**Cascading COSMIC**

**Supporting the House of Care**

Cotter N; Bertin D; MacKellaig J

Chest Heart & Stroke Scotland (CHSS)

www.chss.org.uk

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Organisational arrangements: Influencing the strategic agenda on Self Management by supporting health and social care services with our Mutual Model for Public Involvement and public participation training through workshops and support.

“The Voices Scotland Programmes have...established themselves as the ‘gold standard’ of patient and carer involvement...to help design truly person centred services.” Sir Harry Burns

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**Champions of Self Management**

*In Care (COSMIC)*

**Workshop content**

- Understanding Self Management
- Models of Self Management
- Identifying support for Self Management
- Understanding health and social care structures
- Working effectively with professionals
- Identifying issues linked to Self Management
- Presenting these issues effectively

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**Collaborative Professionals**

Support for professionals from Voices Scotland

- Training and support for public and staff
- Support on Public Involvement groups
- COSMIC Resources website: Flexible training materials to equip staff with the knowledge and to influence the strategic agenda on Self Management, improving local health and social care

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**Independent Evaluation 2014**

“The CHSS approach has helped people to focus on the agenda of Self Management and make a positive impact – not just to use their voice as an representative to complain or gripe about things like parking.”

“Patients are able to put in context their contribution to meetings, and to be appropriate in the context of conversation the impact that it has on others. It has also helped people to appreciate the complexities of the organisation and how they can positively influence the improvement agenda.”

“The strength of Voices Scotland is their openness to sharing and developing ongoing collaborative relationships.”

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**Organisational Processes & Arrangements**

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**Champions of Self Management**

*In the last three years:*

- 500 members of the public trained
- 854 patients and health professionals attended tasters
- 90% of those trained are actively involved

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**What are they doing now?**

- Leading or supporting Self Management courses
- Scottish Parliament Cross Party Groups
- NTS committees
- GP forums
- Research tools
- Responding to consultations
- Raising awareness
- Changing their own Self Management
- Reviewing patient information
- Source of local Self Management knowledge
- Supporting their peers

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**Success Story**

Following our COSMIC workshop a group of patients developed a successful case for continued funding for an at risk pulmonary rehabilitation service.

The case was built around the need for rehabilitation being an integral part of Self Management, therefore leading to a reduction in bed occupancy rates.

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**Community Resources and Assets**

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**MCN Managers**

91% said that the programme had made ‘some’ or ‘a significant’ contribution to the development of their organisation’s public involvement strategy.

75% said that the programme had made a significant contribution to improving participants’ skills.

55% said that the programme had made a significant contribution to increasing the number of ways in which they involve service users in their organisation.

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**Endorsements**

“Voices Scotland helps to strengthen the patient and carer voices of the cardiac and stroke MCNs.”

Better Heart Disease and Stroke Action Plan (2006)

Scottish Health Council

“Really useful resources for anyone interested in involving patients or the public. This is a practical, participative training that uses plain English and makes learning fun.”

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**Further information:**

chss.org.uk
cosmicresources.org.uk
Email: voicesscotland@chss.org.uk

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**References**

2. Scottish Government, 2012 Managed Clinical Networks: supporting and delivering the National Health Service (Scotland) Act 2012