



**Participation  
Leaflet**





**Jacki Smart**  
Chief Executive

## **Welcome to ACCORD Hospice**

I wish to encourage you to have your say about ACCORD Services.

Please read on to find out more.



# What is participation?

Participation is about having your say about the services you are involved with.

It is making decisions about both your own involvement with services and the wider services provided by ACCORD Hospice.

We would like to encourage you to be involved in participation. At ACCORD we will always listen to what you say.

This leaflet tells you about the different ways that you can be involved in participation. You can choose as many as you like. Your participation is voluntary though, you do not have to do any of these if you don't want to. You can change your mind at any time.

**Please fill in your details below.**

**Name**.....

**Address**.....

.....

.....

**Post Code** .....

**Service used**.....

**Date** .....

**Email address**.....

**Now read on to find out how  
YOU can be involved.**

When you have made your choices, please give the completed form back to your point of contact at ACCORD.

# Take our satisfaction survey

Each year we have a satisfaction survey. It is called "Your Experience Survey"

This survey tells us what we are doing well. It tells us what we need to do better.

We will respond to any points you bring up. We will tell you the results of the survey for your service and for the whole organisation.

**Yes**, I would like to take part

**No**, I don't want to take part

**Please tick the box that applies to you.**

**Maureen**  
Healthcare  
Assistant  
IPU



## Tell us what you think about our staff

Every year our staff have an appraisal. This is a written report about their work.

An appraisal gives praise for good work, and points out any things that the worker could improve.

We can speak to you about what you think is good about your workers, and where they could improve. We will include what you say in the appraisal.

**Yes**, I would like to take part

**No**, I don't want to take part

**Please tick the box that applies to you.**



**Elaine, Ishbel  
& Sharlene**  
Staff Members



## Choose the staff that support you

How about being involved in choosing the staff that are involved in ACCORD? When we choose new staff there are different stages that you can be involved in. These can be:

- Choosing the words for the advertisement
- Choosing the questions to ask
- Choosing the people who will be interviewed
- Meeting the people who are being interviewed and telling us what you think
- Asking questions at the interview
- Helping choose the right person

**You can be involved in any or all of these stages**



**Yes, I would like to take part**

**No, I don't want to take part**

**Please tick the box that applies to you.**



# Come to Governance Meetings

ACCORD has regular team meetings. At these meetings, staff discuss the everyday running of the services and any important issues. You can come to these meetings and have your say at them.

**Yes, I would like to take part**

**No, I don't want to take part**

**Please tick the box that applies to you.**



## “According To Us”

“According To Us” makes sure that the people using services from ACCORD Hospice have a voice within the organisation. ‘According to us’ members do things like

- Developing easy read leaflets
- Participate in focus groups
- Help with hospice publicity

**Yes**, I would like to take part

**No**, I don't want to take part

**Please tick the box that applies to you.**



**Mairi-Ann  
Support Worker DTU**





# Health Improvement Scotland (HIS)



Health Improvement Scotland is a government body which registers and inspects independent health care in Scotland. HIS award a grade to the service and write a report that is available to everyone.

HIS think it is very important that you are involved in the inspection process and so do we. Here are the ways you can be involved:

- Discussing the service with hospice workers. They will write down your comments
- Attending meetings with other people who are involved in hospice services and deciding what grade you would give the service.
- Filling in a questionnaire about your views on the service
- Meeting with the Inspection Officer

**Yes**, I would like to take part

**No**, I don't want to take part

**Please tick the box that applies to you.**



## What Happens Now?

Please give this form to your point of contact.

If you have chosen a way to participate—great! A Hospice representative of the service will be in touch with you to speak about this.

If you have chosen not to be involved in participation, that is fine. It will not affect any service in any way. We will ask you if you still feel the same way in the future.

Remember, you can speak to a member of staff or the management team if there is something you want to discuss about any hospice service.



Thank you





## Suggestions, Comments & Complaints

*If you have any suggestions, comments or complaints about how the service can be improved, please speak to a member of staff.*

*If you are not satisfied with the response, please discuss your concerns directly with the Chief Executive at ACCORD Hospice:*

*Jacki Smart  
0141 581 2000*

*Should you feel that your complaint has not been resolved by ACCORD Hospice, you may contact Healthcare Improvement Scotland (HIS) directly, at any stage:*

*Edinburgh Office:  
Gyle Square  
1 South Gyle Crescent  
Edinburgh EH12 9EB  
0131 623 4300*

*Glasgow Office:  
Delta House  
50 West Nile Street  
Glasgow G1 2NP  
0141 225 6999*

*Email: [hcis.complaints@nhs.net](mailto:hcis.complaints@nhs.net)*

*[www.healthcareimprovementscotland.org](http://www.healthcareimprovementscotland.org)*

*If required this leaflet is available in other languages & formats*

---