



**Working
together to
improve health
and social care**

The vision

Our Voice is based on a vision where:

People who use health and care services, carers and the public will be enabled to engage purposefully with health and social care providers to continuously improve and transform services. People will be provided with feedback on the impact of their engagement, or a demonstration of how their views have been considered.

Developing Our Voice

Our Voice has been developed in partnership by a team involving the Scottish Health Council, Healthcare Improvement Scotland public partners, The ALLIANCE, COSLA and the Scottish Government.

The team engaged widely across Scotland to develop their thinking. This engagement was taken forward under the 'Stronger Voice' banner. In total, the team heard from 1,188 individuals and groups, covering every local authority and health board area in Scotland. All of the comments and views received were considered, along with the key themes that emerged from desk research. This was used to inform the final proposals. Views were also sought on the name and the identity for the initiative. 'Our Voice' was felt to help create a sense of shared ownership across health and social care sectors and – importantly – with the general public.

How it will work

Our Voice will operate at an individual, local and national level to support improvement and to empower people to be equal partners in their care.

At **individual level**, people should be fully involved in decisions about their treatment and care, and they should be empowered and supported to feed back about the care and services they receive. Their feedback

should be used to drive and inform continuous improvement to services. Integration stakeholders will work together to develop systems for hearing and responding to feedback that are accessible, manageable for staff, and capable of being transferred across settings.

At **local level**, a peer network will support people to engage purposefully in local planning processes. Guidance, tools and techniques will build people’s capacity to get involved in, and to lead, local conversations. Particular support will be given to those whose voices are not always heard, and to develop local networks of people who are willing to get involved.

At **national level**, a citizen voice ‘hub’ will tap into existing structures and networks, gathering intelligence on issues of concern and involving as wide a range of people as possible in improving services. Strategic gathering and analysis of individual stories on topics of national interest will provide policy-makers and health and care providers with powerful evidence for improvement. Citizens’ panels will create opportunities for people to engage in national policy debate.

A **leadership coalition** of health and social care service users, carers and leaders in the NHS, local authorities and the third sector will guide the development of the framework, work to maintain the momentum, and act as champions for a stronger citizen voice within their organisations. It will be independently chaired by a member of the public.



Find out more

If you would like further information, or to connect more closely with the Project Team, please contact:

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