

OUR VOICE: working together to improve health and social care

About this document

This document has been produced by the Scottish Health Council's Fife office to provide information about the "Our Voice" framework. It also provides information on existing ways people can share their views or experiences about services as well as some of the new ways which are being developed.

What is Our Voice?

Our Voice is a framework, initiated by the Scottish Government, to enable people who use health and social care services, carers and the public, to engage purposefully with health and social care providers in order to continuously improve services. The Our Voice framework is being developed in partnership by The Scottish Health Council, Healthcare Improvement Scotland, The Alliance, COSLA and the Scottish Government.

How will it work?

Our Voice will operate at individual, local and national levels in order to support improvement and to empower people to be equal partners in their care. The framework will encompass existing and develop new ways for people to engage with health and social care providers.



Individual level - people should be fully involved in decisions about their treatment and care, and they should be empowered and supported to feed back about the care and services they receive. Feedback should be used to drive and inform continuous improvement to services.



Local level – peer networks will support people to engage purposefully in local planning processes. Particular support will be given to those whose voices are not always heard, and to develop local networks of people who are willing to get involved. Our Voice will develop and share guidance, tools and techniques that can help to build people's capacity to get involved in, and lead local conversations.



National level – a citizen voice 'hub' will connect existing structures and networks, gathering intelligence on issues of concern and involving as wide a range of people as possible to improve services. Citizens' panels will create opportunities for people to engage in national policy debate.



Leadership coalition of health and social care service users, carers and leaders in the NHS, local authorities and the third sector will guide the development of the framework.



INDIVIDUAL LEVEL

How can I have my voice heard and have a say about health and social care services?

Through **health and social care service providers' feedback systems** you can share your thoughts and feelings about your experiences using: feedback slips, websites, even a casual chat with a member of staff.

Contact information for local service providers' feedback systems:



Feedback service, for comments, suggestions, compliments and complaints, please contact:

Patient Relations Department, NHS Fife, Room 104, Hayfield House, Hayfield Road, Kirkcaldy, KY2 5AH

Tel: 01592 648153



There are several Access Points throughout Fife. To find out the location of your nearest Local office please contact Fife Council by calling 03451 55 00 00 or you can find the information through their website: www.fifedirect.org.uk

Fife Council, Fife House, Glenrothes, KY7 5LT

Tel: 03451 55 00 00



The Fife Health & Social Care Partnership has been created by Fife Council and NHS Fife as part of the Scottish Government's ambitious programme of reform to ensure that health and social care provision across Scotland is joined-up and seamless, especially for people with long term conditions and disabilities, many of whom are older people. From 1st April 2016 the Fife Health and Social Care Partnership are now responsible for providing coordinated health and social care Further information can be found regarding the Health and Social Care Partnership by visiting their website: www.fifehealthandsocialcare.org



Scottish Ambulance Service

To complain or give feedback about the ambulance service, contact: Patient Experience Team, Corporate Affairs and Engagement, Scottish Ambulance Service, National Headquarters, Gyle Square, 1 South Gyle Crescent Edinburgh EH12 9EB
Tel: 0131 314 0000
Email: scotamb.complaints@nhs.net
Web: www.scottishambulance.com



NHS 24

To complain or give feedback about NHS 24, contact: Feedback and Complaints Officer, Patient Customer Relations Department, NHS 24, Caledonia House, Fifty Pitches Road, Cardonald Park Glasgow G51 4ED
Tel: 0141 337 4501



Scottish Public Services Ombudsman

The Scottish Public Services Ombudsman is a free and independent service for people who feel their complaint has not been dealt with properly. It can make recommendations to try to put things right. Contact them by phone on 0800 377 7330 or go to www.spsso.org.uk for more information.



Care Inspectorate

For complaints on social care services you can also get in touch with the Care Inspectorate.

Tel: 0345 6009527 or
online: www.careinspectorate.com/index.php/complaints



Patient Opinion / Care Opinion

Share your experience through **Patient Opinion** (healthcare) and **Care Opinion** (social care), an independent, open and transparent way for patients and the public to share their stories and experiences of health and social care services.

Tel Patient Opinion on 0800 122 3135 or leave a comment on their website below:

www.patientopinion.org.uk/info/patient-opinion-scotland
www.careopinion.org.uk/info/care-opinion-in-scotland



All stories are anonymous and will be sent to the right staff so that they can make a difference for the next patient.



