

Delivering High-Quality Person-Centred Health and Care



Person-Centred Care is one of three quality ambitions in the [Healthcare Quality Strategy for NHS Scotland](#). The focus since its publication in 2010 is to develop: ‘mutually beneficial partnerships between patients, their families and those delivering healthcare services which respect individual needs and values and which demonstrate compassion, continuity, clear communication and shared decision-making.’

The Healthcare Quality Strategy sits within the context of the [Patient Rights Act](#), which became law in Scotland in 2011, and the [Children and Young People \(Scotland\) Act 2014](#). This provides a legal basis requiring the NHS in Scotland to provide care, which is person-centred, safe, and effective. This law requires all employees of the NHS to promote the Acts and for all Boards to make their staff aware and be able to deliver the Acts. There are many parallels between the expectations of the Patient Rights Act and the [NMC Code](#).

In NHSGGC Person-Centred Care is therefore one of the key strategic objectives in the [Healthcare Quality Strategy \(2019\) Pursuing Excellence](#) where the provision of high-quality health and social care services to our population is at the centre of everything we do.

Person-centred care and support is **everyone's business in NHSGGC** from the people who use services to the highest levels of our corporate team; from reception staff to porters; from kitchen staff to doctors; from personal care staff to social workers to chief executives; from volunteers to managers.

Person-centred care supports people in developing the knowledge, skills, and confidence they need to make informed decisions and be involved in their own health and care. It ensures that care is personalised, coordinated, and enabling so that people can make choices, manage their own health and live independent lives, where possible.

In NHSGGC it is expected that all health and social care professionals work together with people who use services, tailoring them to the needs of the individual and what matters to them to provide high-quality Person-centred care. In NHSGGC what matters to people must be central to all treatment and care planning discussions. From a service redesign perspective co-production is at the heart of how our health and care services are designed, delivered, and improved.

Patient Experience

The way people experience health and care is an important component in delivering quality support and care services. Evidence suggests that a focus on person-centred care can result in improvements in health behaviours, and health and wellbeing outcomes. Patient experience is recognised in a [systematic review](#) as one of the central components of healthcare quality, and positive associations have been identified between patient experience, patient safety and clinical effectiveness.

Gathering feedback about how people experience care in NHSGGC is a vital measurement and reflective tool used in all areas of practice and service delivery to learn what we do well in our practices and behaviours as individuals and as a team as well as where we can improve.

Listening to our patients, their families and carers, and hearing about their experience of care is extremely important to NHSGGC – [Care Opinion](#) is one of the feedback mechanisms that allows us to do this. [Care Opinion](#) is an independent website, where patients and carers can share their feedback about their health care experiences. The feedback we receive provides us with the opportunity to learn from the people that use our services on what is working well, and identify any areas of improvement. If you would like more information about [Care Opinion](#), contact the Patient Experience Public Involvement team: PatientExperience@ggc.scot.nhs.uk.

The ways in which we listen and gather feedback from patients and families include surveys and questionnaires, interviews and in focus groups to bring patients, carers or members of the public together for more in-depth conversation about their experience of specific elements of care and what is important to them. Patients and carers are also key members of our clinical networks and advisory groups to collaborate with hospital staff on a wide range of issues that affect patient care and services.

When we redesign our services it is also important that we engage with patients, carers, and members of the public to co-produce our health and care services to ensure these are designed, delivered, and improved to meet their current and future needs and expectations alongside care and treatment advances and technology.

Person-Centred Care is also assessed in clinical areas of practice using [Combined Care Assurance and Audit tools](#) during [Care Assurance Visits](#) and by [Healthcare Improvement Scotland](#) when inspecting and regulating care.