

We would welcome input from a range of communities. Reasonable adjustments will be put in place to meet people's needs.

Once we have your permission, a member of our team will contact you directly by telephone to check you still wish to take part and to make arrangements that suit you.

If you would like to think about this for a little longer, please take this leaflet and just give us a call if you decide to take part.

If you would like to find out more about this work:

Please contact:

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**Understanding and
*improving care and support
services together***



Improving our services together with people who receive care and support

Over the next few months we will be working with people who have received care or support to help us better understand how people access our services, what works well and what could be improved.

We will use what we learn from this to create a picture of services across the Falkirk area that will help us identify ways in which we can make improvements that will make a positive difference to how people experience these services in the future.

What we are asking of you

We would like to speak with you about the services you have experienced so far and what it has been like for you to deal with these services.

You can take part in two ways, you can speak to someone in our team on a one to one basis or you can join a group of people who will be speaking about their experience together.

A one to one conversation may take up to an hour and can be carried out either over the phone, or in a private room at a health or local authority location.

With your permission, we will record the conversation with you in writing or with recording equipment.

What happens to the information you give us

Your comments will be considered along with those of other people we speak to by the staff supporting our improvement work.

Your comments will only be used for our improvement work and will remain anonymous. We will only share your personal details with the improvement team and those people you have given your permission for us to share with.

Once we have completed our improvement work, we may use some of your comments within reports or presentations, but will only use your name if you have given us permission to do so.

Why we would like you to be involved

You have been selected to take part because of one of the following reasons:

- You are currently receiving care or support within Falkirk; or
- You care for someone or have a family member who currently receives care or support.

Do I have to take part?

This opportunity is entirely voluntary, so you do not have to take part and you do not have to give us a reason why not. Your care or treatment will not be affected in any way if you choose not to take part.

How to take part

If you are happy to speak with us about your care or support journey please give your permission to the person who has asked you to participate, and they will pass your contact details to our team.

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