Patient Advice & Support Service

Use your rights
know your responsibilities
share your experience
Make a difference

The **Patient Advice and Support Service (PASS)**

(www.patientadviceScotland.org.uk), accessible through Citizens Advice Bureaux (known in Fife as Citizens Advice & Rights Fife or CARF for short), can provide advice on your rights and responsibilities as a patient and help you give feedback on NHS services. The service can also give you practical help to make comments, raise concerns or make a complaint about NHS services. For General advice over the phone please call 0345 1400 093. The following local offices noted below can also provide help and support:

Cowdenbeath: Cowdenbeath Cab Office, 322 High Street, KY4 9NT

Cupar: County Buildings, St Catherine Street, KY15 4TA

Dunfermline: 4 Abbey Park Place, KY12 7PD

Glenrothes: Saltire Centre, 10-12 Pentland Court, KY6 2DA

Kirkcaldy: Forth House, Abbotshall Road, KY1 1RU

Leven: The Greig Institute, Forth Street, KY8 4PF

St Andrews: Council Offices, St Marys Place, KY15 9UY

ADVOCACY SERVICES

Independent advocacy organisations can help you understand your rights and have your voice heard. For more information about independent advocacy contact the Scottish Independent Advocacy Alliance.



For Information on all Advocacy Services in Fife please visit the Fife Advocacy Forum website:

www.fifeadvocacyforum.org.uk

or contact us at admin@fifeadvocacyforum.org.uk



For more information about independent advocacy contact the **Scottish Independent Advocacy Alliance** SIAA:

Tel: 0131 556 6443 website: www.siaa.org.uk or email

enquiry@siaa.org.uk



LOCAL LEVEL

How can I be part of a community voice (i.e. share my views alongside other people)

Join **Fife's People's Panel**, a group of people who have volunteered to help improve Fife by giving their opinions and observations on a variety of public issues. Launched in 2006, the panel is organised by Fife Partnership which combines Fife Council, NHS Fife, Police, Fire Service and the voluntary Sector. Panel members receive questionnaires (either online or by post) around 4 times a year, and may also be invited to participate in telephone surveys, focus groups or other consultation projects. Travel expenses for members are covered if attending focus groups or forums. If you would like to find out more information about Fife People's Panel or to request a registration pack, call 01592 583138 or e-mail betsy.wojcik@fife.gov.uk. You can also register online www.fifedirect.org.uk.

Join your GP surgery's **Patient Participation Group** (if it has one). These patient groups help surgeries to better involve patients and the public in the planning and delivery of services and are a great way of building two-way communication between staff and patients. Ask your surgery if they have a Patient Participation Group.

For more information on Patient Participation Groups or for support to establish a new group or develop an existing one, contact your local Scottish Health Council office on 01592 200555 or email fife@scottishhealthcouncil.org.

You can also find out more information on our website:

www.scottishhealthcouncil.org/patient_public_participation/patient_public_participation.aspx

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Join the **Scottish Health Council's Contacts Database**. The Scottish Health Council has a database of contacts (both local and national) who we contact from time to time, either to provide information or to invite them to take part in sharing their views on a subject of interest to them relating to health and/or social care. The individual or organisation can choose the level of involvement they wish to have – this ranges from receiving information only to taking part in locally held discussion groups or national events /forums.

If you would like to join our contact database or would just like to find out more please speak to George, Judith or Suzanne at the Scottish Health Council's Fife office on 01592 200555 or email us at fife@scottishhealthcouncil.org



Join **The ALLIANCE Involvement Network**, open to anyone with a disability or who is living with a long-term condition and who wants to contribute to the ALLIANCE's campaigning and policy activities. For more information see www.alliance-scotland.org.uk/get-involved or contact Kerry Ritchie, Network Development Officer by email at kerry.ritchie@alliance-scotland.org.uk or call 0141 404 0231.

Through contact with **the third sector** which comprises: community groups, voluntary organisations, charities, social enterprises, cooperatives and individual volunteers. Fife Voluntary Action provides a single point of contact for support and advice for the third sector within the local area. Fife Voluntary Action is also the key contact for the Third Sector Interface for Health and Social Care Partnership.

For more information contact:



Telephone number is 0800 389 6046 (this number is free from UK landlines and mobile phones).

E-mail address: info@fifevoluntaryaction.org.uk

Web Address: www.fifevoluntaryaction.org

If you're interested in volunteering you can also text VOL to 60777 (standard network message rate applies)

There are 5 Local Offices across Fife open between 9am and 5pm Monday to Friday, for details of the office locations see below.

