

developments in local services which will make real and lasting changes.

Your voice can make a difference to the health of Scotland. Getting involved can also be a valuable and fascinating experience. You can learn new skills and meet like minded people. Look out for opportunities to get involved in the local press, your local hospital, community centres and GP surgeries.

Chest, Heart & Stroke Scotland's Voices Scotland programme will train and support you to have your say. Details of Voices Scotland and local MCNs are on Chest, Heart & Stroke Scotland's website.

### How to obtain website and contact details of your local MCN:

- Through the NHS Scotland website:  
[www.show.scot.nhs.uk](http://www.show.scot.nhs.uk)
- Through the CHSS website:  
[www.chss.org.uk](http://www.chss.org.uk)
- Or phone the CHSS Advice Line on: 0845 077 6000

Chest, Heart & Stroke Scotland aims to improve the quality of life for people in Scotland affected by chest, heart and stroke illness, through medical research, advice and information and support in the community. We offer a range of community services throughout Scotland, including support for patients, families and carers.



### How to contact CHSS:

Head office, 65 North Castle Street  
Edinburgh EH2 3LT  
Tel: 0131 225 6963 • Text: 0131 220 6313  
Email: [admin@chss.org.uk](mailto:admin@chss.org.uk)  
Website: [www.chss.org.uk](http://www.chss.org.uk)  
Advice Line: 0845 077 6000



Chest, Heart & Stroke Scotland and CHSS are operating names of The Chest, Heart & Stroke Association Scotland, a registered Charity No. SC018761

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Chest, Heart & Stroke Scotland

# Managed Clinical Networks & You



## Healthcare is focusing on you!

Managed Clinical Networks (MCNs) have been forming in every health board in Scotland since 1998, when the Scottish Government took over the National Health Services (NHS) Scotland.

MCNs are part of the modern approach to improving healthcare in Scotland. Central to this approach is the need to listen to and involve you – the patients and carers. By doing so, MCNs help to make sure that the **right** treatment is given to the **right** patient, at the **right** time and in the **right** place.

MCNs have a particular focus on the chronic conditions which affect people in Scotland most e.g. chest, heart and stroke illness.



## What is a MCN?

MCNs are made up of a network of people whose shared interest is one particular area of health. Representative health professionals from hospitals, general practice and the ambulance service work in partnership with NHS managers, social services, voluntary organisations and patient / carer representatives.



Their role is to work together to make recommendations about what local healthcare services are required, how to make the best use of the resources available to provide them and ensuring standards of care are equal to those provided elsewhere in Scotland.

## How do MCNs work?

Each MCN deals with one specific area of health (e.g. stroke) and is made up of a main group, who coordinate the work in the local area, and smaller groups (subgroups) who look at specific issues (e.g. development of community stroke rehabilitation services).

The MCN usually has a lead health professional and is supported by a manager who looks after the day to day running of the network. Subgroups are used, for example, to start new services, improve access to existing services, take on local projects and check the difference the MCN is making.



The work of MCNs is quality checked (audited) and new services are based on the best evidence available. Each MCN produces an annual report which can be downloaded from the local NHS website or NHS Scotland's website [www.show.scot.nhs.uk](http://www.show.scot.nhs.uk)

## How do MCNs affect me?

MCNs are crucial to ensure that the NHS in Scotland remains focussed on the needs of those who use the services. If you, a family member or friend have experienced care from the NHS in Scotland then your opinions are valuable and the MCNs want to listen.

Each MCN has a clear strategy for involving patients and their carers. There should be an agreed minimum number of patients and carers actively engaged with each MCN and support for travel and other expenses should be offered. As a patient representative you can work with the health professionals to influence