



THE SCOTTISH OFFICE

Department of Health

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Common Services Agency
NHS in Scotland
Trinity Park House
South Trinity Road
Edinburgh EH15 3SQ

Dear Colleagues

ADVOCACY: A GUIDE TO GOOD PRACTICE

Summary

1. Enclosed with this MEL are copies of 'Advocacy: A Guide to Good Practice', which aims to provide guidance on commissioning effective advocacy services.

Background

2. The Guide is based upon 2 complementary projects: guidelines produced by a group established by the Scottish Health Advisory Service (SHAS); and good practice guidance emerging from the 4 patient supporter pilot projects supported by the Department, and their subsequent evaluation.

3. Increasingly, advocacy is recognised as an important way of enabling people to make informed choices about, and to remain in control of, their own health care. Advocacy helps people have access to information they need, to understand the options open to them, and to make their views and wishes known. In these ways it provides support to people in reaching decisions about their care and treatment.

Action

- 4. General Managers and Chief Executives are requested to:
 - 4.1 disseminate the Guide to those staff with an interest in or involvement with advocacy services;
 - 4.2 make use of it in examining current practice and developing advocacy so that it is available to users of the NHS who need help and support.

Yours sincerely

[Signature]
DAVID R STEEL
Head of Health Gain

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NHS
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NHS Management Executive
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Addressees

For action:

General Managers, Health Boards
Chief Executives, NHS Trusts

For information:

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General Manager, State Hospitals Board for Scotland
Chief Executive, Health Education Board for Scotland
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