

NHS Quality Improvement Scotland (NHS QIS) works to improve the quality and safety of care delivered by the NHS in Scotland. We do this by providing advice and guidance, supporting staff to put this into practice, and assessing and measuring how NHS boards are doing. We always involve healthcare staff, patients and members of the public in our work. This leaflet explains what we do to encourage and support a wide range of people to get involved.

If you work with us we will make sure that:

- your involvement is built in to all stages of our work, from planning to delivery. This includes our governance arrangements
- we provide background information so you can make an informed contribution
- we are open, honest and clear about what you are being asked to do, why, and what difference it might make
- the way in which you are involved is appropriate for the topic or issue
- we provide you with the practical support that you might need (including travelling, carer costs and other reasonable expenses)
- we provide feedback to the public on what we learn and what we will do as a result, and
- we evaluate involvement in our work, review outcomes and make improvements for involving people in future work
- we contact you regularly to tell you about our work and ask what you think

There are four key ways that people are actively involved in our work. These are:

- through voluntary organisation networks – we work with different voluntary organisations who can provide us with information and advice based on their experiences of supporting people with specific health conditions. They can also help us gather and understand the views of the people they work with.
- as public partners – a group of people working directly with NHS QIS as volunteers, who take on specific tasks such as members of review teams. We provide training for public partners working with us.
- as associate inspectors (patient focus) within the Healthcare Environment Inspectorate – each healthcare environment inspection team includes a volunteer associate inspector.
- as participants in one-off consultation activities, such as questionnaires, open meetings and focus groups

We will maintain and improve involvement in our work by:

- Continuing to support everyone who currently works with us
- Encouraging more patients, members of the public, members of public partnership forums and voluntary organisations to join our involving people network
- Using plain language in our communications and having a range of accessible versions of our reports and guidance
- Creating more opportunities to hear the views and experiences of patients who use or have recently used the services we are reviewing or inspecting
- Developing patient and public involvement in the work of the Healthcare Environment Inspectorate
- Working closely with the Scottish Health Council and others to introduce the participation standard for all NHS boards in Scotland.

We have a large group of individuals and organisations taking part in our work in different ways, who together make up our involving people network. You too could join and help us to improve the quality and safety of healthcare, and we invite you to contact us at the address below to find out more.

To support our staff to understand their role in involving people in our work we have a written strategy. It sets out our commitment to involving people in our work and our workplan for 2009–2011, which we have been working to implement since April 2009.

While the strategy is mainly for our staff to use, it is available to everyone, on request, and online.

To download a copy, go to  
<http://www.nhshealthquality.org/nhsqis/1843.140.186.html>

To request a paper copy or to join our involving people network, please contact us in any of the following ways:

**Email**            **ContactPublicInvolvement.qis@nhs.net**

**Telephone**    **0131 623 4328**

**Address**        **Public Involvement Unit  
NHS Quality Improvement Scotland  
Edinburgh Office  
Elliott House  
8-10 Hillside Crescent  
Edinburgh EH7 5EA**

**Summary leaflet**

# **Involving People Strategy 2009 - 2011**

## **We would like to involve you in our work**

**HEI** Healthcare  
Environment  
Inspectorate

scottish  
health  
council

making sure  
your voice counts



 **SIGN**

Scottish Intercollegiate Guidelines Network