Glenrothes - Main office

Craig Mitchell House, Flemington Road, Glenrothes, KY7 5QF

Telephone: 01592 760720

Dunfermline

29a Canmore Street, Dunfermline, KY12 7NU

Telephone: 01383 732136

Kirkcaldy

New Volunteer House, 16 East Fergus Place, Kirkcaldy, KY1 1XT

Telephone: 01592 645300

Cupar

Volunteer House, 69-73 Crossgate, Cupar, KY15 5AS

Telephone: 01334 654080

Leven

The Greig Institute, Forth Street, Leven, KY8 4PF

Telephone: 0800 389 6046

Tools, organisations and weblinks that can help you to start up or further develop a health and social care community group:



Chest, Heart & Stroke Scotland created a Voices Scotland training programme to help people self manage and be more able to share their views, their feedback and their voice. For details call 0131 225 6963, email voicesscotland@chss.org.uk or go to www.chss.org.uk/voices-scotland



The **Participation Toolkit** produced by the **Scottish Health Council** contains a wide range of tools and examples of how to use them to get the most out of talking with people. An electronic copy can be downloaded from www.scottishhealthcouncil.org or for a hard copy, phone your local Scottish Health Council office on 01592 200555.



The **Scottish Community Development Centre** provides training and support in all aspects of community development, to organisations and partnerships that work in and with communities. For more information email: info@scdc.org.uk tel: 0141 248 1924 or online www.scdc.org.uk



VOICE is a free online tool (produced by the Scottish Community Development Centre) which can be used by any individual or group to record engagement activity.

For more information go to www.voicescotland.org.uk or tel: 0141 248 1924

Useful web links:

Our Voice www.ourvoice.scot

Scottish Health Council www.scottishhealthcouncil.org

Healthcare Improvement Scotland www.healthcareimprovementscotland.org

Fife Council www.fifedirect.org

NHS Fife www.nhsfife.org

COSLA www.cosla.gov.uk

The ALLIANCE www.alliance-scotland.org.uk

Patient Opinion www.patientopinion.org.uk/services/nhs-scotland

Care Opinion www.careopinion.org.uk/info/care-opinion-in-scotland

Patient Advice and Support Service www.patientadvicescotland.org.uk

The Patient Rights (Scotland) Act 2011 www.gov.scot/Topics/Health/Policy/Patients-Rights

Charter of Patient Rights and Responsibilities

www.gov.scot/Topics/Health/Policy/Patients-Rights/Patients-Rights-Charter

NHS Inform www.nhsinform.co.uk

Voices Scotland (CHSS) www.cosmicresources.org.uk/voices-public-involvement-skills



NATIONAL LEVEL

How can I be part of a national voice?

Citizens' Hub: will be developed to tap into and listen to the existing structures and networks people use to share their voices. The Hub will also act as a space for open discussion and provide guidance on how to ensure peoples' voices are heard. The main aim of the Hub is to gather people's experiences, both good and bad, of using health and social care services. These will be collected from as wide a range of people as possible, on topics of national and local interest. The Hub will work alongside the Citizens' Panel (see below).

For more information contact the project team at www.ourvoice.scot/contact-us/

Our Voice Citizens' Panel: a representative group of approximately 1200 people from across Scotland will be randomly recruited through the electoral register. The Panel will be monitored to ensure it continues to be as representative of Scotland as possible as it develops over time. The purpose of the Citizens' Panel is about engagement with a representative sample of the population who might not be using services themselves or involved in other engagement mechanisms. The Panel will regularly be asked for opinions on a range of issues relevant to health and social care; these opinions will help influence national policies. It is hoped that the panel will be recruited and in place by summer 2016.

