

A Participation Standard for the NHS in Scotland

Information Leaflet

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making sure
your voice counts



Scottish Health Council

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What is the Participation Standard?

It's a way of measuring how well NHS Boards ensure that the public can take part in planning and providing health services.

How can the public take part?

The Scottish Government wants you to:

- get involved in health service planning and development
- contribute to NHS decision-making on services and how they are provided
- receive information about health services and your own treatment and care.

The Participation Standard will measure how well NHS Boards are doing all this and will help improve services for everyone. Each Board's performance against the Standard will be available for the public to see.

How will this change things?

Involving the public in healthcare decisions will help ensure that health services better meet their individual needs and preferences.

What does the Participation Standard measure?

The Participation Standard measures the following:

1 How well NHS Boards focus on the patient

NHS Boards are asked to show that:

- people are involved in discussions about their treatment and care
- information is available to help people understand their treatment options

- information about local health services is easily accessible for everyone
- people are treated with dignity and respect
- people who need it can get independent support and help to enable them to give their views about health services
- people receive support if they have caring responsibilities
- people are encouraged and supported to give their views or make a comment or complaint.

2 How far NHS Boards get the public involved

NHS Boards are asked to show how they:

- help people take part in developing and improving healthcare services
- give information and support to help people who may find it more difficult to be involved
- tell people how their views have been taken into account when decisions are made.

3 How NHS Boards take responsibility for ensuring their staff involve the public

NHS Boards must carry out their responsibilities to be answerable to the public. So they must ensure that:

- healthcare decisions take account of the views of the public
- their staff, wherever they work in the organisation, are encouraged and led to involve the public.

When will the Participation Standard be introduced?

From April 2011, NHS Boards will be asked to report their progress against the Participation Standard at their annual review meeting.

How could I get involved?

NHS Boards will fill in a form that asks them to assess how well they think they have performed. NHS Boards will then ask members of the public, local community and patient groups, public partnership forums and staff of the Scottish Health Council if they agree that their assessment and the progress they say they are making is accurate.

Every NHS Board holds a meeting in public each year, attended by the Cabinet Secretary for Health & Wellbeing or the Minister for Public Health. If you have any questions about health services, you can write or ask them directly at this meeting.

The dates of the annual review meetings are available from your Scottish Health Council local office.

Where can I find out more?

A full copy of the Participation Standard and further information is available from: www.scottishhealthcouncil.org, by calling **0141 241 6308** or by contacting your local Scottish Health Council office.



This leaflet is available in the following languages:

Arabic | Bengali | French | Gaelic | Hindi | Lithuanian | Polish | Russian | Traditional Chinese | Urdu