

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

A minute of the PASS Monitoring and Evaluation Advisory Group

held on Wednesday 10th December 2014

in the offices of the Scottish Health Council, Delta House,

50 West Nile Street, Glasgow from 14:00 to 16:00

Present:

Allyson Angus, NHS Tayside
Brigitte Cosford, representing Arlene Campbell, NHS24
John Hamilton, NHS Greater Glasgow and Clyde
Margaret Fraser, NHS Lothian
Christine Lang, Citizens Advice Scotland
Annemarie Long, Scottish Health Council
Sandra McDougall, Scottish Health Council

Susan McLaren, Scottish Health Council (notetaker)
Niamh O'Driscoll, Citizens Advice Scotland
Francis Santos, Scottish Government
Susan Siegel, Public Partner
Liz Taylor, Scottish Health Council (Chair)
Dr Elspeth Weir, Community Pharmacy Scotland

Apologies:

Shaben Begum, Scottish Independent Advocacy Alliance
David Brownlee, Citizens Advice Scotland
Gary McGrow, Scottish Health Council
Jonny Miller, Citizens Advice Bureau, Airdrie
Andrew Moore, NHS Ayrshire & Arran
Tina Morrow, Public Partner
David Taggart, NHS National Services Scotland
Nigel Walker, Citizens Advice Bureau East Dunbartonshire
Shona Welton, NHS Lanarkshire

In attendance

Graham Boyack, Scottish Mediation Network
Sheila Inglis, SMCIA
Rachel O'Donnell, SMCIA

1. Welcome and introductions

The Chair welcomed those present to the meeting and thanked them for taking part in the group. The group now has 2 new Public Partner members and it was expressed that their contribution was very much welcomed. Group members introduced themselves and gave a summary of their role.

Graham Boyack from Scottish Mediation Network explained what their organisation does and how they work closely with PASS to provide positive outcomes for clients.

It was noted that a number of apologies had been received and they would be included in the minutes.

2. Minute of meeting on 4th July 2014

The minutes of the last meeting were noted and approved.

3. Matters Arising

Integration of Health & Social Care

Citizens Advice Scotland (CAS) met with Scottish Government officials, including representation from the integration and reshaping care team, on 13 November to discuss the impact of integration on the Patient Advice and Support Service (PASS). It was explained that only the "health" part of the whole integrated health and social care service will be covered by PASS and integration functions such as social care will not become part of the health service. Any change to extend the remit of PASS would require legislative change and there is no plan to consider this at present. Therefore when integration begins, the scope of PASS itself will not change.

The group asked what impact integration will have on clients of PASS given the aim of providing a holistic service. Christine Lang stated that for non health related issues these would be dealt with by a generalist advisor, which can happen for some health issues currently. It was noted that Citizens Advice Scotland would be monitoring the situation to see if there was any impact on the PASS service. They are aware of the different complaints systems within health and social care and have been in contact with the Care Inspectorate and Scottish Social Services to develop relationships. It is recognised that there is a need to not have the system any more complicated for the service user.

Review of PASS contract

It was noted that CAS have been holding discussions with National Services Scotland regarding an extension to the contract. CAS has put forward proposals, but so far this has not been confirmed, although it is anticipated to be likely.

4. Evaluation of the Patient Advice & Support Service

Sheila Inglis and Rachel O'Donnell gave a presentation on the SMCI Associates evaluation of PASS.

It was noted that the report, whilst it was commissioned by CAS, would be of interest to a range of stakeholders. The report will be shared with NHS boards and the aim will be to use this as a tool for improvement. There are 4 broad organisational levels of recommendations within the report; for Scottish Health Council, Scottish Government, NHS boards and CABx. Some of the recommendations are already being considered internally within Citizens Advice Scotland.

Comments on the report should be fed back to SMCI Associates by 31st December 2014. Sheila Inglis will discuss with Christine Lang what aspects of the report group members should focus their attention on and email group members with questions.

Action: S Inglis/All

Most of the information gathered for the report came from people who were not service users, although telephone interviews with clients did take place. Clients did make comment on the capacity of the service noting that the staff seemed very busy. CAS has conducted some work to capture details around unmet need. This includes surveying Patient Advisors and CABx Managers together with looking at other information such as waiting times, PASS client profiles compared to CABx client profiles and census figures. The information gathered seems to indicate that there may be a problem with people accessing the service and this is being looked at in more depth to see if it can be identified exactly where the problem lies.

It was noted that whilst there is an increased caseload for Patient Advisors there does not seem to be quantitative information about the duration of cases. CAS are aware of this and whilst there is wide variation amongst cases they are working on developing a different case recording system that will capture this information.

5. PASS Monitoring and Evaluation Advisory Group

a. Terms of Reference

At the last meeting there was some discussion of the Terms of Reference of the group and also its membership. Group members had been asked to send in comments on this to Liz Taylor. The Terms of Reference will be redrafted and shared with the group for further comment and agreement. It was suggested that it might be appropriate to have a representative from COSLA sitting on the group with a view to raising awareness of PASS amongst Local Authorities.

Action: L Taylor/All

Francis Santos has previously contacted NHS boards to encourage more boards to join the Monitoring and Evaluation Advisory group. Although there are board representatives attending the meeting today it is unfortunate that there were no bureau representatives. It was agreed that

it would be helpful to ensure that future meetings be planned so they do not clash with the CAS board meeting. Consideration should be given as to whether additional representation from within the CABx is required in future. Group members are reminded that they should aim to identify someone to deputise for them if they are unable to attend any meeting.

6. National PASS Reports

- a. Annual Report
- b. Quarterly reports Q1 & 2 2014/15

The group were asked to note the national reports and feed back to Christine Lang if they have any comments or queries. Typographical errors in the Annual report have been corrected.

Action: all

Christine Lang stated that CAS have been looking at some of their advice codes to see if they need to be changed. Any changes to their reporting system will take effect from April.

7. Client Feedback

The client feedback report was shared with group members and also Scottish Health Council Local Officers. Local Officers have been asked to share this with their Local Advisory Groups. Future systems for gathering client feedback will be considered following publication of the final evaluation report.

8. Local Advisory Groups

It was felt that the contract for PASS was not sufficiently directive with regard to establishment of Local Advisory Groups. Francis Santos agreed to issue a reminder of what is required. The role of Scottish Health Council is to provide support where LAGs are established.

Action: F Santos

It was felt that LAGs had an important part to play in terms of improvement within boards. It was also felt to be important to have public input to the LAGs.

9. PASS Marketing

Niamh O'Driscoll, Marketing Officer for PASS gave an update on activity since she came into post.

- Attendance at Annual Regulatory Conference, the National Development Day- Person Centred Care Collaborative and the Age Scotland conference to promote PASS. Further conference attendance is planned for 2015: The Gathering 2015 in February and Nursing in Practice in March.

- Meetings held with NHS Fife and NHS Education and with Scottish Health Council and Patient Advisors in Dumfries & Galloway and Grampian. Further meetings are planned with NHS Fife and arrangements have been made for stands in Fife hospitals and locations in Grampian and Dumfries & Galloway.
- Additional promotional materials have been purchased for use at events and stands.
- Scheduling of tweets and greater use of images to promote wider reach through Twitter. Early monitoring seems to suggest that this is having an impact.
- Monitoring of Patient Opinion to flag submissions that have not been replied to and promote PASS. A meeting with Patient Opinion is to take place in 2015.

10. Any other business

No other business noted.

11. Date of next meeting

Susan McLaren will contact members to agree a date for the next meeting of the Group. This is likely to be in March/April.