

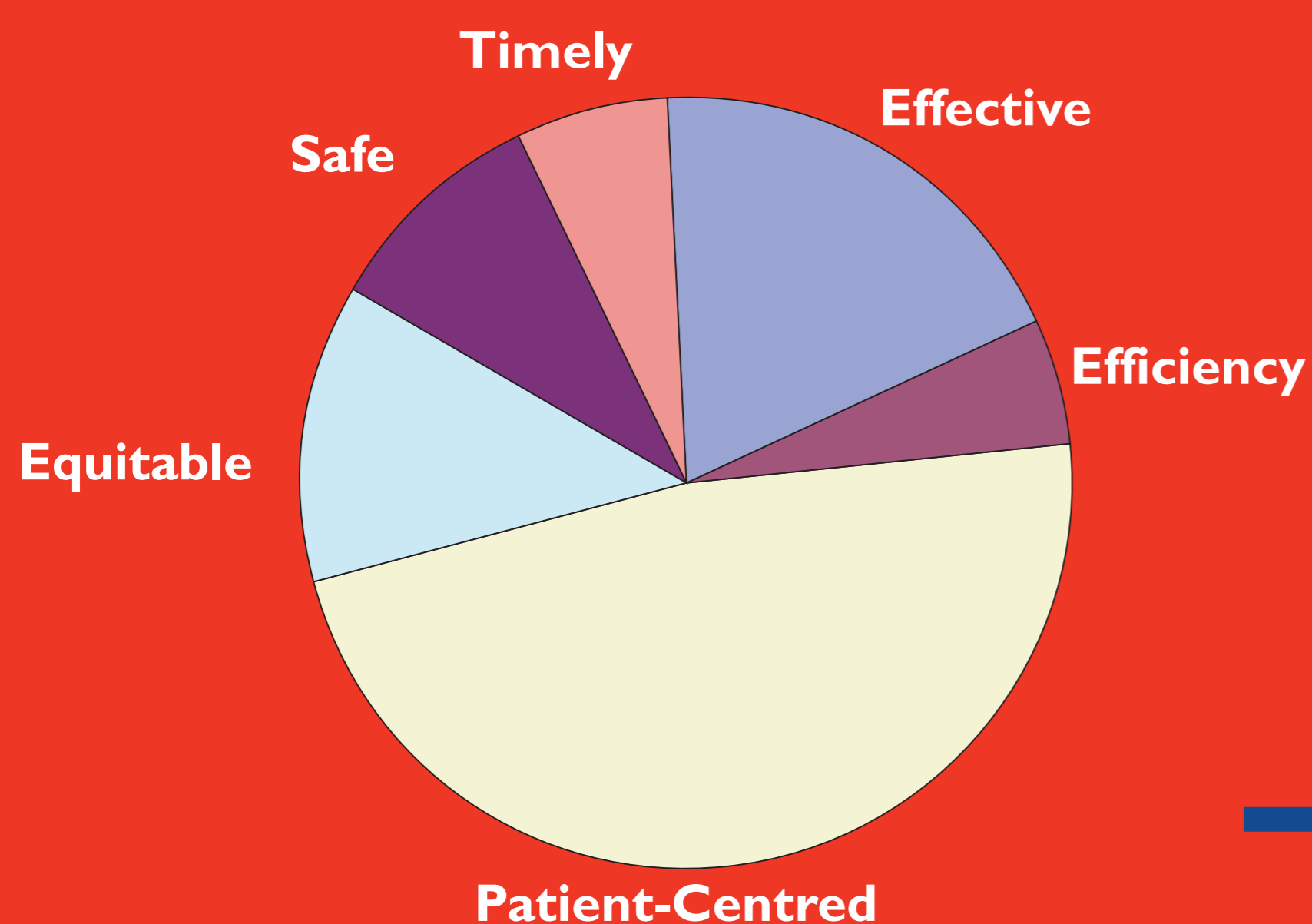
HEARTY VOICES SCOTLAND – THE OUTCOMES

SUPPORTING A MUTUAL NHS AND IMPROVING QUALITY & SERVICES

Hearty Voices Scotland is a one day training session which helps patients & carers to have their say - providing them with the confidence and skills to work with health professionals to improve heart services in Scotland.

HEARTY VOICES SCOTLAND - A CATALYST FOR CHANGE HAS BEEN HELPING PEOPLE ACROSS SCOTLAND IDENTIFY THEIR ISSUES...

ISSUES RAISED BY PATIENTS AND CARERS



- Effective** – Better GP access not 9-5, 5 days • Lack of referrals to support groups
- Efficiency** – Having to repeat case histories as patient records not available or up to date • Takes too long for results to get back
- Patient-Centred** – Too eager to get patients home from hospital - without adequate care after release • Lack of patient information at hospitals regarding rehab classes etc
- Equitable** – Lack of continued funding for Heart Failure Nurse Service • Poor communication with ethnic minorities
- Safe** – Concern with possibility of contracting MRSA in hospitals post-op • Lack of cleanliness of public toilets within hospitals
- Timely** – Length of time it takes to get admitted to hospital from A & E • Long waiting list to see consultant - patients worrying all the time

Examples of the type of issues raised by patients and carers in the last 18 months, linked to the 'Improving Quality' categories in 'Better Health Better Care'

AND MORE IMPORTANTLY DOING SOMETHING ABOUT THEM



Making a Case for Change template is used to help participants present their idea in a logical way to influence the health professionals

What is the issue?

More support Groups needed & Funding required.

How do you know the problem exists?

Word of mouth. People in Group today were not told about any.

Staff experience

Staff have little or no knowledge of support in the community.

Patient/ carer experience

Patients needing peer support after such a life changing experience are not being directed to local groups.

Local guidelines (strategies, reports, recommendations)

Local Health plan backs up prioritising exercise & support in community especially in areas of deprivation.

National guidelines (strategies, reports, recommendations)

Better Health Better Care states that each area should develop a self management framework which will detail non-nhs groups and organizations which can help patients through their journey.

Recommendations

Consult CHPs and request to have representation from support group chairs/members on their committees.

HEARTY VOICES SCOTLAND – MAKING A DIFFERENCE

Hearty Voices has provided Managed Clinical Networks (MCNs) with open access to professional training, which has really helped us to move forward quickly and effectively in terms of patient/ public involvement. It has also helped MCNs develop a pool of local patient and carers with the background, skills and confidence to make a real contribution to service improvement.

(David Munro –MCN Manager – CHD, Stroke & Diabetes, NHS Forth Valley)

'Hearty Voices training has been integral to ensuring our lay representatives feel able to take an active role in redesigning cardiac services in Lothian. Attending the training has increased their knowledge about the NHS in general and given them the confidence to not only work alongside professionals as partners but also to generate their own ideas for improvement.

(Jane Dalrymple, Coronary Heart Disease MCN Co-ordinator, NHS Lothian)

SCOTTISH GOVERNMENT ENDORSEMENT

'The Scottish Government is committed to patient involvement and endorse the Hearty Voices Scotland programme, which provides patients and carers with the skills and confidence to work with health professionals to influence change in cardiac services across Scotland. Government funding has been provided for Chest, Heart & Stroke Scotland to develop similar programmes for respiratory & stroke patients and carers'

(Dr Aileen Keel, Assistant Chief Medical Officer, Scottish Government)



Join Hearty Voices Scotland - visit www.chss.org.uk or www.bhf.org.uk
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SCOTLAND

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