

# Developing an NHSScotland Healthcare Quality Strategy

## Staff Consultation Events

**19 October 2009**  
**Beardmore Hotel**  
**Clydebank**

**21 October 2009**  
**Ramada Hotel**  
**Inverness**

### Have your say!

For over 60 years NHSScotland has informed, diagnosed, treated and cared for the people of Scotland. The achievements of the NHS are substantial and delivered through the effort, dedication and commitment of all who work in, and with, the NHS.

The NHS needs to continually evolve to provide the highest quality care that can meet the changing priorities, needs and demographics of Scotland.

People have told us what they need and want from their NHS and have told us what is most important to them:

- **Caring and Compassionate** staff
- **Clear Communication** and explanations
- **Effective Collaboration**
- **Clean** care environment
- **Continuity** of care
- **Clinical** excellence

To ensure that we continue to meet the needs of patients, carers and staff now and in the future, we have developed a proposal for a Healthcare Quality Strategy. This proposed strategy builds on the progress made so far through Better Health, Better Care.

It acknowledges current global challenges, and reflects the opportunity we now have to develop world-leading high quality healthcare in NHS Scotland – care that is **PERSON CENTRED**, clinically **EFFECTIVE** and **SAFE**.

Please join us to discuss our proposals for the Healthcare Quality Strategy, to share your views and to help shape our approach to delivering world-leading healthcare services in Scotland.

If you would like to take part in one of these events, or if you would like to get details of how to contribute through other events or in other ways, please contact:

Jennifer Smith on 0131 244 5179 or email [jennifer.smith@scotland.gsi.gov.uk](mailto:jennifer.smith@scotland.gsi.gov.uk)  
with contact details and your preferred event location before 9 October 2009.