



NHS Fife

Heart Disease Public Involvement Success Story

How they got there

The NHS service improvement issue:

- There is a lack of communication between the patient, their GP and the hospital.

Steps that were taken to take this issue forward

- The Patient Participation Group developed a Patient Passport; a hand held record. The record accompanies patients to all health care appointments ensuring that everything is communicated across disciplines.

Was there any resistance from any professionals to the suggestion?

- None. The Heart Disease MCN endorsed the Hand Held Record and funded the printing.

What was the final outcome?

- Patient owns their own information and feels confident to ask questions during consultations with the health professional. In this way they then populate their record at the point of care themselves or with assistance.