

A New Era For Patients

Health professionals and patients from across Scotland gathered at the official launch of the Scottish Health Council to hear how the new organisation aims to put patients at the heart of health services.

The Scottish Health Council has been set up as an independent champion of patient and public involvement in the NHS. It will set and monitor new standards for how the NHS engages with patients, publish its findings and provide an independent verdict on how well NHS Boards are delivering their new statutory duty of involving the public in their work.

Previously, Local Health Councils spoke on behalf of patients, but this will no longer be the case. The new body has a completely different role and will focus instead on ensuring that patients have the chance to give their own views to NHS Boards and that those views are properly taken into account.

Speaking at the launch at The Lighthouse in Glasgow in June, Scottish Health Council Chairman Brian Beacom said: "The establishment of the



Brian Beacom MBE, Chairman of the Scottish Health Council

Scottish Health Council is good news for patients and all those who want to see a health service in Scotland that truly listens to, and learns from, patients' views.

"Health services that listen and pay attention to the people they serve deliver better care, and the Scottish Health Council will be monitoring health boards closely to ensure that this happens."

Rhona Brankin, who was Deputy Health Minister at the time and attended the launch, welcomed the new organisation saying: "The Scottish Health Council will play a key part in delivering a more patient-focused NHS at local level.

"From today, we will have a new process to deliver an NHS

Article continued on Page 2

WELCOME

Welcome to the first issue of our quarterly newsletter, 'Scottish Health Council News'. We hope you will find the contents of interest – the Scottish Health Council will be regularly publicising its activities and progress in a variety of formats.

You can read and download this newsletter – and other information about the Scottish Health Council – from our website at www.scottishhealthcouncil.org We can also provide this information:

- by email
- in large print
- on audio tape or CD
- in Braille, and
- in community languages

We welcome your comments and views on this newsletter – please contact Rob MacPhail, tel 0141 225 6992, email editor@scottishhealthcouncil.org

“We want to have a constructive relationship with boards – we want to play a role in disseminating information, spreading good practice, helping this agenda develop – so that the Health Service gets better and better at Patient Focus and Public Involvement.”

“We have a Scotland-wide structure, and a remit to ensure that patients and the public are involved in the delivery and design of their local NHS services.”

A New Era For Patients

(continued from front page)

which actively seeks the views of patients and uses them to drive forward quality improvement.”

Richard Norris, Director of the Scottish Health Council, explained the structure of the new organisation, and how it intended to carry out its functions, saying:

“We want to have a constructive relationship with boards – we want to play a role in disseminating information, spreading good practice, helping this agenda develop – so that the Health Service gets better and better at Patient Focus and Public Involvement.”

Other speakers at the launch were Thomas Sanderson, Director of Argyll and Clyde United for Mental Health (Acumen), Gill Keel, Head of Public Involvement at NHS Highland, Rafik Gardee, Director of the National Resource Centre for Ethnic Minority Health, Janet Muir, Project Manager at Community Health Exchange, Eric Drake, Deputy Ombudsman of the Scottish Public Services Ombudsman, and Eleanor Guthrie, General Practitioner.

Scottish Health Council backs community engagement standards

The Scottish Health Council has endorsed national standards that aim to give the public a greater say in how local services are planned and delivered.

The National Standards for Community Engagement are designed to improve the way public bodies, including NHS Boards, work with community groups.

The Scottish Health Council will be assessing NHS Boards on how well they perform against the standards, which were developed by the Scottish Community Development Centre on behalf of Communities Scotland.

Scottish Health Council Development Manager Rosemary Hill said: “These standards can be used by agencies and communities to help improve the experience of everyone involved in community engagement.

“We anticipate that the standards will be of particular help to the new Community Health Partnerships as they develop links with their local communities.”

Over 500 people from communities and agencies throughout Scotland were involved in the development of the standards, which were launched earlier this year.

The standards cover 10 areas of community engagement including involvement, support, planning, sharing information and monitoring and evaluation.

For more information on the standards, contact Communities Scotland on 0131 313 0044 or visit their website at www.communitiesScotland.gov.uk

The Way Forward ▶ ▶ ▶

by Richard Norris, Director of the Scottish Health Council



Richard Norris, Director of the Scottish Health Council

challenging NHS Boards to show that they have not only heard patient and community views, but that they have *listened* to them and things have changed as a result. We want to oversee a change of focus from measuring outputs to measuring outcomes, from asking ‘*what did you do?*’ to ‘*what difference did it make?*’

We will also challenge patient and community groups to say what they would accept as a meaningful consultation process *even if* the outcome is not their preferred choice. NHS Boards have difficult decisions to make with limited resources and they face tremendous challenges in the coming years. Arguing that there should be no change to the way healthcare is currently provided is not an option.

