Consultation on the role of the Scottish Health Council: 
Strengthening people’s voices in health and social care

July 2017
# Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Introduction</td>
<td>3</td>
</tr>
<tr>
<td>The Scottish Health Council</td>
<td>5</td>
</tr>
<tr>
<td>Our Voice</td>
<td>6</td>
</tr>
<tr>
<td>Why change?</td>
<td>7</td>
</tr>
<tr>
<td>How to change</td>
<td>9</td>
</tr>
<tr>
<td>Questions</td>
<td>12</td>
</tr>
<tr>
<td>Thank you</td>
<td>18</td>
</tr>
<tr>
<td>Have your say</td>
<td>19</td>
</tr>
</tbody>
</table>

2
**Introduction**

We are thinking about whether we should make changes to the Scottish Health Council.

The Scottish Health Council is part of Healthcare Improvement Scotland

This document:
- Explains why we are thinking about this
- Asks you to think about what changes might be made

We want to know what you think.

Please read through this report and then go to the online questionnaire

Web: [www.smartsurvey.co.uk/s/HCISconsultSHC](http://www.smartsurvey.co.uk/s/HCISconsultSHC)
If you do not have internet access you can send us your response by writing to:

FREEPOST- Healthcare Improvement Scotland – Delta House

Please send your answers back to us by Friday 20 October 2017.
The Scottish Health Council was set up in 2005.

The Scottish Health Council works to:

- Make sure the NHS in Scotland listens to the public and takes account of your views
- Involve people and communities in planning health services
- Help the NHS in Scotland to improve how it involves the public
Our Voice

Our Voice is about involving lots of different people and communities in Scotland in helping to make health and social care services better.

Our Voice wants to involve people and communities who don’t usually get heard. These communities should get extra support so that they can take part.

The Scottish Government and other organisations have worked with the Scottish Health Council to set up Our Voice.

The Scottish Health Council has been leading on parts of Our Voice, like the Citizens’ Panel and the Our Voice website.
Why change?

The Scottish Government wants Health and Social Care services to change so that people can live longer healthier lives.

They want Health and Social Care Services to:

- Work together more
- Treat people quickly at home or as near to home as possible
- Provide high quality care which involves patients in deciding what to do
- Make sure people only stay in hospital as long as they need to
The Scottish Government also want:

- People and communities to be more involved in planning health services that are right for local people
- People to share what they think about services
- People to have more control over their long term health conditions and decisions about treatment and services

These changes will mean that the Scottish Health Council may have to change the way it works.
How to change

We think that any changes to the way the Scottish Health Council works should:

- Carry on the Scottish Health Council’s work with Our Voice

- Use the Scottish Health Council’s skills and experience in helping people and communities to share what they think about services
Consider how the Scottish Health Council should work with:

- **People and Communities to:**
  - Help people to understand their right to get involved
  - Support people to get involved
  - Help people to get the information they need
  - Ask people what they think

- **Community groups and voluntary organisations to:**
  - Share the things that people are saying about health and social care services
  - Share ways of listening to people and involving them
  - Find out which groups of people are not being heard
NHS boards, Local Councils and Health and Social Care Partnerships to:

- Understand more about good ways to listen to people and involve them in giving their views

- Help Health and Social Care staff to understand how important it is to use good ways to listen to people

- Understand more about ‘Our Voice’ and how to use it

Help the Scottish Health Council to work well with other organisations

Make the best use of the Scottish Health Council’s money and staff
Questions

1. Should the Scottish Health Council support the involvement of people in social care services, as well as in health services?

2. Should the Scottish Health Council work in the ways described with:
   - People and communities?
   - Community groups and voluntary organisations?
   - NHS boards, Local Councils and Health and Social Care Partnerships?
3. The Scottish Health Council thinks more could be done to find evidence of the best ways of:

- Hearing people’s views on health and social care
- Involving people and communities in health and social care services

Should the Scottish Health Council lead in finding evidence of the best ways to support people and communities to get involved and give their views?

If yes, how should it do this?
4. The Scottish Government wants NHS boards to listen to patients and local people about the quality of their services.

The Scottish Health Council has helped NHS boards to involve people and communities when changes are being made to local health services.

Should the Scottish Health Council offer advice to Health and Social Care Partnerships on how to involve people and communities when changes are being made to health and social care services?

How should it do this?
5. The Scottish Health Council checks how well NHS boards listen and take account of people’s views on changes to services.

The Scottish Health Council writes reports on how well people and communities’ views have been listened to and taken account of. This is called “quality assurance”.

Do you have any views on the Scottish Health Council’s “quality assurance” role in NHS service changes?
6. Some people are saying that not enough people know about the Scottish Health Council.

Some people are saying that we should change the name of the Scottish Health Council to something which explains more about what it does.

Do you think the name of the Scottish Health Council should be changed to make it easier to understand what it does?
7. We want to hear any ideas you have about how the Scottish Health Council might work in the future. We want to know any views you have on:

- How the Scottish Health Council should be run and organised
- How the Scottish Health Council should tell people about what it does
Thank you for your views.

Please fill in the online questionnaire by going to:

Web: www.smartsurvey.co.uk/s/HCISconsultSHC

or post your answers back to us by Friday 20 October 2017 to:

FREEPOST- Healthcare Improvement Scotland – Delta House

If you need anymore information please contact us on:

Telephone: 0141 225 6999

Email: hcis.consult@nhs.net
Have your say

You can come and tell us what you think at one of our regional events:

- Friday 22 September 2017 – Perth
- Thursday 28 September 2017 – Edinburgh
- Friday 29 September 2017 – Glasgow

You will be able to get more information about the times and places for these events from the Healthcare Improvement Scotland Website: www.healthcareimprovementscotland.org/shc_consultation.aspx

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