



Our Voice Health & Social Care

Citizens Panel

Frequently Asked Questions

What is Our Voice?

Our Voice is a framework which will make it easier for people and communities to get involved in shaping and improving the health and social care services that they use, and the policies that affect how those services are run. It has been developed by a partnership involving the Scottish Health Council, Healthcare Improvement Scotland, Health and Social Care Alliance Scotland (The ALLIANCE), the Convention of Scottish Local Authorities (COSLA) and the Scottish Government. The new Our Voice Citizens' Panel is one way in which people can give feedback on health and social care.



What is a Citizens Panel?

A Citizens' Panel is a group of people who are representative of the wider population and who are consulted on a regular basis on a range of issues. The Our Voice Citizens' Panel will make it easier for people to have their say on important questions about health and social care in Scotland.

Why should I be Interested?

Everyone in Scotland is likely to use health and social care services at some point in their lives, and these services play an important role in supporting people's health and wellbeing. Feedback from the Our Voice Citizens' Panel will provide an opportunity for people to get involved in a range of questions about health and social care policy and service improvement. Being a panel member will give you the chance to have your say on important questions about health and social care. Your feedback will help to make services better for everyone.

Who will be on the Panel?

The Our Voice Citizens' Panel will involve over 1,200 members of the public who live in all parts of Scotland. It will aim to be as representative as possible of the whole population, so that it reflects the views and opinions of a wide range of people.

What will Members do?

Panel members will take part in up to four surveys a year by email or post. They will be able to express their views and opinions on a number of issues relating to health and social care. There will also be other opportunities to get involved which may include attending a meeting (to discuss some questions in more detail). Participation in the Panel is completely voluntary and you can opt out at any time.

What about Confidentiality?

Panel members' names, addresses, telephone numbers and email addresses are stored securely in line with the Data Protection Act and will not be used for any other purpose except for the running and the management of the Panel. Your data will be stored by Healthcare Improvement Scotland and Research Resource (acting on their behalf) and will not be shared with other organisations without your permission. All responses to questionnaires will be kept anonymous and it will not be possible to identify individual respondents when reporting survey results.

How will I know what happens with my Voice?

Panel members will receive feedback, not just on the results of surveys in which they have taken part, but also about what impact or influence their participation has had.

Thank you for Joining!

Thank you very much for agreeing to join Our Voice Citizens' Panel. Your personal details will be kept confidential and will help us analyse your responses to future questionnaires. This will ensure you do not have to repeat giving us your personal details for every questionnaire.



Feel free to get in touch if you want to know more

If you have any questions about the Panel, or to request this information in another language please contact Research Resource on **0800 121 8987** or info@researchresource.co.uk.

Wszelkie pytania dotyczące dołączenia do grupy badawczej oraz prośby o informacje w innym języku prosimy kierować do Ośrodka Badawczego (Research Resource) pod numerem telefonu **0800 121 8987** lub adresem e-mail info@researchresource.co.uk.

Ma tha ceist sam bith agaibh a thaobh a bhith dol nur ball den Phannal, no nam b' fheàrr leibh am fiosrachadh seo fhaighinn ann an cànan eile, cuiribh fios chun a' Ghoireis Rannsachaidh (Research Resource) air **0800 121 8987** no aig info@researchresource.co.uk.

ਜੇਕਰ ਪੈਨਲ ਦੇ ਨਾਲ ਜੁੜਨ ਬਾਰੇ ਤੁਹਾਡੇ ਕੋਈ ਸੁਆਲ ਹੋਣ, ਜਾਂ ਇਹ ਜਾਣਕਾਰੀ ਿਕਸੇ ਹੋਰ ਭਾਸ਼ਾ ਿਵੱਚ ਪ੍ਰਾਪਤ ਕਰਨ

ਲਈ, ਿਕਰਪਾ ਕਰਕੇ **0800 121 8987** ਜਾਂ info@researchresource.co.uk ਤੇ

ਿਰਸਰਚ ਿਰਸੋਰਸ (Research

Resource) ਦੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।

如果您對參加專門小組存有任何疑問，或希望索取本資料的另一種語言的版本，請聯絡研究資源機構 (Research Resource)，請致電**0800 121 8987**或發送電郵至 info@researchresource.co.uk。

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For more information about Our Voice, and other ways to get involved, visit: www.ourvoice.scot