

## SIAA Response

# Consultation on the role of the Scottish Health Council

10<sup>th</sup> October 2017

**1. Should the Scottish Health Council support the involvement of people in social care services, as well as in health services? If yes, how should it do this?**

Yes. We believe that the Scottish Health Council (SHC) should be encouraging partnership and collaboration and the promotion of greater understanding of Our Voice is key to enabling collaboration between services and public engagement.

We believe that a focus of the SHC should be on rights and recognising that people have a right to be involved in decisions about their own care and treatment but also in the design and delivery and provision of services. We believe that using the PANEL principles would be a good starting point for the SHC in influencing its work but also the work of other statutory bodies.

We believe people receiving social care should be encouraged and supported to participate in the discussion and development of services that impact and shape their lives and communities. Collective and individual advocacy would be a positive method of facilitating this, ensuring that people have the opportunity to present their lived experience(s) and perspectives.

**2. Healthcare Improvement Scotland thinks that the Scottish Health Council should work in the following ways:**

People and communities:

- Help people to know their right to be involved
- Support people to get involved
- Help people to get the information they need
- Ask people what they think

Community groups, voluntary organisations and membership groups:

- Share the things that people are saying about health and social care services
- Share ways of listening to people and involving them
- Find out which groups of people are not being heard

NHS boards, Local Councils and Health and Social Care Partnerships:

- Understand more about good ways to listen to people and involve them in giving their views
- Help Health and Social Care staff to understand how important it is to use good ways to listen to people
- Understand more about *Our Voice* and how to use it

**Should the Scottish Health Council work in the ways described with:**

**a) People and communities:**

Yes; all these objectives could be developed, facilitated and achieved by ensuring people understand the role of independent advocacy, both individual and collective, and know they have a right and access to it.

**b) Community groups, voluntary organisations and membership groups:**

Yes. Focus groups would be a good way of developing innovative methods to engage people in participating and to share perspectives, knowledge and research findings.

Collective advocacy groups are an effective way for groups of people with a shared agenda to come together to influence and lobby for changes they want to see happen.

**c) NHS boards, Local Councils and Health and Social Care Partnerships:**

Yes. As per the previous point focus groups could be useful in sharing examples of best practice and to provide feedback, updates and suggestions for Our Voice.

**3. Should the Scottish Health Council lead in finding evidence of the best ways to support people and communities to get involved and give their views? If yes, how should it do this?**

Yes - Our Voice would be best placed to lead in finding evidence of the best ways to support people and communities to get involved and subsequently share knowledge and provide training to other organisations in order to extend reach and enable as many people as possible to participate.

**4. Should the Scottish Health Council offer advice to Health and Social Care Partnerships on how to involve people and communities when changes are being made to health and social care services? If yes, how should it do this?**

Yes – materials (knowledge sharing, best practice and case studies) and training should be provided to Health and Social Care Partnerships on how to involve people and communities when changes are being made to health and social care services in order to continue facilitating public engagement.

The Scottish Health Council should also ensure that social care partnerships have access to best practice around engaging with “seldom heard from” groups, or those that find it hard to engage with services.

**5. Do you have any views on the Scottish Health Council’s “quality assurance” role in NHS service changes?**

No.

**6. Do you think the name of the Scottish Health Council should be changed to make it easier to understand what it does?**

We think it would be best for the SHC to establish its key priorities and objectives as its role evolves and subsequently amend its name to clearly reflect its updated position and capacities.

**7. We want to know any views you have on:**

**a) How the Scottish Health Council should be run and organised?**

**b) How the Scottish Health Council should tell people about what it does?**

Communication and engagement need to be key priorities for all partnerships and participating organisations across the country. The use of social media will be highly beneficial in generating involvement but consideration needs to be given to those in remote locations. Innovative methods need to be developed in order to facilitate access and engagement with those that are hard to reach both geographically and socio-economically. Therefore there needs to be a variety of methods used to communicate with, engage and encourage participation to meet the needs of different groups. Materials also need to be provided in a number of different formats (e.g. easy-read, BSL, community languages) in order to promote equality and inclusion.

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The Scottish Independent Advocacy Alliance (SIAA) is Scotland's national membership body for advocacy organisations. The SIAA promotes, supports and defends independent advocacy in Scotland. It aims to ensure that independent advocacy is available to any person who needs it in Scotland.

SIAA is a Scottish Charitable Incorporated Organisation Charity number SC033576

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