

BETTER HEALTH, BETTER CARE: EXTRACTS OF RELEVANCE TO PEOPLE WITH LONG-TERM DISABILITIES

1.1 Towards a Mutual NHS

Embed patient experience information in the performance management of the NHS.

Patients and the public affirmed as partners rather than recipients of care.

Ownership and accountability shared with the Scottish people and with the staff of the NHS.

1.2 A service for the Public

Third sector organisations have well established networks and connections across communities and can play a vital role as partners in ensuring that our health services are fair for all.

The programme will focus on redesigning the whole experience of care, rather than just internal systems and processes within NHS Boards.

1.3 Delivering Together

From 2009 evidence of patient experience will be included in performance management targets.

1.4 Cooperation and collaboration

We will continue to encourage spontaneous initiatives from clinicians and the voluntary sector for the development of (managed clinical) networks where there are tangible benefits to patients.

NHS Boards are required to work with local third sector organisations to undertake and develop their potential contribution to improve the effectiveness of healthcare planning and delivery.

2.4 Tackling Health Inequalities

The Scottish Government is committed to improving the capacity of the third sector to reduce inequalities.

We will establish a review of NHS Scotland support to third sector organisations to explore ways in which we can enhance the sustainability of programmes that have a clear benefit for patients and their carers.

NHS Boards to participate in a network of services for people on benefits who require support to return to work.

We will strengthen our ability to assess and replicate proven approaches to tackling health inequalities in both physical and mental health.

3.2 Patients at the Centre

Voluntary organisations (and other non NHS bodies) have a key part to play in providing and signposting support.

We are committed to working with the voluntary sector to ensure that patients, the public and carers get the information they need when they need it. There will be a particular focus on the needs of those who have traditionally found it harder to engage with health services.

We will ensure that we integrate statutory services with ideas and initiatives from the voluntary sector where they have demonstrated their effectiveness and sustainability.

3.4 Effectiveness

We will enhance the level of emotional support for patients with long-term conditions and carers by making sure that they are made aware of the full range of information and support, especially around the time of diagnosis and especially the contribution that the voluntary sector can make. Also by providing counselling and techniques to raise self-esteem.

Rehabilitation can be a key determinant of an independent life, lived to the full and including being economically active.

We are committed to providing greater inclusion for people with learning difficulties, autism and sensory impairment.

We will ensure that people in care homes have appropriate access to primary and specialist health care.

3.5 Efficiency

A commitment to the delivery of evidence based practice that will ensure appropriate decision making and action across clinical and planning communities.

We will put in place an efficient information and communication system to ensure that the right information is available at the right time and place to enable staff to provide the best possible care.

3.6 Equity

Disabled people have told us of their need for better information.

We will work towards providing a written summary of discussions and outcomes from NHS interventions in an accessible format so that disabled people and carers have a note to take away.