

**Patient Advice and Support Service (PASS):  
Monitoring and Evaluation Advisory Group**



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**A minute of the PASS Monitoring and Evaluation Advisory Group**

**held on Tuesday 22<sup>nd</sup> November 2016**

**in Pentland House, Robb's Loan, Edinburgh, EH14 1AB**

**from 2pm – 4pm**

**Present:**

Allyson Angus, NHS Tayside (by teleconference)  
Graham Boyack, Scottish Mediation Network  
David Brownlee, Citizens Advice Scotland  
Brigitte Cosford, representing Arlene Campbell, NHS 24  
John Hamilton, NHS Greater Glasgow and Clyde  
Hazel Johnstone, NHS National Services Scotland (by teleconference)  
Christine Lang, Citizens Advice Scotland  
Pauline Marland, NHS Forth Valley  
Susan McLaren, Scottish Health Council (note taker)  
Sharon Muir, NHS National Services Scotland  
Francis Santos, Scottish Government  
Aaliya Seyal, representing Jonny Miller, Citizens Advice Bureau, Airdrie  
Liz Taylor, Scottish Health Council (Chair)

**Apologies:**

Shaben Begum, Scottish Independent Advocacy Alliance (SIAA)  
Alison Gunn, Citizens Advice Bureau, Orkney  
Annemarie Long, Scottish Health Council  
Andrew Moore, NHS Ayrshire & Arran  
Tina Morrow, Public Partner  
Rowena Price, Patient Adviser, Lothian  
Susan Siegel, Public Partner  
Nigel Walker, Citizens Advice Bureau East Dunbartonshire  
Shona Welton, NHS Lanarkshire

**1. Welcome and introductions**

The Chair welcomed those present to the meeting and thanked them for taking part in the group.

Apologies received in advance of the meeting were noted and group members introduced themselves.

## **2. Minute of meeting on 11<sup>th</sup> March 2016**

The minutes of the last meeting were noted and approved.

## **3. Matters Arising**

### **Local Advisory Group update**

An update on Local Advisory Groups to be circulated to the group.

Action: D Brownlee

### **Examples of good practice**

Christine Lang advised the group that the Annual Report would contain examples of good practice for sharing.

The Annual Report to be circulated to the group once published

Action: C Lang

## **4. Retender of patient advice and support service**

The contract for patient advice support services from 1 April 2017 has been awarded to Citizens Advice Scotland. Communication was sent to NHS boards on 14 November 2016, to NHS board Heads of Procurement and Implementation Managers. Notification of the contract award was also uploaded to the Knowledge Hub.

Details of the PASS contract to be shared with Nursing Directors

Action: Sharon Muir

NHS NSS will be working closely with Citizens Advice Scotland during the implementation period and will be meeting on 9 December 2016 to share progress on key milestones. Monthly meetings will take place thereafter until the project goes live. Citizens Advice Scotland have a project team in place and will be monitoring actions in relation to the national telephone helpline, Scottish Prison Service, uploads and production for the website, development of a survey for customers, promotional material and staff training.

After implementation there will be quarterly contract review meetings to look at how the contract is progressing. These will be between NHS NSS and Citizens Advice Scotland. NHS boards will be invited to attend.

Discussion was held on the role of the PASS Monitoring and Evaluation Advisory Group, the importance of having public representatives involved in monitoring of performance and how this might be achieved in future.

Francis Santos and David Brownlee will consider the points raised and develop a proposal for arrangements going forward. Group members can contact Francis with their thoughts on this.

Action: F Santos, D Brownlee

## **5. PASS National Report**

The year on year statistics summary was shared with the group. The continued increase in client numbers is encouraging. After the new contract commences these statistics will be reviewed by the Commodity Manager. Similar figures are currently available to NHS boards. It was noted that for the larger boards there is not much fluctuation and as a result there was not much to learn from these figures for them.

Key findings from the PASS National Report were highlighted:

- Although enquiry numbers are down, the client numbers are up compared to the previous quarter.
- There is a large increase in the number of enquiries handled by generalist advisers.
- The top service areas were in family health and hospital acute services. The top staff groups were GPs and hospital consultants/doctors. The top advice code was for clinical treatment.

The outputs are taken from ISD codes and Patient Advisers are being encouraged to identify more clearly the outputs to reduce the numbers in the “unknown” category.

An error to the heading numbering was noted in the report sent out with the agenda. This will be corrected and the updated report shared with the group.

Action: C Lang

## **6. Any other business**

The re-launch of the new NHS inform website took place on 18<sup>th</sup> November. This was a ‘soft’ launch with some Twitter activity and a speech from the Minister. Further marketing activity is planned for the New Year. The link to the new website is below.

<https://www.nhsinform.scot/>

The dates for next year’s NCPAS regional events have been set. The Dundee event will take place on Tuesday 28<sup>th</sup> February 2017 and the Glasgow one on Tuesday 7<sup>th</sup> March. These events are for Complaints Officers, Patient Advisers, Scottish Health Council staff and other stakeholders.

Thanks were expressed to Liz Taylor for chairing the group and for her work with the Scottish Health Council over the past years. Particular recognition of the support she has given to the Patient Participation team at Scottish Government was given.

## **7. Date of next meeting**

No date set.

Communication will be sent out to the group to confirm future group and meeting arrangements.

Action: F Santos