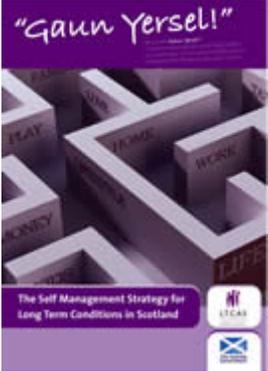
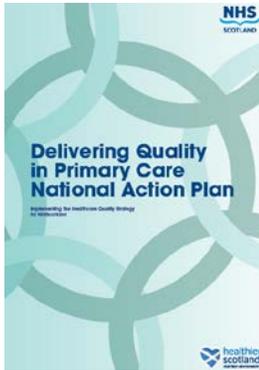




## VOICES Workshop Scottish Government Generic Documents

	<p><b>Better Health, Better Care (2007)</b></p> <ul style="list-style-type: none"> <li>• The Scottish Government's action plan. The main points are:</li> <li>• Strengthen ownership of the NHS by getting more people to take part</li> <li>• Different sections of the NHS work together to improve service</li> <li>• Increase healthy lifestyles in Scotland</li> <li>• Enable and support patients to be partners with the NHS</li> <li>• Make primary health care more flexible by changing services</li> <li>• Make services the same across the different regions of Scotland</li> <li>• More use of technology</li> <li>• Deliver the quickest treatment available in Scotland</li> </ul>
	<p><b>Can I help you?</b></p> <ul style="list-style-type: none"> <li>• A report about the NHS complaints procedure and how to make it simpler and faster.</li> <li>• The first report was published in 2005 and is available on the Scotland's Health on the Web (SHOW) website:</li> </ul>

	<p><b>"Gaun Yersel" The Self Management Strategy for Long Term Conditions in Scotland (2008)</b></p> <p>The Strategy calls for:</p> <ul style="list-style-type: none"> <li>• People to have more access to high quality information about their condition and its impact on their life. People to have more access to support including peer support.</li> <li>• Increased provision of emotional and mental health support for people with long term physical conditions.</li> <li>• A change in culture so that people - those receiving and those delivering services - have the confidence and capacity to work together as partners.</li> <li>• Better partnerships working by NHS, voluntary sector and local authorities.</li> </ul>
	<p><b>The Healthcare Quality Strategy for NHSScotland (2010)</b></p> <ul style="list-style-type: none"> <li>• Caring and compassionate staff and services</li> <li>• Clear communication and explanation about conditions and treatment</li> <li>• Effective collaboration between clinicians, patients and others;</li> <li>• A clean and safe care environment</li> <li>• Continuity of care</li> <li>• Clinical excellence.</li> </ul> <p>Recognises six dimensions of healthcare quality</p> <ul style="list-style-type: none"> <li>○ Person-centred</li> <li>○ Safe</li> <li>○ Effective</li> <li>○ Efficient</li> <li>○ Equitable</li> <li>○ Timely</li> </ul>



## Delivering Quality in Primary Care National Action Plan (2010)

- 11 point plan for implementing the Healthcare Quality Strategy for NHSScotland



## Your health, your rights: The Charter of Patient Rights and Responsibilities

### Information on

- Access
- Communication and participation
- Confidentiality
- Respect
- Safety and
- Comments and complaints



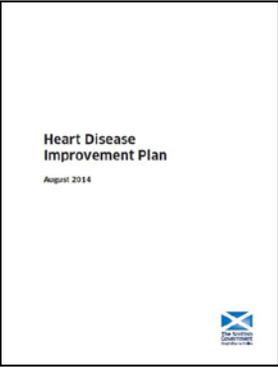
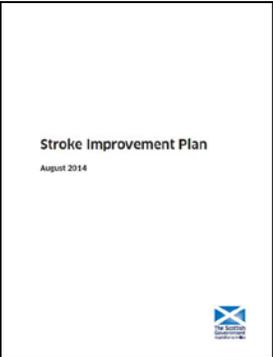
## Scottish Government National Performance Framework (Dec 2011)

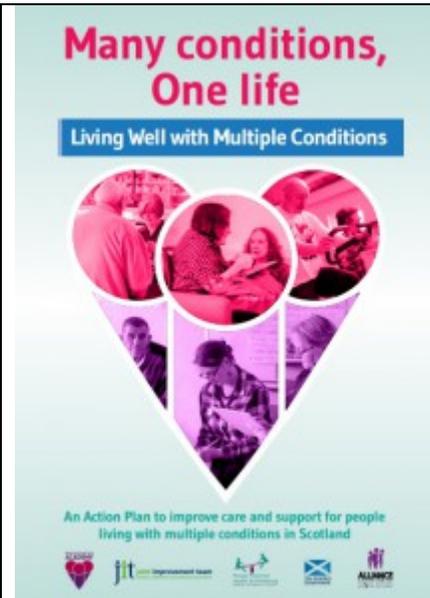
### Five Strategic Objectives

- Wealthier
- Smarter
- Healthier
- Safer Stronger
- Greener



## AHPs as agents of change in health and social care - The National Delivery Plan for the Allied Health Professions in Scotland, 2012 - 2015

