

Further Information

The full report, called Safe and Effective Care: Interim Review of Clinical Governance and Risk Management Arrangements in NHSScotland, is available on our website www.nhshealthquality.org. If you would like a copy, please ask us.

Contact

For more information on this, or any other aspect of our work, please contact:

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How do you **know**
your care is **safe** and
effective?

You can read and download this leaflet from our website. We can also provide this information:

- by email
- in large print
- on audio tape or CD
- in Braille, and
- in community languages

How the NHS ensures the quality of your care

How do you **know** your care is **safe** and **effective**?

A culture of quality

Every NHS Board has a system in place to make sure your care is as safe and effective as possible. There are four key parts:

Clinical Governance

Clinical governance is how NHSScotland makes sure your care is safe and effective. Your NHS Board and its senior managers are directly responsible for clinical governance. It involves putting in place arrangements to deliver quality care, and monitoring these to make sure they are implemented.

Risk Management

Risk management is how NHSScotland identifies and assesses risk, and what action it will take to reduce it.

Involving the Public

In order to deliver quality care in an open and transparent way, it is essential that NHS Boards involve the public when they are making decisions about services, and that patients are involved in decisions about their own care.

Single system working

NHS Boards need to streamline decision making to make sure the right care is delivered in the right place at the right time.

How does this improve the quality of my care?

We, NHS Quality Improvement Scotland, have set standards to make sure that NHS boards have systems to deliver the highest quality care possible. The standards focus on the four areas described above. Every NHS Board is expected to meet these standards.

Our work has shown that NHS Boards with good management systems in place deliver a higher quality of care for patients.

What's the national picture?

We have reviewed every NHS Board against the national requirements. We found that progress has been made across Scotland in developing the systems that keep patients safe and ensure care is effective. In particular we found that NHSScotland recognises the importance of these systems and is working hard to make them work for patients.

How is my area performing?

We have published details of how each NHS Board is performing in our report, Safe and Effective Care: Interim Review of Clinical Governance and Risk Management Arrangements in NHSScotland.

If you would like a copy of this report, please ask us. It is also available from our website www.nhshealthquality.org.

Other sources of information

If you want to know more about what you can expect from the NHS, you can ask for a copy of **The NHS and You**, produced by Health Rights Information Scotland (HRIS), a project of the Scottish Consumer Council.

This is available at places providing NHS care (including hospitals and GP surgeries), from your Health Board, your local Citizen's Advice Bureau and from www.scotconsumer.org.uk/hris