

NHS 24 – how we work with you



NHS 24 is for everyone in Scotland.

If you are ill and your doctor's surgery is closed, you can call NHS 24 on:



08454 24 24 24

The textphone number is **18001 08454 24 24 24**

There is an information service where you can find out about illnesses or where to go to get help. The phone number for the information service is **0800 22 44 88** and you can call at any time.

The textphone number is **18001 0800 22 44 88**.

You can also get information from the website at:

www.nhs24.com

We can make NHS 24 better by listening to what people tell us and making changes. This plan says what we will do in the next 3 years to work well with people.

Communicating with you

We will give you clear information.

We will make it easy for you to use NHS 24 and to tell us what you need from us.

We will train staff to help patients who communicate in different ways.



Involving you

We will make it easy for you to have a say in what we do.

We will ask you what you think when we are planning to do something new.

We will make sure that as many people as possible can have a say in what we do.

We will find better ways to get information from you and give information to you.



Listening to you

We will listen to you and your family or carer, because you are the experts.

The things you tell us will help us to make our service better.



Working with other services

We will work with other services that deal with health in Scotland.

Looking at how well we are doing

We will look at how well we involve people to see if we can do more.

We follow the rules about the best way to involve people.



Do you want to get involved?

If you have any questions about how we involve people, or if you want to get involved with NHS 24, please call the PFPI co-ordinator.

Telephone: 0141 337 4556

Textphone: 18001 0141 337 4556

Email: pfpi@nhs24.scot.nhs.uk

Or go to www.nhs24.com/getinvolved