One of our key tasks will be to develop evidence-based standards for meaningful consultation, and to do this we will need to separate the *process* of consultation from the views people have about the *outcome*. We will need to

develop and learn as we go, looking at best practice in other parts of the UK and abroad, at what does and doesn’t work, and bring together patients and professionals to achieve a comprehensive view.

We have started the way we mean to continue – bringing together patients, health professionals, and other experts to look at improving the tools used to measure how well NHS Boards involve patients and the public in decisions. In all the work we do – whether in setting standards, developing guidance, or devising new means of assessment, we will continue to work with colleagues in NHS Boards, patients and community groups to ensure that everyone plays their part and has ownership in this vital agenda.

More information about the Scottish Health Council’s priorities can be found in our draft workplan at www.scottishhealthcouncil.org

“...our role is not just about identifying where improvements have to be made – it’s also about highlighting things that are being done well so that NHS Boards can learn from each other.”

Q and A with the Chairman



A. Since our official launch, we have been building up our workforce throughout our local offices and recruiting Local Advisory Council members. We

now have 51 staff in place around the country and we have recruited nearly 70 Local Advisory Council members. We are currently building a network of contacts in each NHS Board area and have started collating information on how each NHS Board currently engages with the public.

Q. How will the Scottish Health Council benefit patients?

A. The establishment of the Scottish Health Council means that Scotland has a national, independent organisation that will ensure NHS Boards listen to patients and take account of their views. A service that listens to the people it serves is a good service. Patients will benefit from the national standards for public involvement we set and the examples of best practice we share.

Q. What progress has the organisation made since the launch?

Q. What is the Scottish Health Council’s relationship with NHS Boards?

A. We are independent from NHS Boards. However, we will work closely with all boards to help them achieve greater patient involvement in their services. When we assess how NHS Boards are performing, we will come to our own conclusions and publish what we find. However, our role is not just about identifying where improvements have to be made – it’s also about highlighting things that are being done well

so that NHS Boards can learn from each other.

Q. What do you see as the main challenges for the Scottish Health Council?

A. Our immediate challenges come from being a new organisation with staff dispersed throughout 16 offices, and it’s going to take some time before we are fully functional. Looking ahead, we have a highly challenging and complex agenda. In common with the NHS in general, we need to find ways to engage with those parts of our society that can be hard to reach. Our aim is to help the NHS work in partnership with, and listen to, people from all parts of our communities.

Q. What will signal that the Scottish Health Council is making a difference?

A. The best indicator of our success will be that NHS Boards are involving the public in decisions about services as a matter of course and patients feel that NHS Boards are not merely paying ‘lip service’ but truly taking account of their views. Another indicator of success will be when we see more NHS Boards introducing new and innovative ways of involving the public in the design of local services.

“We have consulted with NHS professionals, patients, carers and voluntary groups to deliver a means of assessment that will be more straightforward for staff to complete and more accessible to patients and the public.”

New framework for NHS Boards

The Scottish Health Council has simplified the way NHS Boards report on how they are involving patients in the design and delivery of services.

Previously, NHS Boards measured their Patient Focus and Public Involvement activity against indicators, or measures of performance, set annually through the Scottish Executive’s Performance Assessment Framework.

From next year, the Scottish Health Council will lead in assessing NHS Boards’ performance in patient focus and public involvement, and it

has consulted with a range of stakeholders to make this year’s assessment more user-friendly.

In addition to simplifying the language and improving the format, the revised assessment requires NHS Boards to give examples of how they have been involving patients and the public.

Scottish Health Council Assessment and Feedback Manager Fiona Wardell said: “As NHS Boards had already begun to gather evidence using the 2004/2005 Performance Assessment Framework, it was

agreed that this year we would make only relatively minor changes.

“We have consulted with NHS professionals, patients, carers and voluntary groups to deliver a means of assessment that will be more straightforward for staff to complete and more accessible to patients and the public.”

The revised assessment was sent to all NHS Boards for comment and the final version was distributed in October. NHS Boards will be expected to complete the assessment and return it to the Scottish Health Council by the end of January 2006.

What is Patient Focus and Public Involvement?

NHS Scotland is dramatically changing the way it interacts with patients and the public to improve services.

