

Get the most from the programme at the **Better Together** website: the central source for news and resources. Go online to share your views, access information, download tools, and to keep up to date with the latest programme developments.

[www.bettertogetherscotland.com](http://www.bettertogetherscotland.com)



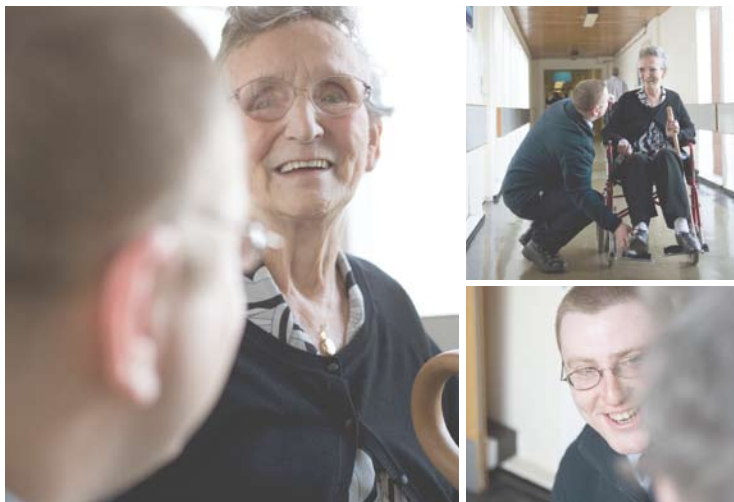
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If you have any questions about Better Together please contact the Programme Office on:

**0131 244 4841**

Or email:

[patientexperience@scotland.gsi.gov.uk](mailto:patientexperience@scotland.gsi.gov.uk)



# Better Together



Scotland's Patient Experience Programme



**I feel that they actually do listen... and I'm very much involved in my treatment.**  
*Patient, NHSScotland*

### Delivering Patient-Centred Care

NHSScotland is committed to delivering patient-centred care which is respectful, compassionate, and responsive to individual patient needs, values and preferences. Great progress has already been made in identifying what matters to patients and carers, and to improving services and meeting needs. But we can do even more. In the Better Health, Better Care Action Plan, the Scottish Government committed to delivering an NHS based on a mutual ethos where staff and patients are co-owners of the NHS and have a greater say in the way services are delivered.

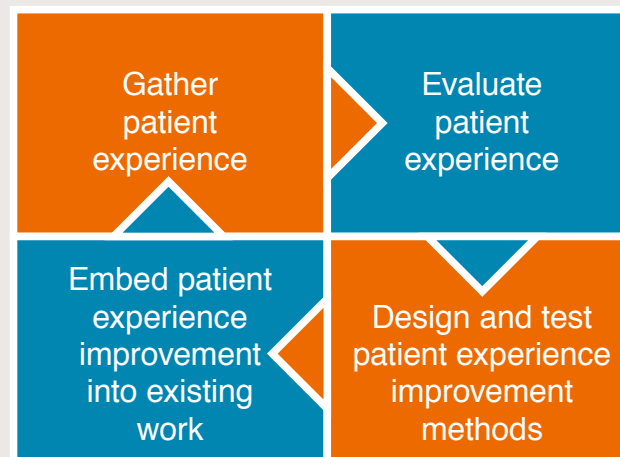
### About Better Together

**Better Together** is an innovative programme designed to support NHSScotland staff in delivering high quality, equitable patient-centred care. By listening to patients, carers and staff, the programme will help achieve the goal of world class care that's focused firmly on patient experience. **Better Together** will share existing good practice across NHSScotland and help us develop new approaches and procedures. The programme will lead the way in transforming our service so that patient experience is at the heart of all that we do.

### Using the Experts to Help Shape Our Core Business

No one knows more about the experience of receiving care than our patients. They're the experts. **Better Together** will use an evidence-based approach, including surveys and focus groups to discover exactly how patients experience their care.

**Better Together** will help NHSScotland Boards tap into real life patient experience, supporting the delivery of a programme of continuous improvement which will, in turn, deliver high quality, safe and effective patient-centred care.



The programme is building on a strong foundation of existing work. **Better Together** will complement our national improvement programmes to ensure our knowledge is shared. This will deliver service-wide improvements and make patient experience an integrated part of our core business.

### Better Together Timetable

The programme will initially focus on improving the experience of three key patient groups: inpatients, people with long term conditions and users of GP services.

The programme will be rolled out gradually:

**Phase 1 ■ Inpatients**

**Phase 2 ■ GP services**

**Phase 3 ■ Long Term conditions**

### What Can You Do?

Better Together is about people: patients, carers and staff working in partnership to achieve world class, patient-centred care.

Go online to find out how we're 'Better Together'.

[www.bettertogetherscotland.com](http://www.bettertogetherscotland.com)

**Patients have a vital role, we must involve them... They have great experiences and insight and it's valuable insight that we ignore at our peril.**

*Doctor, NHSScotland*