

## Gathering Views – Waiting Times Guidance

### Background

Scottish Government has undertaken a review of the current [NHS Waiting Times Guidance](#) which was last updated in 2012. The guidance will help to make sure that patients are managed fairly and consistently across the whole of Scotland whilst providing Healthcare that is person centred, safe and effective.

The aim is to provide clear, up to date and accurate guidance to support patients, their families and Health Boards. It should also be sustainable for the future delivery of services. The guidance should be accessible for all, providing clear roles and responsibilities for both patients and Health Boards.

### Gathering Views

[Healthcare Improvement Scotland](#) (HIS) has been asked to conduct a [Gathering Views](#) exercise to gather feedback on proposed policy changes being suggested as part of the review of the Planned Care Waiting Times Guidance. This will include the wording of updates/communications, as well as the changes themselves.

As of Tuesday 13 December 2022, Scottish Government have made a number of changes that have been approved by the Waiting Times Guidance review group that includes representations from Health Boards, Public Health Scotland, Centre for Sustainable Delivery, other Scottish Government policy areas such as Primary care and clinicians. Views are now sought from members of the public to help further develop the guidance.

We want to speak to a range of people in terms of age, gender, ethnicity, and where people live. Your views are as important to us as everyone else's, so we want to speak with *you*.

### The conversation

You will be invited to an [individual discussion](#) with an engagement officer from Healthcare Improvement Scotland. The conversation can be face to face, over the telephone or through an online platform such as Zoom or MS Teams. We will ask you some questions about how you feel about proposed changes. We will share the planned questions with you beforehand so that you have time to digest the questions and consider your responses.

During the conversation, we will be taking notes. Your responses will be analysed and captured in a report, which will be shared with the Scottish Government. Quotes may be

used to illustrate the main things that we've talked about. Quotes used will not contain the individual's name or job title, however, they will be associated with a particular group. Text may be edited to enable use in a variety of formats.

### **Do I need to take part?**

Taking part is completely voluntary but we hope you will take the time to do so. This is a way of working with members of the public to help inform decisions about how care is provided – it really will make a difference to how we aim to deliver health and social care services in Scotland.

Even if you decide to take part, you can change your mind at any time without giving a reason. When talking about your experiences or when thinking about the interview afterwards, please tell us if you do not want us to include certain information.

### **Equality Monitoring**

Equality monitoring information is being captured, including data relating to sex, sexual orientation, disability, age, religion and ethnic group. Providing this information is entirely optional. This information is to ensure we gather feedback from people from a range of backgrounds and contexts.

### **Data Protection**

Healthcare Improvement Scotland comply with the Data Protection Act 2018 and GDPR 2018 when handling your personal information.

Any personal information about you will be treated as private and confidential and any identifying information you provide will be made anonymous in any published reports. Your information will only be used in this Gathering Views exercise and the resulting report. Your details will not be used for general marketing activities, nor shared with anyone outside Healthcare Improvement Scotland unless we have your permission or are required to do so by law. All personal information, written notes and related information, including this consent form, will be stored safely and in compliance with the Data Protection Act 2018. If you wish to see a copy of the notes taken during the discussion, please submit a sharing request to [his.informationgovernance@nhs.scot](mailto:his.informationgovernance@nhs.scot). Please note that these notes will not be shared with you as a matter of course.

This discussion may be held over an online platform. Although we do not plan to gather personal information from participants, if you register to take part you must be aware that some companies transfer data to servers based in the USA and that any personal information you choose to share will be transferred to a country that does not provide the same data protection safeguards as the UK and EU.

For our full privacy policy, please go to [www.hisengage.scot/privacy](http://www.hisengage.scot/privacy).

For more information about how we process your personal data, or if you have a concern, contact our Data Protection Officer at [his.informationgovernance@nhs.scot](mailto:his.informationgovernance@nhs.scot). Alternatively, you have the right to complain to the ICO <https://ico.org.uk/concerns/>.

## Get in touch

If you have any questions, please get in touch with your local Healthcare Improvement Scotland – Community Engagement office:

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Email: [his.engageforthvalley@nhs.scot](mailto:his.engageforthvalley@nhs.scot)

Phone: 07866 130 779

Or you can contact Lisa McCartney, Area Manager (Community Engagement – North East Region), Healthcare Improvement Scotland by telephone 07823 447855 or by email [lisa.mccartney1@nhs.scot](mailto:lisa.mccartney1@nhs.scot).