

# News from your Local Office

scottish  
health  
council

making sure  
your voice counts

May 2019

Highland

## National Survey on General Practice engagement

The Scottish Health Council recently invited all 934 GP practices across Scotland to take part in a survey about how they engage with patients and the public. The survey aims to capture:

- how General Practices engage with patients and whether they involve volunteers
- the difference that engagement has made to services, and
- the breadth and diversity of engagement.

The results will be used to share good practice and help us to support practice staff with their engagement activities.

We will publish a report on our findings in the summer.



## Option Appraisal

You may have heard of an option appraisal, but what is it? And why do you need to do one? Our video explains all you need to know and in less than 2 minutes! Watch it here:

<http://scottishhealthcouncil.org/about-us/what-we-do/service-change/option-appraisal.aspx>

## ‘What matters to you?’ day 2019

‘What matters to you?’ day will take place on 6 June 2019. The aim of the day is to encourage and support more conversations between people who provide health and social care and the individuals, families and carers who receive that care. If you would like to find out more please visit:

<https://whatmatterstoyou.scot>  
For information on taking part in local events please contact the Highland office (details overleaf).

# Become a Community First Responder

## Assist the Scottish Ambulance Service

The Scottish Ambulance Service (SAS), in line with current public participation in health service delivery, encourage the involvement of the public to enhance their work. As a special health board, SAS include public representatives, as well as inviting individual feedback in local, regional or national consultations, to improve the quality of their services. Wider commitment to action in your own community can be through becoming a Community First Responder (CFR) and SAS have a number of CFR groups across Highland and Argyll and Bute. With the introduction of the new SAS Clinical Response Model to 999 calls, CFR responsibilities have recently changed, but they remain vital in assisting in emergencies until the SAS team arrive. Find out more at

<https://www.scottishambulance.com/YourCommunity/role.aspx>

## Voices Scotland

### Supporting you to have your say

The Scottish Health Council supports health and social care service providers to involve the public and listen to user experiences. For a service user, getting involved can be a valuable and rewarding experience. It's also an opportunity to learn new skills and meet people. The Voices Scotland programme, originally developed and delivered by Chest Heart & Stroke Scotland, has encouraged and empowered people affected by long term conditions to have their say in the services that they receive. Contact us if you would like a free Voices Scotland workshop to provide you with the knowledge, skills and confidence to contribute to the delivery of improved health and social care.

## Public Access Defibrillators

### Registering locations across Highland

In the event of a cardiac arrest the most important action is to give cardiopulmonary resuscitation (CPR). A defibrillator is a device that gives a high energy electric shock to the heart, and can help when trying to save the life of someone who is in cardiac arrest. Residents in Highland have been assisting the Scottish Ambulance Service (SAS) to record the location and viability of Public Access Defibrillators (PADs) which have been placed throughout the community. Other organisations and some charities may also record PAD locations, but in the event of a 999 call only those that are registered with SAS will be quoted to the caller. SAS welcomes your assistance in keeping these important records up to date. For further details of how to register a PAD visit <https://pad.scottishambulance.com>

For PAD locations visit <https://scottishamb-newsroom.prgloo.com/facts-and-figures/public-access-defibrillators>

### Contact details

Please contact the Scottish Health Council if you have any comments or suggestions for future updates.

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