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NHS Chief Executives
NHS Chairs
IJB Chief Officers

31 October 2024

Dear Colleagues

You are all very aware of the work underway to rapidly explore how we reform our NHS services and the way they work. A robust and meaningful engagement approach has always been considered a vital element of this reform work. As set out in Director-General Caroline Lamb's letter on 5 June 2024, *Reforming Services and Reforming the Way We Work*, the engagement approach will consist of many elements. Citizen engagement will be in two phases. Early engagement will be focused on the wide themes of NHS reform and the second phase will take place on specific service changes that result from NHS reform.

The approach to citizen engagement will be in line with the recently updated *Planning with People* guidance. To further assist with developing a robust citizen engagement plan, the Scottish Government and Healthcare Improvement Scotland have jointly produced guidance which aims to provide greater clarity about national and local engagement responsibilities for nationally determined service changes.

The guidance can be found here: www.hisengage.scot/national-changes

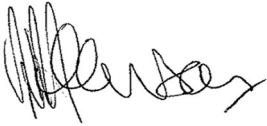
The guidance sets out the expected steps to be undertaken for nationally determined service changes. However, it is recognised that this programme of reform is taking a new approach to national population-level planning for NHS Scotland services, therefore the guidance will be kept under review and will be updated based on feedback to ensure that it enables robust and proportionate engagement on service changes.

We would like to thank you again for your continued support to ensure the NHS can deliver sustainable, resilient, accessible and efficient services for the population of Scotland.

Yours sincerely,



John Burns
Chief Operating Officer, NHS Scotland



Robbie Pearson
Chief Executive, Healthcare Improvement Scotland

