



National Health Service in Scotland
Management Executive

St. Andrew's House
Edinburgh EH1 3DG

Dear Colleague

THE PATIENT'S CHARTER: WHAT USERS THINK
1992

Summary

1. In order to measure how well we are doing in delivering the commitments set out in the Patient's Charter, a nationwide survey of users' experiences of the NHS in Scotland has been commissioned. It will be repeated annually. The first report will be published on 5 April. Copies of the report are being sent out under separate cover for dissemination to and discussion with NHS staff and users in Scotland.

Action

2. General Managers and Chief Executives are asked to:

2.1 ensure that the report is widely distributed to those working for the NHS (including primary care contractors). More copies are available on request;

2.2 use the report as a basis for discussions with staff and users about action to be taken to improve NHS performance further, particularly as regards maternity and accident and emergency services; the provision of explanations/apologies; linkages between different aspects of health care; and complaints;

2.3 report back to Isabelle Low by 30 June 1993 on action put in hand to secure these improvements.

Yours sincerely

DON CRUICKSHANK

26 March 1993

Addressees
For action:

General Managers,
Health Boards

Chief Executives,
NHS Trusts

General Manager,
Common Services Agency

General Manager,
State Hospital

For information:

Chief Officers;
Secretaries, Local
Health Councils

To be copied to:

Unit General Managers
for information

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COMMON SERVICES AGENCY	
RECEIVED 20 MAR 1993	
FILE No.	
REFERRED TO	ACTION TAKEN