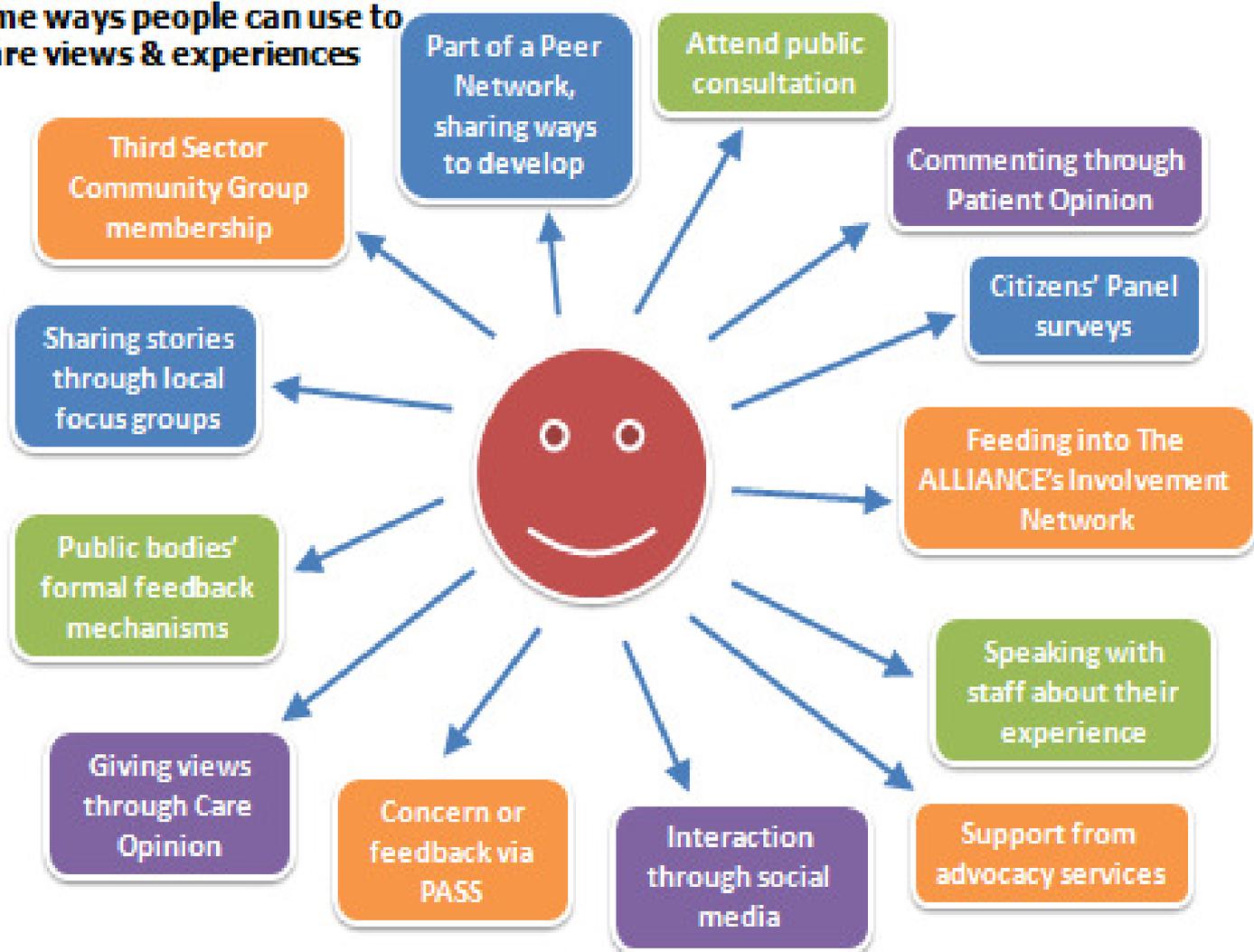
For more information contact the Our Voice project team at www.ourvoice.scot/contact-us/ or phone your local Scottish Health Council office on 01592 200555.

People's Experiences: Our Voice will develop stronger links with existing feedback mechanisms – such as the Patient Advice and Support Service, Patient Opinion, Care Opinion and service providers' own feedback methods – to make effective use of the information they already gather on people's experiences of health and care services (see page 2 for details of how to feed back through these mechanisms).

Peer Networks: Our Voice will harness or bring together existing engagement networks or groups; help set up new networks and support existing ones that cover health and social care, from the newly emerging Integrated Joint Board structures to smaller community groups like local Healthy Heart groups or Mums and Toddlers. Aims include creating opportunities for people and local communities to be part of planning services, capture collective views and share feedback, build capacity with individuals and communities to help them express their views, develop tools and techniques to support involvement and to complement existing engagement systems and avoid duplication. A range of networks will support each other with a common aim of engagement.

For more information see <https://ourvoice.scot/peer-networks/> , contact the Our Voice team at www.ourvoice.scot/contact-us/ or local Scottish Health Council office 01592 200555.

Some ways people can use to share views & experiences



■ Scottish Health Council
 ■ e-participation
 ■ health and social care sector
 ■ third sector

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This document has been produced by Scottish Health Council Fife office.
The Scottish Health Council is part of Healthcare Improvement Scotland.

Scottish Health Council Fife
Flat 2
Willow Drive
Kirkcaldy
KY1 2LF
Tel 01592 200555
Fax 01592 644422

Email fife@scottishhealthcouncil.org

Follow us on Twitter: [@SHCFife](https://twitter.com/SHCFife)