

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



**A minute of the PASS Monitoring and Evaluation Advisory Group
held on Thursday 30th January 2014
in the offices of the Scottish Health Council, Delta House,
50 West Nile Street, Glasgow from 14:00 to 16:00**

Present:

David Brownlee, Citizens Advice Scotland
Norma Duncan, Public Partner
John Hamilton, NHS Greater Glasgow and Clyde
John Jess, Public Partner
Christine Lang, Citizens Advice Scotland
Annemarie Long, Scottish Health Council (notetaker)
Gary McGrow, Scottish Health Council
Jonny Miller, Citizens Advice Bureau, Airdrie
Francis Santos, Scottish Government
Liz Taylor, Scottish Health Council (Chair)
Nigel Walker, Citizens Advice Bureau East Dunbartonshire

Apologies:

Shaben Begum, Scottish Independent Advocacy Alliance
Susan McLaren, Scottish Health Council
David Taggart, NHS National Services Scotland
Julie Tait, NHS Orkney
Richard Walter, Scottish Ambulance Service & NCPAS
Dr Elspeth Weir, Community Pharmacy Scotland
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. She thanked John Hamilton for joining the Group as an NHS Board representative. It was noted that Allyson Angus, NHS Tayside, had also agreed to join the Group.

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

2. Minute of meeting on 26th June 2013

One amendment to the minute was noted, page 2 to be changed to 4th March rather than 12th September. This amendment will be made in the final copy of the minutes to be distributed to the group.

3. Matters Arising

Complaints and Feedback Project

Liz Taylor provided the group with an update on the Complaints and Feedback work currently underway in the Scottish Health Council. There are Board visits throughout Scotland taking place now and the local offices of the Scottish Health Council collating views of the public which will also form part of a report to Scottish Government. The report is due to be published in April 2014 and will include recommendations as a result of this work.

Gary McGrow discussed the report that the Scottish Health Council recently completed on the Review of NHS Boards' Annual Reporting on Feedback, Comments, Concerns and Complaints 2012- 2013, which will also feed in to the final report.

http://www.scottishhealthcouncil.org/publications/research/review_of_nhs_feedback.aspx

There was general discussion in the group that clearer guidance would have provided less variance in Boards' annual reports.

John Hamilton asked for clarification on the date of publication of the Scottish Health Council report on Complaints and Feedback so that recommendations from this can be incorporated into his Boards Annual report on Feedback, Comments, Concerns and Complaints in June 2014. Liz Taylor stated that key messages could be passed to Boards to make sure that where possible the recommendations in the report could be considered for the Boards' annual report.

Case Studies

Christine Lang reported that Patient Advisors are using the new form and this seems to be working well with no reported issues.

Local Advisory Groups (LAGs)

John Hamilton asked the group to consider encouraging improved communication between the National Evaluation & Monitoring Advisory Group and Local Advisory Groups and also between the Local Advisory Groups themselves. He felt it would be particularly useful for the Local Advisory Groups to share good practice. He would like to see the national group minutes shared earlier with the Local Advisory Groups and also asked whether this group can be a conduit in better information sharing between LAGs.

Action: L Taylor

4. Review of PASS contract

In the absence of David Taggart, Christine Lang gave the group a brief update on the review of the PASS contract. The review looked at opening hours, (bureau opening hours throughout Scotland increased by 116 hours per week between July 2011 and October 2013); the variations regarding where people who accessed PASS lived; the added value of PASS providing a holistic view by being based in bureau; the review completed by the Scottish Health Council and contractual hours; and areas for improvement which included Local Advisory Groups; Prisoners' access, and relationship with advocacy services.

Action: D Brownlee/C Lang

Christine confirmed that they expect to recruit a PASS marketing officer within the next week or so. There was discussion on the role and remit of the post, and the need to look at innovative ways of increasing the profile of the service. There would be targeted work with the NHS, with universities and with NHS Education, as well as trying to increase the take up of the PASS service by ethnic minority communities. Liz Taylor stated that the work underway by the local offices of the Scottish Health Council in the Complaints and Feedback project should help to increase the profile of PASS.

John Hamilton asked about progress with EQIA, and the consensus from the discussion was this was either completed or in the final stages of completion.

John Hamilton asked for clarification on translation costs. Francis Santos explained that it is the responsibility of NHS Boards to ensure that local arrangements are in place for the NHS and Patient Advisors to access communication support services. Boards should also ensure that all staff and patient advisors are able to access these as and when appropriate.

5. National Quarterly PASS Reports

- a. 1 April -30 June 2013
- b. 1 July-30 September 2013

The circulated quarterly reports were noted. In response to queries raised, Christine Lang agreed to check the reported figure for hospital localities (page 7) and the figure for CHP/CHC Greater Glasgow and Clyde (page 8) for the 2nd Quarter.

Action: C Lang

6. Proposal for revised method of gathering PASS Client Feedback

Gary McGrow referred to the circulated paper on the proposed revised method of gathering PASS client feedback. This proposal is that the main methods for obtaining information will be:

- Electronic Forms
- Postal Forms
- Telephone interview by Scottish Health Council local staff (where all people interviewed will have given written consent)

It is hoped to have a broad range of returns by using these methods and Gary agreed to ensure that all partners are aware that the surveys are due to start (April to June this year).

There was some discussion by the group of when in the case do you ask for feedback and the pros and cons of waiting until the case is closed. Francis Santos suggested that questions could be asked of people throughout their 'journey' as feedback will change as people move through the process.

Christine Lang stated there would be challenges with continually asking vulnerable people questions and that balance is needed in this. Francis stated that perhaps people would be happy to volunteer information in this context.

Gary McGrow stated he would reflect on the comments given before circulating the finalised proposal.

Action : G McGrow

7. Communications with Local Advisory Groups

Discussion under Item 3, Matters Arising

8. Any other business

Update from Scottish Government

Francis Santos gave an update on the divisional changes within the Scottish Government. It was noted that PASS would remain with the Patient Support and Participation team of the Care Support and Rights Division, while Complaints and Feedback work are now the responsibility of the Quality Unit within Scottish Government.

Patient Opinion

Year 2 funding has been agreed

NHS Inform

The Group noted a paper from Arlene Campbell shared with the group on promotion of PASS within NHS Inform website

Regional Events

Christine Lang advised the group of forthcoming PASS/NCPAS regional events:

26th February 2014 in Glasgow

5th March in Dundee

Full details will be passed to the group

Integration of Health and Social Care

David Brownlee asked for clarification on the future of PASS with the proposals on the Integration of Health and Social Care and the need for a clearer understanding of the timescale for the new integrated bodies and what this will mean in practical terms.

The group discussed what is known and that from 1st April 2015 the new structures will be in place. Francis Santos confirmed that it was too early for clarity on specifics but assured the group that the Patient Rights (Scotland) Act, does provide the right for patients and members of the public to access PASS and Scottish Government does not anticipate any changes to the legislation. Francis Santos is aware of the potential impact on PASS and will provide an update when possible.

9. Date of next meeting

Susan McLaren will contact members to agree a date for the next meeting of the Group.