

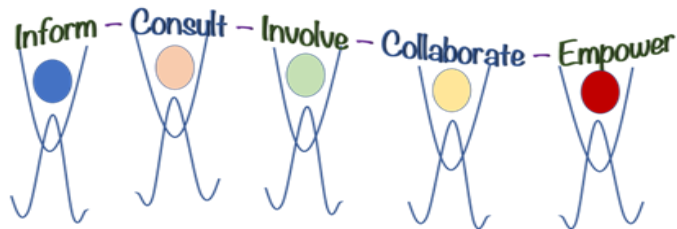
## HOW TO REACH US

**Email:**

high-uhb.AB-Public\_Engagement@nhs.net

**Freepost:**

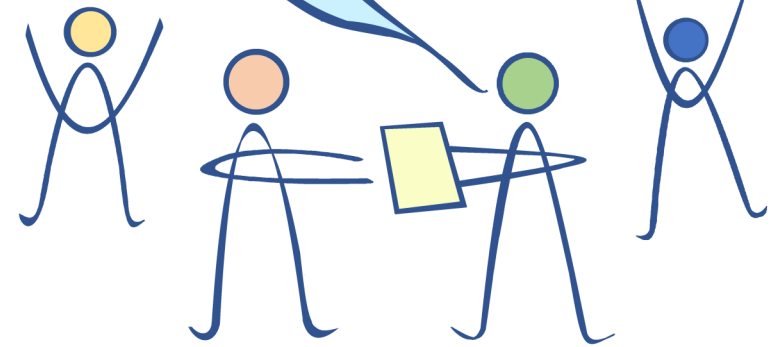
FREEPOST RRYT-TKEE-RHBZ  
NHS Highland (A&B HSCP)  
Blarbuie Road  
Lochgilphead  
PA31 8LD



## Accessibility

Please let us know if you would like this leaflet in large print or another format.

WORKING  
TOGETHER TO  
IMPROVE HEALTH  
& SOCIAL CARE



## A GUIDE TO

*Engaging with Argyll &  
Bute HSCP*

# OUR STRUCTURES

## Communities Together

### Strategic Engagement Advisory Group

Direction and Leadership on Engagement

Key Partner Membership

#### Integration Joint Board

Governance and Oversight  
2 Service User & 2 Carer Representatives

#### Strategic Planning Group

Oversee development of Strategic Plan  
Service User & Carer Representatives

#### Locality Planning Groups x4

Work Together to Develop Local Plans  
Service User & Carer Representatives

#### Community Conversation Cafes x8

Discussions Between Staff and Communities  
Open to the Public

#### Health and Wellbeing Networks x8

Supporting Community Health and Wellbeing  
Open to the Public

culture personal consult in control  
inform responsiveness teamwork  
be heard communication talk  
wellness engagement  
feedback trust take charge  
support partnership experience  
involve listening cooperation  
transparency empower change conversation  
together responsive

# TALK TO US

## Other Ways to Get in Touch

### CareOpinion

Got a story about your health & care experiences? Good or bad, we want to know. CareOpinion is an anonymous service to share your stories of health-care experiences directly with us and other service users.



### Facebook

Find us on Facebook for news, advice, conversations, and more! Our Facebook page covers issues around Argyll & Bute, and we welcome comments.

Search "Argyll and Bute HSCP"

### NHS Highland Complaints

If something has gone wrong we want to know about it to prevent it happening again. You can make a complaint here:

Tel: 01463 705997

Email: [nhshighland.feedback@nhs.net](mailto:nhshighland.feedback@nhs.net)

[www.nhshighland.scot.nhs.uk/Feedback/Pages/ComplaintsProcedure.aspx](http://www.nhshighland.scot.nhs.uk/Feedback/Pages/ComplaintsProcedure.aspx)



### A&B Council Complaints

If something has gone wrong we want to know about it to prevent it happening again. You can make a complaint here:

Tel: 01546 605516

[www.argyll-bute.gov.uk/do-it-online/comments-and-complaints](http://www.argyll-bute.gov.uk/do-it-online/comments-and-complaints)

More info on the structure of the HSCP at:  
[www.argyll-bute.gov.uk/health-and-social-care-partnership](http://www.argyll-bute.gov.uk/health-and-social-care-partnership)