

National review of primary care out of hours services

Gathering public views

Do you want to help shape and improve primary care (GP) out of hours services?

If so, the Scottish Health Council is organising a discussion session in each health board area in Scotland during May, June and July 2015.

Who are we?

The Scottish Health Council's purpose is to promote public involvement in the NHS in Scotland. We do this by working with health boards, patients and the public to ensure that Scotland's health services are developed in partnership. We have 14 local offices across Scotland and a National Office in Glasgow. The Scottish Health Council is part of a wider organisation called Healthcare Improvement Scotland which supports healthcare providers in Scotland to deliver high quality healthcare services in Scotland.

Why do we want to meet you?

There is growing pressure on the primary care (GP) out of hours services across Scotland. Due to this, in January 2015 the Cabinet Secretary for Health, Wellbeing and Sport announced that there should be a review of primary care out of hours services.

The review, which started in February 2015, will involve looking at the quality of the current service, how safe and effective it is and whether it meets patients' needs when they need urgent care. The review will end in September 2015.

How do I get involved?

We are looking for people to join a discussion session in your local area. If you have used your primary care (GP) out of hours service in the last year, we would really like to hear your views about your experience.

What will happen at the discussion session?

Each discussion session will have up to ten people taking part and will have a Scottish Health Council facilitator (someone who will help the workshop run) and a scribe (someone who will take notes). The session will begin with a short introduction by the Scottish Health Council on the work we are doing.

We hope that the information we share will generate ideas, through a general discussion, about how the primary care (GP) out of hours services can be improved.

The Chairman of the review (Professor Sir Lewis Ritchie) may wish to come along to the session to meet some people who have agreed to take part. The person leading the group from the Scottish Health Council will advise if and when this will happen.

What will happen to my views and feedback?

Your comments and ideas will be summarised by the Scottish Health Council and used to inform the review. Your views will be kept confidential and any comments you make will be anonymous.

The Scottish Government and other members of the review team will also be speaking to a range of people and national organisations about this work as well as staff from the health service and social care providers. Their views and ideas will also be used to help shape the service.

How long will the workshop last?

Each workshop will last no longer than 2 hours and refreshments (tea and coffee) will be available.

Will I be paid for taking part?

You will not be paid for taking part in the discussion session but we will reimburse any travel costs you may have. Please make sure you keep all your receipts (for example, bus tickets, parking tickets, etc).

Who can I talk to if I have some questions I want to ask?

First of all, please contact the Scottish Health Council on 01896 824570 and ask to speak to Shelagh Martin, Local Officer.

How to get involved?

The focus group taking place in Borders will be held on Tuesday 7th July 2015, time tbc, at Old Gala House, Scott Crescent, Galashiels, TD1 3JS . To register interest please email to Borders@scottishhealthcouncil.org or call the office on 01896 824570.

Further information

More information about the Scottish Health Council can be found on www.scottishhealthcouncil.org