



National Health Service in Scotland  
Management Executive

St. Andrew's House  
Edinburgh EH1 3DG

Dear Colleague

**FRAMEWORK FOR ACTION: TWO YEARS ON**

**Summary**

1. To mark the second anniversary of the Patient's Charter and Framework for Action, a poster has been prepared drawing together examples of how their commitments are being implemented throughout Scotland. The aim is that this should update staff throughout the NHS in Scotland on developments, and serve as a stimulus to further action. Copies will be sent under separate cover to health boards, directly managed units and NHS Trusts for display locally.

**Action**

2. General Managers and Chief Executives are asked to ensure that the poster is widely displayed, and that as appropriate it is used as a basis for discussions with staff about further action locally. General Managers are also invited to draw it to the attention of primary care practitioners. More copies are available on request.

3. This letter should be copied to Unit General Managers for action as required.

Yours sincerely

ISABELLE LOW  
Director of Health Care

COMMON SERVICES AGENCY	
RECEIVED	
23 SEP 1993	
FILE NO.	
REFERRED TO	ACTION TAKEN

23 September 1993

**Addressees**

For action  
General Managers,  
Health Boards  
Chief Executives,  
NHS Trusts  
General Manager,  
Common Services Agency  
General Manager,  
Health Education Board  
for Scotland  
General Manager,  
State Hospital

For information:

Chief Officers, Local  
Health Councils

To be copied to Unit  
General Managers for  
action

**Enquiries to:**

Susan Barber  
Management Executive 5  
Room 52  
St Andrew's House  
EDINBURGH EH1 3DE  
Tel: 031-244 2328  
Fax: 031-244 2326