	<p><b>Route Map to the 2020 Vision for Health and Social Care</b></p> <p>This paper sets out a new and accelerated focus on a number of priority areas for action in the form of a 'Route Map' to the 2020 Vision for Health and Social Care in Scotland.</p>
	<p><b>Heart Disease Improvement Plan 2014</b></p> <p>The Plan identifies six priority areas for improvement. These priorities are:</p> <ol style="list-style-type: none"> <li>1. Prevention of Cardiovascular Disease</li> <li>2. Mental Health for Heart Disease</li> <li>3. Secondary and Tertiary Care Cardiology</li> <li>4. Heart Disease Management and Rehabilitation</li> <li>5. Heart Failure</li> <li>6. Arrhythmias</li> </ol>
	<p><b>Scottish Stroke Improvement Programme 2018 National Report</b></p> <p>The programme identifies eight priority areas for improvement. These priorities are:</p> <ol style="list-style-type: none"> <li>1. Early Recognition of Transient Ischaemic Attacks (<b>TIA</b>) and stroke by the general public, Scottish ambulance Service (SAS), NHS 24, primary care hospital front door services and social care staff</li> <li>2. Appropriate pre-hospital protocols to ensure rapid admission, early diagnosis and treatment</li> <li>3. Delivery of stroke care bundle</li> <li>4. Developing a skilled and knowledgeable workforce</li> <li>5. Early diagnosis and treatment for non-admitted patients</li> <li>6. Appropriate secondary prevention</li> <li>7. Transition to the community</li> <li>8. Living with stroke</li> </ol>



**Many conditions, One life**  
**Action plan to improve care and support for people living with multiple conditions in Scotland**

The Scottish Government Action Plan to improve care and support for people living with multiple conditions in Scotland was developed by people from the ALLIANCE’s Involvement Network. ‘Many conditions, One life’ has key actions that need to be taken in health and social care services across Scotland. It describes seven principles (below) that should be at the heart of care and support for people with multiple conditions.

**Seven Principles**

1. “I am not just my conditions. Take time to understand all about me and my life.”
2. “Support me to help myself”
3. “Help me to understand what is happening to my body and health.”
4. “Understand that the challenges of managing one of my conditions can place strain and stress on my ability to manage my other conditions.”
5. “Understand that I may be struggling with issues that are associated with my condition, but less apparent. Don’t treat my conditions in isolation of these.”
6. “Understand the value of shared experience and meeting other people who have experienced similar circumstances to me.”
7. “Involve my carer/family member as they have an important role to play too.”



[Our Voice](#)

**Our Voice is the term used for the method being used for public involvement in the new integrated health and social care landscape.**

**Our Voice** is based on a vision where people who use health and care services, carers and the public will be enabled to engage purposefully with health and social care providers to continuously improve and transform services. People will be provided with feedback on the impact of their engagement, or a demonstration of how their views have been considered. Leaflet available on the [Scottish Health Council](#) website.

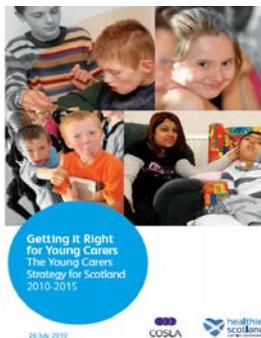
# Carers



## **Caring Together: The Carers Strategy for Scotland 2010 – 2015**

Promises to:

- develop a Carers' Rights Charter.
- help with measures to identify carers.
- improve uptake of carers' assessments and support.
- improve provision of carers' information and advice.
- ensure carer representation on CHPs.
- produce bespoke resources on stress and caring.
- invest £281,000 in carer workforce training.
- invest £1million to provide more innovative short breaks
- promote carer-friendly employment practices.
- encourage better strategic planning and collaborative working between health and social service to ensure co-ordinated services and support.



## **Getting it Right for Young Carers: The Young Carers Strategy for Scotland 2010-2015**

The Scottish Government:

- will fund a fourth Scottish Young Carers Festival in 2011.
- will put in place measures to help professionals in education, health and social care to identify young carers.
- will introduce a classification of 'young carers' in the 2011 school census.
- will work with the Scottish Young Carers Services Alliance to produce a practice guide on young carers for teachers and schools.
- will improve the provision of information and advice to young carers.
- will commission research into the characteristics of young carers.
- will work with a range of partners to promote the further development of flexible, personalised short breaks.
- will progress a range of actions to improve support to young adult carers.

Skills Development Scotland will

- design and develop suitable materials and training opportunities to support young carers' services' contact with young adult carers.
- refresh their publicity materials for young carers.

## **Carers Bill to be introduced in Scotland**

- See [Scottish Parliament website](#) for details.

**Local documents** are found on the NHS Board and local authority websites.

**National government documents** can be all be found via the Chest Heart & Stroke Scotland website in the “Voices Scotland” section under “Useful Documents”.

*This is not a exhaustive list but reflects some of the key Scottish Government documents in the field*

*July 2015*