Patient Focus and Public Involvement (PFPI) is the term used by the Scottish Executive to describe how NHSScotland is developing a health service that responds to patients’ needs and public opinion.

Patient Focus and Public Involvement is based on the recognition that it is no longer good enough for a modern healthcare system to do things *to* people; it must do things *with* the people it serves.

By involving patients, carers and the public in decisions about health services, the NHS will ensure it:

- treats people with respect and as individuals by involving them in their own care
- is a service designed for and with the people who rely on it
- involves people and communities in improving the quality of care, influencing NHS priorities and planning healthcare services.

The Scottish Health Council

has a crucial role to play in ensuring that NHS Boards are genuinely involving patients and taking account of their views.

It will:

- assess the performance of NHS Boards in involving the public in decisions about the design and delivery of health services
- develop and share best practice in patient and public involvement with NHS Boards, patient and community representatives
- ensure that patients have the opportunity to feed back their views directly to health services.

“In the Borders we have a group of lively, enthusiastic, and dedicated people from a wide range of backgrounds.”



Shelagh Martin

Focus on . . . a local officer

Shelagh Martin is a local officer based in the Scottish Health Council's Borders office.

“ My role as local officer is to raise awareness of the Scottish Health Council locally and to develop and maintain good working relationships with key NHS Borders staff, as well as with community and voluntary groups. I am very much enjoying going out and talking to these groups.

Another part of my job, and probably the most enjoyable aspect so far, has been working with our Local Advisory Council, which was the first to be established in Scotland. I am here to support our volunteers as they go out into the local community and gather information for the Scottish Health Council. In the Borders we have a group of lively, enthusiastic,

and dedicated people from a wide range of backgrounds. They bring a wealth of experience and skills and I believe they will prove an invaluable resource to the Scottish Health Council.

I have been in post since the Scottish Health Council was launched and it has proved to be a challenging and exciting time. Not everyone gets the opportunity to be part of the beginning of an entirely new organisation. No one has done this job before and it has been a great chance to make the job my own. I look forward to the future and seeing the Scottish Health Council develop and grow into a responsive and effective organisation. ”

Update from

The Scottish Health Council has a national office in Glasgow and 15 local offices located in three regions:

East, which covers the NHS Board areas of Borders, Fife, Forth Valley and Lothian.

North, which covers the NHS Board areas of Tayside, Grampian, Highland, Shetland, Orkney and the Western Isles, and

West, which covers the NHS Board areas of Argyll and Clyde, Ayrshire and Arran, Dumfries and Galloway, Greater Glasgow and Lanarkshire.

Each local office will be supported by a Local Advisory Council of up to 15 volunteers to help it assess how well NHS Boards are involving patients and the public.

Right is a brief update on the progress made in their region in the past few months.

If you would like to support the work of the Scottish Health Council, and you have some free time, please contact your local office to find out how to become a Local Advisory Council member.

the regions

■ East

All staff have now been recruited. The Local Advisory Councils in Borders and Fife have had their first meetings and recruitment of Local Advisory Council members is ongoing throughout the region. Regional staff have met with all NHS designated directors for Patient Focus and Public Involvement in the region and local office staff have started to meet with community groups.

Awareness about the Scottish Health Council is growing and there have been requests to meet with local politicians, voluntary organisations and community groups.

■ North

A regional manager, regional officer, six local officers and three administrators have been appointed. Recruitment is expected to be complete this month.

Local Advisory Council members have been appointed in each NHS Board area and are developing an understanding of local structures and issues.

Regional staff have been establishing contact with NHS Board designated directors and Patient Focus and Public Involvement leads, as well as raising awareness of the Scottish Health Council with groups in local communities.

