



National Health Service in Scotland
Management Executive

St. Andrew's House
Edinburgh EH1 3DG

Dear Colleague

THE PATIENT'S CHARTER - WHAT USERS THINK
1994

Summary

1. The full report of the repeat survey carried out by MORI in May/June is to be published on 29 December 1994. Copies are being sent under separate cover to Health Boards and NHS Trusts together with a one page summary sheet for dissemination and action.

Other Information

2. Overall, the findings of the report confirm the results of the 1992 baseline survey. It is good news but the report reinforces aspects of service where improvements are required particularly accident and emergency and maternity services in the areas of information, involvement, treatment as an individual and linkages.

3. I intend to repeat the national survey in 1997. In the interim, I am considering a number of possible options to ensure continued tracking of progress. One option, for example, would be for you to use the MORI questionnaire for the national survey in your own area. We will be considering the full range of options early in the New Year.

Action

4. General Managers of Health Boards are asked to:-

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

4.2 review the findings of the report taking into account local circumstances and following discussion with health professionals, users and the Local Health Council;

21 December 1994

Addressees:

For action:
General Managers,
Health Boards

For information:
Chief Executives, NHS
Trusts
General Manager, CSA
General Manager, State
Hospital
Chief Officers,
Secretaries, Local
Health Councils

To be copied to:

Unit General Managers
for information

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4.3 use the findings to inform planning and contracting for services;

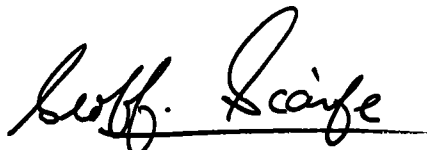
4.4 develop an action plan to tackle those issues which are identified as requiring local action. When considering the action required Health Boards should take into account the recommendations from the Framework for Action Multi-disciplinary Working Group on Maternity Services (due to issue in Spring 1995) and the Accident and Emergency Services Working Group;

4.5 report back to me by June 1995 on plans;

4.6 implement the agreed action plan;

4.7 monitor progress towards improvements; and

4.8 report back to me by end June 1996 on the outcome.



GEOFF SCAIFE
Chief Executive

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