



**Chest Heart & Stroke Scotland**  
**Rosebery House**  
**9 Haymarket Terrace**  
**Edinburgh**  
**EH12 5EZ**



## PARTICIPANTS' COMMENTS

“ Before Voices Scotland I didn't question a consultant... I do now. ”

“ Patients' views do count and increasingly, NHS professionals are listening and acting on them. I shall continue to push patients' views to the forefront on NHS policies. ”

“ I was so pleased to have the opportunity to attend the training day...the day was excellent...and a good confidence booster. ”

For more information contact:

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 Rosebery House, 9 Haymarket Terrace, Edinburgh EH12 5EZ  
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Advice Line 0845 077 6000 | 9.30am - 4pm Mon to Fri  
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Voices Scotland is based on Hearty Voices Scotland which CHSS developed in partnership with the British Heart Foundation

Chest Heart and Stroke Scotland improves the quality of life for people in Scotland affected by chest, heart and stroke illness, through medical research, influencing public policy, advice and information, and support in the community.

Chest Heart & Stroke Scotland and CHSS are operating names of The Chest Heart & Stroke Association Scotland, a registered Scottish Charity. Registration No SCO18761

# Chest Heart & Stroke Scotland



## Helping you to have *your say*

Working together to improve NHS services



Chest  
Heart &  
Stroke  
Scotland



## VOICES SCOTLAND

The NHS in Scotland is committed to providing a patient-centred service. In order to do this **the NHS needs to talk to you**, to find out what you want and to learn from your experience.

The **Voices Scotland** programme, delivered by Chest Heart & Stroke Scotland (CHSS), aims to build a **national network** of people affected by **chest, heart and stroke** conditions to help them **have their say**. Through **workshops** and **ongoing support** you will be provided with the **knowledge, skills** and **confidence** to work with the NHS to **help plan new** and **better services**.



## WHAT ARE THE BENEFITS?

**As a patient, you can:**

- **use your own experiences** to improve NHS services for others
- **work in an equal partnership with health professionals** to improve services where you live
- **receive support** to have your say
- **develop contacts** with other patients

**As a carer, you can:**

- get involved in **developing health services**
- work with health professionals to make sure **carers' needs are properly considered**
- **raise the profile of carers** at a local and national level

**As a health professional, you can:**

- develop effective **Patient Focus Public Involvement (PFPI)**
- learn more about the **perspective of patients and carers**
- use Voices Scotland to **advertise local opportunities** for patients and carers to get involved

## HOW CAN I MAKE A DIFFERENCE?

**Fill in the registration form and send it back to us** indicating whether your interest is in **chest, heart or stroke** conditions.

You will receive information about **opportunities to get involved** and details of training being provided in your area.

Once you have attended the **free training course**, you can **join the nationwide network of patient and carer representatives** and start to make a real difference. There are **a wide range of opportunities** available across the NHS health organisations and within the voluntary sector.

Title \_\_\_\_\_

Name \_\_\_\_\_

Address \_\_\_\_\_  
\_\_\_\_\_

Postcode \_\_\_\_\_

Telephone \_\_\_\_\_

Mobile \_\_\_\_\_

Email \_\_\_\_\_

Are you a:

- Patient  
 Carer  
 Health professional

Are you interested in:

- Chest Conditions  
 Heart Conditions  
 Stroke

- Keep me informed of the work of CHSS  
 Put my name on the Voices Scotland database  
 I am happy to hear from Voices Scotland partnership organisations