



National Health Service in Scotland
Management Executive

St. Andrew's House
Edinburgh EH1 3DG

Dear Colleague

PATIENT'S SUPPORTER SERVICES: GUIDELINES

Summary

1. The Management Executive are keen that health boards develop services to help patients in their dealings with the NHS, in pursuance of the aims of the Patient's Charter and Framework for Action. Four pilot schemes are currently being mounted - in Dumfries and Galloway, Fife, Grampian and Lothian - and these will be closely evaluated and lessons shared with the Service. To complement this, guidelines have been developed which

- . gives an explanation of how such services can help
- . gives advice to patients and carers on when such services might be helpful and how to use them
- . gives advice to health professionals in the NHS on when such services might be useful and how to respond.
- . gives advice on how to find such services (please note that whilst there is no specific reference in the guidelines, the Mental Welfare Commission can play an important role in relation to mental health services)
- . gives advice to patient's supporters themselves on their role and responsibilities.

These guidelines have been developed in close consultation with the Service, the professions, the voluntary sector, and local health councils, and I commend it to you.

22 October 1993

Addressees

For action:

General Managers,
Health Boards

For information:

Chief Executives, NHS
Trusts
Unit General Managers
Chief Officers of
Local Health Councils
Health Service
Commissioner for
Scotland
Mental Welfare
Commission

Enquiries to:

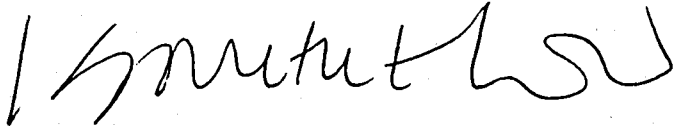
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Action

2. General Managers are asked to use the guidelines to stimulate and underpin the development of local services.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Isabelle Low', written in a cursive style.

ISABELLE LOW
Director of Health Care