

# Service User Participation Policy

## Kirkvoe Medical

Date Effective:	1/3/24
Review Date:	1/3/27
Version No:	1
Policy Owner / Author:	Dr Zoe Shepherd

## 1. Reason for Policy / Purpose of Policy

It is important that patient's are involved in their care in a meaningful way to improve health and wellbeing outcomes and the quality of services delivered.

## 2. Policy Statement and Aims

This policy will outline Kirkvoe Medical's patient engagement strategy as part of its quality improvement activities. This policy has been informed by the Scottish Government's "care services, planning with people" guidance.

## 3. Procedure

Patient centred consulting is a key component of quality care. Dr Shepherd's has had extensive training during MRCGP and professional experience in this in her role as a GP. All consultations will have a strong patient centred component to ensure their agenda is recognised and addressed.

Feedback on services delivered will be obtained from various sources. These will also allow patients and clients to suggest how future services could be delivered. The sources include:

- Direct engagement with large local employers to ascertain the services they require to provide quality occupational health to their employees
  - Specific occupational health services will be available to be commissioned by local employers to directly respond to their needs
- Email feedback
  - This will ensure patient's feedback can be collated if they wish to advise on any aspect of their treatment
- Market research
  - Services offered by competitors will be scrutinised to ensure Kirkvoe medical offer standards similar to or greater than those offered elsewhere

## 4. Responsibilities

Dr Zoe Shepherd is responsible for this policy.

Further reading

Care Services, Planning with People, Guidance.

<https://www.gov.scot/publications/planning-people/pages/4/>