

Want to get involved?

If you have any questions about how we involve patients and the public in NHS 24, or would like to get involved, you can contact:

**PFPI Co-ordinator
NHS 24**

Phone: 0141 337 4556

Textphone: 18001 0141 337 4556

Email: pfpi@nhs24.scot.nhs.uk



You can also visit our website on: www.nhs24.com/getinvolved.
We would like to hear from you.

Need this in another format?

We can provide this publication in different formats. If you would like a copy in another language, in large print, on audio tape, on CD, in Braille, British Sign Language or Easy Read please get in touch with us.

Phone: 0800 22 44 88

Email: enquiries@nhs24.scot.nhs.uk

You can also download this document as text from our website at www.nhs24.com

We hope that this document helps to explain how we will work with patients, the public and our NHS colleagues to develop NHS 24 as a service. Our thanks go to the many people who contributed to it.



In 1990 the Plain English Campaign introduced a seal of approval - the Crystal Mark - to encourage organisations to communicate clearly with the public. The Crystal Mark has now become firmly established in the UK as a standard that organisations aim for when they produce public information. For more information visit www.plainenglish.co.uk

Ma tha thu airson an sgrìobhainn seo fhaotainn ann an cànan no cruth eile mar teip chlaistinn, clò mòr no Braille, cuir fios gu loidhne-cuideachaidh Seirbheis na Slàinte (NHS) air 0800 22 44 88. Cuireadh luchd fòn-teacsa fios gu 18001 0800 22 44 88.

Jeżeli chcielibyście Państwo otrzymać kopię niniejszego dokumentu w innym języku lub w formie kasy audio, wydruku dużą czcionką lub w języku Braille'a, prosimy skontaktować się z linią pomocy firmy NHS pod numerem 0800 22 44 88. Użytkownicy telefonu tekstowego proszeni są o wybranie numeru 18001 0800 22 44 88.

यदि आप इस प्रलेख की प्रति किसी और भाषा या स्वरूप; जैसे ऑडियो टेप, बड़े प्रिंट या ब्रेल में चाहते हैं; तो कृपया NHS से सहायता लाइन [Helpline] 0800 22 44 88 पर संपर्क करें। टेक्सफोन उपयोग करने वाले 18001 0800 22 44 88 डायल करें।

اگر آپ کو اس دستاویز کی کوئی نقل متبادل زبان یا شکل جیسے آڈیو ٹیپ، بڑے حروف یا بریل میں چاہئے تو برائے مہربانی NHS ہیلپ لائن [Helpline] 0800 22 44 88 پر رابطہ کریں۔ ٹیکسٹ فون استعمال کرنے والے 18001 0800 22 44 88 پر کال کریں۔

ਜੇ ਤੁਸੀਂ ਇਸ ਦਸਤਾਵੇਜ਼ ਦੀ ਇਕ ਕਾਪੀ, ਇਕ ਬਦਲਵੀ ਭਾਸ਼ਾ ਜਾਂ ਫਾਰਮੈਟ, ਜਿਵੇਂ ਆਡੀਓ ਟੇਪ, ਵੱਡੇ ਛਾਪੇ ਜਾਂ ਬ੍ਰੇਲ ਵਿਚ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 0800 22 44 88 'ਤੇ NHS ਹੈਲਪਲਾਈਨ [Helpline] ਨਾਲ ਸੰਪਰਕ ਕਰੋ। ਟੈਕਸਟਫੋਨ ਦੀ ਵਰਤੋਂ ਕਰਨ ਵਾਲੇ 18001 0800 22 44 88 ਡਾਇਲ ਕਰਨ।

如果你想得到這份文件的其他語言版本或版式，如錄音帶、大字印刷體或盲文，請致電聯絡國民醫療服務熱線 0800 22 44 88，文字電話請撥 18001 0800 22 44 88。



Working Together

You and NHS 24

We want to do well at what we do and, by doing so, make a difference to people's health across Scotland.



NHS
24

What we do

NHS 24 is a health service for Scotland.

When your GP surgery is closed and you are too ill to wait until it re-opens, you can call us on **08454 24 24 24** (textphone **18001 08454 24 24 24**).

We also have a health information service where you can get information about illnesses, conditions, treatments, NHS services and other support services. You can visit our website at www.nhs24.com or call on **0800 22 44 88** (textphone **18001 0800 22 44 88**).

Working together

Working with the public and involving them in what we do is very important to us. It is only through working with patients, the public and our NHS colleagues that we can continually develop and deliver high-quality services.

What you told us

We asked for your views on our strategy document, which set out our plans to involve patients and the public in our service. You told us that, while you supported the plans, the document could be improved by creating a version that was shorter and in plain English.



As a result of your feedback we have written this document, which aims to set out how we will work together.

You also wanted to know how we would achieve our aims. We have developed an action plan that describes in detail exactly what we will do each year. A copy of our action plan is available from our Patient Focus and Public Involvement Coordinator (you can find their contact details on page 4 of this leaflet).

What we will do

Communicate

We will:

- help you to make the best use of our services by providing clear information on new and existing services;
- make it as easy as possible for you to access our services and communicate with us;
- encourage individuals, groups and communities to let us know how we can help improve their health and our services;
- give our staff the training and resources they need to communicate effectively with all patients and members of the public.



Involve

We will:

- create new ways for you to get involved in what we do;
- involve the public and patients in planning and designing our service;
- ask for and include your views and ideas at the planning stage of any new work;
- ask for views and opinions from organisations who represent the public and patients;
- work with people in harder-to-reach communities in all areas of Scotland – this work will also involve the more vulnerable people of Scotland, including older people and people with learning difficulties;
- follow Scottish Government guidelines on working with and involving the public – this will include improving the ways we collect information from you and also improving the ways we give information to you.

Listen

We will:

- recognise the importance of patients, carers and their families in our services and listen to the people who are best placed to tell us about their needs;
- learn from your experiences so that your views influence how we change and improve our service.

Work Together

We will:

- work closely with all of the health boards in Scotland and local and voluntary organisations;
- improve our links with Community Health Partnerships (CHPs), Community Health and Social Care Partnerships (CHSCPs) and Public Partnership Forums (PPFs) across Scotland;
- continue to develop our relationships with the Scottish Health Council and the Scottish Government Health Directorates by giving them feedback and by following national guidelines and procedures;
- work together with national initiatives such as the Scottish Government's Better Together programme so that we contribute to patient and public involvement nationally.



Measure how we are doing

We will:

- measure how we are doing so we can judge how successful we are in meeting the needs of the Scottish public and patients and to find out how we can improve our service;
- follow national standards for involving the community in our work and make sure that our involvement with patients and the public is managed well;
- involve you in judging our success in developing our services.