

## What difference has this made?

The following are examples of service improvements that have been put in place in response to your feedback:

- Self-referral to a variety of clinics such as physiotherapy and podiatry.
- A new consent form has been introduced that outlines informed consent and gives the opportunity for patients to ask the consultants questions.
- Development of localised services to reduce patient travel to mainland appointments.
- Listening to patients and carers about what worked well during COVID-19.

## Further information

For further information please contact:

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**We are listening -  
how did we do?**

We welcome your feedback, as it helps us evaluate the services we provide. If you would like to tell us about your experience:

- speak to a member of staff
- visit our website [www.wihb.scot.nhs.uk/feedback](http://www.wihb.scot.nhs.uk/feedback) or share your story at - [www.careopinion.org.uk](http://www.careopinion.org.uk) or tel. 0800 122 31 35
- tel. 01851 708069 Monday-Friday between 9am-5.30pm.

Date Produced: August 2022      Review Date: August 2024  
Produced by: PFPI, NHS Western Isles.

### Disclaimer

The content of this leaflet is intended to augment, not replace, information provided by your clinician. It is not intended nor implied to be a substitute for professional medical advice. Reading this information does not create or replace a doctor-patient relationship or consultation. If required, please contact your doctor or other health care provider to assist you to interpret any of this information, or in applying the information to your individual needs.

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Bòrd SSN nan Eilean Siar  
NHS Western Isles

# Get Involved

## How you can help us



**We want to hear from you!**

We continually review our engagement methods through a process called Patient Focus Public Involvement (PFPI) make sure people's views are heard, at all levels and across all parts of the healthcare system.

## What is PFPI?

PFPI is about getting everyone working together to improve the way local health services are planned and delivered. By working together you could help NHSWI to:

- design and develop local health services for and involving individuals, groups and communities.
- involve individuals, groups and communities in improving the quality of care, influencing priorities and planning local services.
- ensure people are treated as individuals and ensuring the needs of patients are central to all health services in the Outer Hebrides.
- strengthen public confidence in the NHS.

## Can I make a difference?

NHS professionals welcome opportunities to listen carefully to service users as people with lived experience.

Feedback, comments, compliments and complaints provide us with an opportunity to review and reflect on the care and services we provide and helps us to learn and improve.

Those who have experienced a health condition or attended hospital health services have a wealth of knowledge that also provides the patient perspective.

By becoming involved, you will help NHS Western Isles learn more about the needs of local individuals and groups, and develop services to suit them.

## How can I get involved?

You can do this by taking part in consultations, surveys or discussions by telling us what you think. You will be able to participate in meetings, focus groups or responding to questionnaires as they are advertised. You can find out about how you can get involved on our website and facebook pages.

Public involvement is about making a difference by becoming a partner in decision making, either in your own treatment and care or as we design, develop and deliver health care services.

There are more ways than ever before to get involved including:

- Become a member of one of the five Integration Joint Board Locality Planning Groups.
- Find out about the GP Patient Participation Groups
- Become a public representative on an NHS working group, Managed Clinical Network or committee

- Attend our Board Meetings
- Take part in our Annual Review
- The Patient Panel provides feedback on patient services and can be asked to provide patient perspective on specific areas of work under development. The Patients Panel is made up of patients and carers who have long-term health conditions.

## Online or in writing

You can contact us by completing a 'We Welcome Your Feedback' form which is available in in hospital wards and clinics, GP practices and dental surgeries and on our website.

- Use the Care Opinion website to share your experience (this is anonymous) and get feedback directly from NHS Western Isles staff.
- Follow NHS Western Isles on Twitter (@nhswi)
- Like our Facebook page (NHS Western Isles) to hear about news.
- Follow our Instagram page (nhs\_westernisles)

You can also contact us directly by contacting Eilidh Brown, PFPI, tel. 01851 708069 or email: [eilidh.brown8@nhs.scot](mailto:eilidh.brown8@nhs.scot)