

# Make a difference in Scotland

## What's this fact sheet for?

It's here to help you get your views across on health care issues in Scotland. This matters, because when people like you get involved, it makes a big difference to decision-making. Often much bigger than you think.

## So how do I go about getting heard?

Things vary depending on where you are, so the key is to ask questions and do some research. This is as simple as having a chat with the right people, or try a quick search online.

## A chat with who exactly?

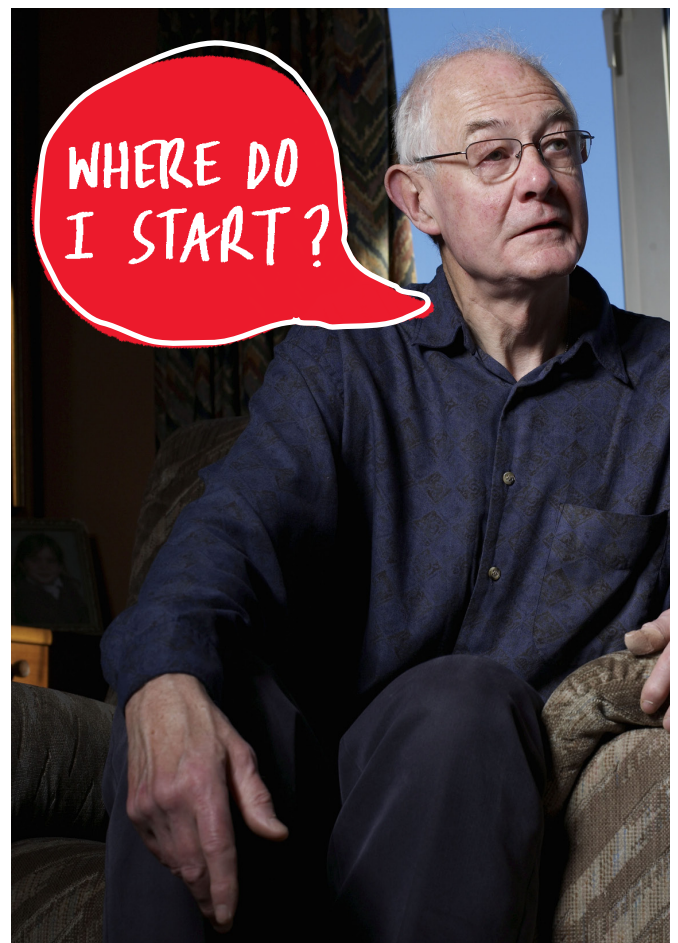
It could be anyone at your GP surgery, your local hospital or your specialist clinic – whichever feels most important and relevant to you. Any services you use should have a method in place to gather your feedback. The process is usually known as 'Patient and Public Engagement', although sometimes other names are used. Either way, members of staff will have that information easily to hand, so feel free to ask.

## What about online?

You'll find a lot of information in a few clicks. Here are a few search terms to try:

- Have your say in [your location] health services
- Get involved in health services in [your location]
- Patient and Public Engagement [your location]
- Patient feedback [your local hospital]

Any of those should bring up some useful information for you to follow up.



### Is there any more help out there?

Plenty. Here are two organisations who will help you have a voice.

#### 1. The Scottish Health Council

This should be your first port of call. **The Council** was specifically established in 2005 to promote Patient Focus and Public Involvement in the NHS in Scotland. The aim is to create a 'mutual NHS', where the NHS works in partnership with patients, carers and the public. Have a dig around their website for useful information on how to get involved.

#### 2. NHS Scotland

As you'd expect, the **NHS Scotland** website is also worth checking. It provides some valuable insights on how health services work, and is a good way to track down contact details.

### Useful links

#### Scottish Health Council

<http://www.scottishhealthcouncil.org>

#### NHS Scotland

<http://www.show.scot.nhs.uk>

