

*"I don't know if I would ever have got the information I was seeking but I've now got all the answers. I couldn't have done that on my own."*  
PASS client

**citizens  
advice  
scotland**



## Patient Advice & Support Service

Use your rights  
Know your responsibilities  
Share your experience  
Make a difference

The Patient Advice and Support Service (PASS) is a new independent service which provides free, accessible and confidential advice and support to patients, their carers and families about NHS healthcare. The Service will promote an awareness and understanding of the rights and responsibilities of patients and will advise and support people who wish to give feedback, make comments, raise concerns or make a complaint about treatment and care provided by the NHS in Scotland.

### The Patient Advice and Support Service:

- Helps clients understand their rights and responsibilities as patients
- Provides information, advice and support for clients who wish to give feedback or comments, or raise concerns or complaints, about health care delivered by NHS Scotland
- Provides practical help with making a complaint, which will include preparing letters, making phone calls and supporting clients in preparing for and attending meetings
- Works with the NHS to use feedback to improve the patient experience and improve NHS service provision

The Patient Advice and Support Service is provided by the Scottish CAB Service and can be accessed from any Citizens Advice Bureau (CAB) in Scotland. The flexible service delivery model means that clients are supported in different ways according to their needs and their desired outcomes.

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Citizens Advice Scotland, Spectrum House, 2 Powderhall Road, Edinburgh, EH7 4GB

The Scottish Association of Citizens Advice Bureaux - Citizens Advice Scotland (Scottish charity number SC016637)

Because PASS is based within citizens advice bureaux clients can benefit from a holistic service where all their support needs can be addressed in one place. Bureau advisers provide information, advice and support to enable clients to deal with issues which have an impact on their general health and wellbeing. This may include support with accessing benefits or advice on legal issues, debt, employment and housing.

The advisers also help clients to give appropriate and effective feedback about health services and advise clients who wish to raise concerns.

Where clients have more complex issues or require specialist or ongoing support in their dealings with the NHS, they will be referred to the Patient Adviser in their local Health Board area.

#### **Patient Advisers:**

- Provide information and advice on the general rights and responsibilities of patients
- Explain the NHS complaint procedure and provide the information and advice necessary to enable clients to make a complaint. This includes practical assistance in the preparation of letters, making phone calls and supporting clients in preparing for and attending meetings
- Provide information on how to access health, social care and related services
- Advise individuals on how they can access the treatment, care or support they need
- Assist clients to access medical records, and provide practical help with obtaining clinical records and with understanding the explanation of these as given by the relevant NHS clinician/staff member.

PASS enhances and replaces the Independent and Advice Service (IASS). IASS was also a CAB based advice service for NHS Scotland patients and their representatives, which ensured clients across Scotland received support to engage effectively with the NHS. PASS will continue to ensure clients feel listened to, supported, and respected when raising concerns and complaints about their experiences.

**“The adviser drafted a letter to go to the General Medical Council and Scottish Public Service Ombudsman...**

**I’ll never forget how I felt when I got that letter. In that letter was every emotion that I was feeling. It showed total understanding of the depth of my concern. It was better than if I’d sat down and written it myself. And to think that a service had somebody that professional who was able to put that letter together. I was just overwhelmed...It was just incredible and all of that work was done for me. What state would I have been in if I’d had to try and do that myself?”**

**PASS client**

**“I had somebody there that I could pick up the phone to, tell them what had happened, and help was offered. A meeting was offered, constructive help was offered, support was there, understanding was there, all the things I had never had when dealing with the complaint myself.”**

**PASS client**