



Scotland's Patient Experience Programme

## **Better Together Scotland's Patient Experience Programme Consumer Panel**

### **An Invitation**

Better Together Scotland's Patient Experience Programme would like to invite around 30 members of the public, who have been recent users of the NHS in Scotland, to help in the development of the Programme.

In particular we would like help in deciding how to gather information about patient's experiences of services. This will include asking members to comment on:

- ◆ the programme's website which will enable members of the public to tell their stories online,
- ◆ how information about patients and carers experiences will be collected, and
- ◆ the questions which will be asked of patients and carers.

### **How the Consumer Panel will work**

We would like the 30 members to come from different parts of Scotland. We would therefore like to recruit 10 members from the North of Scotland, 10 from the West and 10 from the East.

Members will be asked to contribute to the development of the programme by post or email and in person over the next 12 months. If members are asked to meet to discuss something in person the programme will pay their travel expenses.

Any meetings will be held in three locations across Scotland (Inverness, Edinburgh and Glasgow). There will be no more than 4 meetings in over the 12 months.

Any member of the public who is interested in joining the panel will be fully briefed over the telephone, or in person. We will therefore need people's name, telephone number and a little information about them (i.e. in which part of the country they live and their age).

If members wish to stop being part of the panel they will be able to leave at any point in the year.

If you know someone who is interested in joining the panel please contact **Julie Tosh** on **01387 261222** or email [julie.tosh@scottishhealthcouncil.org](mailto:julie.tosh@scottishhealthcouncil.org)

## **About Better Together**

Better Together is NHSScotland's programme to improve patient experience. It will build upon the improvements already happening across our health service by working with patients, carers and staff to further enhance the quality of care. The programme will support NHSScotland to make year-on-year improvements for patients and the care they experience by:

- ◆ Listening, in conjunction with staff views, to what patients and carers want;
- ◆ Comparing patients' service experience to what patients want;
- ◆ Acting on this information to improve services.

## **Using the Experts to Help Shape Our Core Business**

No one knows more about the experience of receiving care than our patients and carers. They're the experts. Better Together will use an evidence-based approach, including surveys and focus groups to discover exactly how patients experience their care. Better Together will help NHSScotland Boards tap into real life patient experience, supporting the delivery of a programme of continuous improvement which will, in turn, deliver high quality, safe and effective patient-centred care.

## **Better Together Timetable**

The programme will initially focus on improving the experience of three key patient groups: inpatients, people with long term conditions and users of GP services. The programme will be rolled out gradually.