe environment audit
- ◆ Membership of the equality reference group

We are further looking to:

- ◆ Achieve Investing in Volunteers status in August 2009

- ◆ Establish a Quality Reference Group in the next 6 months to promote more meaningful engagement by patients and the public in our quality programme

- ◆ Develop a voluntary sector strategy to allow us to better engage with and understand the potential of the voluntary sector to further enhance our services

- ◆ Engage people and patients in the Scottish Patient Safety Programme

- ◆ Develop a clinical strategy



The National Waiting Times Centre Board would like to meet with PPFs for several reasons:

- ◆ Given our national remit we are keen to ensure our profile is raised through PPF's so that potential patients can be informed of the services and role of the Board
- ◆ Expand our volunteering base and access to appropriate voluntary sector agencies and groups
- ◆ Explore what PPFs might potentially need from us

Please contact: Mark Swatton, Head of Clinical Governance, tel: 0141 951 5147, email: [mark.swatton@gjnh.scot.nhs.uk](mailto:mark.swatton@gjnh.scot.nhs.uk)