



THE SCOTTISH OFFICE

National Health Service in Scotland
Management Executive

NHS
MEL(1994)49

St. Andrew's House
Edinburgh EH1 3DG

Dear Colleague

CONSULTING CONSUMERS GOOD PRACTICE GUIDE

Summary

1. A good practice guide on 'consulting consumers', which has been developed in association with the Scottish Consumer Council, is to be published on 17 May. The purpose of the guide is to help Health Boards, NHS Trusts, DMUs, primary care contractors and Local Health Councils to identify the principal issues involved in the consultation process. The guide:

- * reviews existing literature in the field;
- * draws on existing best practice with the NHS;
- * sets out the widest possible spectrum of possible instruments; and
- * provides checklists for each on methodological issues.

2. As a follow-up to the publication of the guide workshops will be held for both those who are new to the field of consumer consultation and those who are specialists. Details of the workshops will be available shortly.

Action

3. Copies are being sent under separate cover to Health Boards and NHS Trusts for dissemination to staff particularly those who are actively involved in securing consumer input into health care decision making. General Managers and Chief Executive are asked to:

- 3.1 distribute the report within their organisations. Health Boards should ensure distribution to general practitioners via the Area Medical Committee marked for the attention of the Secretary to the GP Sub-Committee and general dental practitioners. More copies are available on request;

16 May 1994

Addressees

For action:
General Managers,
Health Boards

General Manager,
Health Education Board
for Scotland

General Manager,
Common Services Agency

General Manager,
State Hospital

Chief Executives,
NHS Trusts

Chief Officers,
Local Health Councils

To be copied to
Unit General Managers,

Enquiries to:

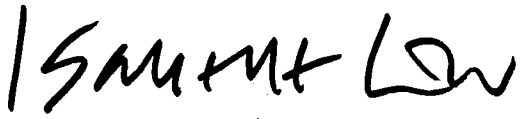
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Further copies may be obtained from:

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Room 52
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Tel: 031-244 2678
Fax: 031-244 2326

3.2 encourage their staff to participate in the planned workshops.

Yours sincerely

A handwritten signature in black ink, appearing to read 'ISABELLE LOW'. The letters are cursive and somewhat stylized, with the 'I' being a single vertical stroke and the 'L' having a long horizontal tail.

ISABELLE LOW
Director of Health Care