■ West

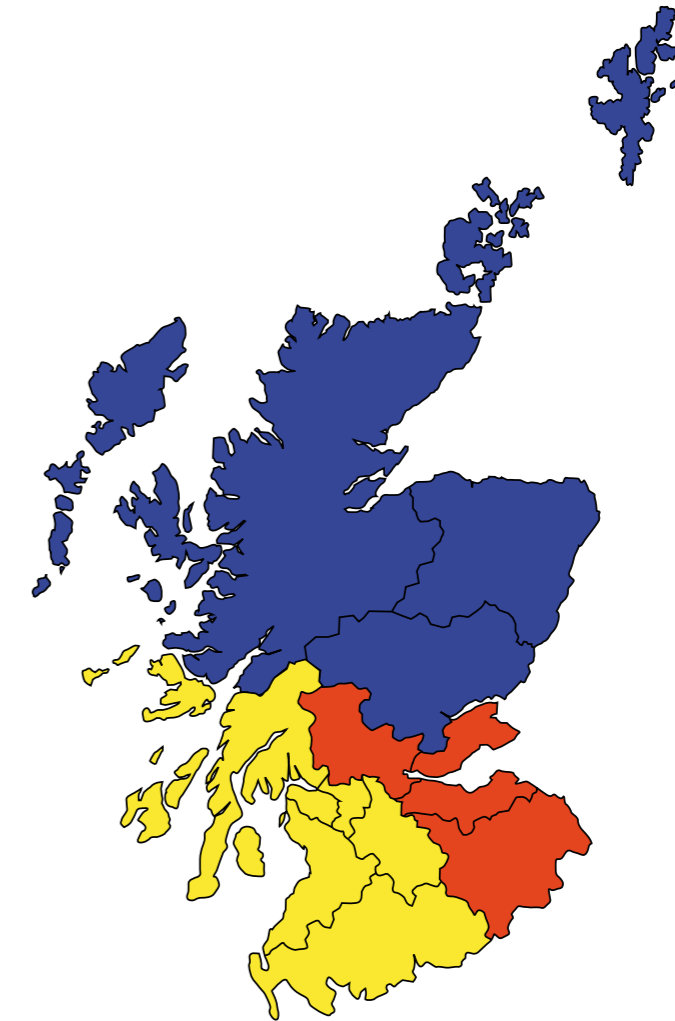
Most posts in the West region have been filled and an induction day for new staff was held in September.

Local Advisory Councils have been formed in Argyll and Clyde and Lanarkshire, while recruitment is ongoing in Ayrshire and Arran, Dumfries and Galloway, and Greater Glasgow. The Scottish Health Council has been represented at all annual review meetings of

NHS Boards in the region.

Regional staff met with members of each NHS Board Patient Focus and Public Involvement team in the region.

Local officers attended a workshop on reviewing Performance Assessment Framework reports and assessing NHS Boards' implementation of Patient Focus and Public Involvement.



Scottish Health Council Offices

National Office, Delta House, 50 West Nile Street,
Glasgow G1 2NP Tel: 0141 241 6308

East

Scottish Health Council
Borders, 71 High Street,
Galashiels TD1 1RZ
Tel: 01896 661 420

Scottish Health Council
Fife, Hayfield Clinic,
Hayfield Road, Kirkcaldy,
Fife KY2 5AD
Tel: 01592 200 555

Scottish Health Council
Forth Valley, 46 Barnton
Street, Stirling FK8 1NA
Tel: 01786 471550

Scottish Health Council
Lothian, 21 Torpichen
Street, Edinburgh EH3 8HX
Tel: 0131 229 6605

If you would like to apply
to become a Local Advisory
Council member, or you
would like more
information about the
Scottish Health Council,
please contact your
local office.

North

Scottish Health Council
Grampian, Westburn
House, Foresterhill,
Westburn Road, Aberdeen
AB25 2XG
Tel: 01224 559 444

Scottish Health Council
Highland: Larch House,
Stoneyfield Business Park,
Inverness IV2 7PA
Tel: 01463 723930

Scottish Health Council
Orkney
Contact Scottish Health
Council Grampian

Scottish Health Council
Shetland, Administration
Offices, Montfield Hospital,
Burgh Road, Lerwick ZE1
0LA
Tel: 01595 741 260

Scottish Health Council
Tayside, Ground Floor,
Argyll House, Marketgate,
Dundee DD1 1QP
Tel: 01382 229 842

Scottish Health Council
Western Isles
Contact Scottish Health
Council Highland

West

Scottish Health Council
Argyll and Clyde, Abbey Mill
Business Centre, Sir James
Clark Building, Studio 38,
Seedhill, Paisley PA1 1TJ,
Tel: 0141 842 4808

Scottish Health Council
Ayrshire and Arran,
Ayrshire Central Hospital,
Kilwinning Road, Irvine
KA12 8SS
Tel: 01294 323 224

Scottish Health Council
Dumfries and Galloway, 11
Buccleuch Street, Dumfries
DG1 2AT
Tel: 01387 261 222

Scottish Health Council
Greater Glasgow
44 Florence Street,
Glasgow G5 0YZ
Tel: 0141 429 7545

Scottish Health Council
 Lanarkshire
Airbles Road, Motherwell
ML1 3FE
Tel: 01698 250131