

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



**A minute of the PASS Monitoring and Evaluation Advisory Group
held on Monday 16th March 2015
in the Small Conference Room at Pentland House,
47 Robb's Loan, Edinburgh, EH14 1AB from 14:00 to 16:00**

Present:

Allyson Angus, NHS Tayside (by teleconference)
Brigitte Cosford, representing Arlene Campbell, NHS 24
John Hamilton, NHS Greater Glasgow and Clyde
Christine Lang, Citizens Advice Scotland
Pauline Marland, representing Karen Maclure, NHS Forth Valley
Susan McLaren, Scottish Health Council (notetaker)
Tina Morrow, Public Partner
Niamh O'Driscoll, Citizens Advice Scotland
Francis Santos, Scottish Government
David Taggart, NHS National Services Scotland
Liz Taylor, Scottish Health Council (Chair)
Shona Welton, NHS Lanarkshire & NCPAS

Apologies:

Shaben Begum, Scottish Independent Advocacy Alliance
David Brownlee, Citizens Advice Scotland
Margaret Fraser, NHS Lothian
Annemarie Long, Scottish Health Council
Gary McGrow, Scottish Health Council
Jonny Miller, Citizens Advice Bureau, Airdrie
Andrew Moore, NHS Ayrshire & Arran
Susan Siegel, Public Partner
Nigel Walker, Citizens Advice Bureau East Dunbartonshire
Dr Elspeth Weir, Community Pharmacy Scotland

1. Welcome and introductions

The Chair welcomed those present to the meeting and thanked them for taking part in the group. A special welcome was expressed to Tina Morrow, a Public Partner for Healthcare Improvement Scotland, attending a group meeting for the first time.

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

2. Minute of meeting on 10TH December 2014

The minutes of the last meeting were noted and approved.

3. Matters Arising

Integration of Health & Social Care

It was reported that when clients have issues not just within healthcare but those needing wider support, this is addressed by Patient Advisors referring the clients on to Generalist Advisers within Citizens Advice Bureaux.

Review of PASS contract

David Taggart advised that the current PASS contract was due to finish on 01/04/15. This is being extended for a period of one year. It is anticipated that there will be some further work carried out to improve access to the service by investigating the introduction of a telephone service. A letter is to be issued by Scottish Government shortly to confirm the contract extension.

Initial discussions are being held between NHS NSS and CAS about the next generation contract. Communications will come out soon inviting boards to be represented in the discussions about what should be within the future contract. It is hoped that this will be agreed by December 2015. The Evaluation Report will be used in the revised framework/next tender stage so as to inform the improvements identified for the PASS service.

John Hamilton expressed disappointment that the letter confirming extension of the contract had not been issued. Francis Santos stated that it was planned to send a letter confirming both the contract extension and the request for boards to be involved in an engagement exercise about the future contract and that this had caused a delay.

4. Evaluation of the Patient Advice and Support Service

At the previous meeting group members were asked to comment on the Evaluation report. Comments received have been taken into consideration for the current revised version. The final report will go to CAS (expected towards the end of March) for them to cascade to Scottish Government, boards and other key audiences.

Sheila Inglis, SMCI Associates spoke about the Executive Summary and the recommendations and asked the group to comment on these. It was felt that as there is only one year to run of the contract it would be necessary for CAS to focus on the “quick wins”.

a. Draft Executive Summary

It was agreed that as the Executive Summary was anticipated to be the main focus of attention, the recommendations should be incorporated into this so that there is a stand alone short document that includes all the key information.

The Patient Advice and Support Service was established through the Patient Rights (Scotland) Act 2011. Although there has been much effort expended in the promotion of PASS, awareness raising was raised as an area for improvement but that this needed to be balanced with the capacity of the service itself. It was noted that in Lothian the Patient Advisors were training up other advisors to deal with more complex issues which was felt would help to address capacity concerns.

There is wide variation across Scotland in how PASS works with NHS boards but where a Local Advisory Group (LAG) was well established this helped to improve how they worked together. The importance of LAGs in driving forward improvements was felt to be key.

It was expressed that for a lay person reading the Executive summary and recommendations it might be unclear what was meant by some of the terminology, specifically reference to levels 3 & 4 in the key findings, and Sheila Inglis agreed to amend this. It was also suggested that some of the wording in the Executive summary could be revised to give a more positive message.

The Carers (Scotland) Bill, currently going through the Scottish Parliament, will require Local Authorities to establish information and advice services for carers. It was suggested that what is proposed sounds very similar to what PASS provides. Francis stated that as the Patient Support and Participation team is part of the Care Support and Rights Division he expected that learning from PASS and the independent evaluation of the service would be taken on board for any carers' service.

b. Draft recommendations

The recommendations had been discussed at the last meeting in December and some key actions were underway to address concerns.

PASS is very much process oriented and as such it makes it difficult to identify outcomes. To have more data to support the value that clients place on the service, CAS have been reviewing their monitoring criteria to have some focus placed on value as well as numbers. A Statistics Reporting Group will be looking at the statistics to see if the right information is being collected; to see if these can be simplified, and to see if the information can be more helpful.

There still exists a challenge with regard to unmet need and CAS are looking at alternatives to face-to-face in the hope that this will help to meet different needs. CAS are going to speak to Black and Minority Ethnic Advice Services (BEMIS) to identify how this can be improved from their perspective. There are also plans to link with organisations that represent people with disabilities. It was noted that there may be considerable interest in telephone access from prisoners and where a board has a prison population this can be significant in terms of complaints and feedback.

Sheila Inglis thanked the group for their input and it was agreed that the comments made would be incorporated into the final version of the report. It is expected that this will be complete by end of March 2015.

Action: S Inglis

Future meetings of the group will focus on monitoring actions taken to address recommendations in the report.

5. Client Feedback

Citizens Advice Scotland and Scottish Health Council representatives have held discussions about the best way of gathering client feedback in future. In previous years this has been gathered by Scottish Health Council but as this is something that CAS would want to be routinely collected, they will be taking on that role. Christine Lang has been holding discussions with colleagues about the information to be collected, recognising that it is important that information cannot be identifiable to individuals. It was hoped that client feedback could be reported to Local Advisory Groups in future, as well as being fed into the National Monitoring and Advisory Group.

6. Local Advisory Groups

Local Advisory Groups (LAGs) are referred to in the Service Level Agreements between CAS and boards with boards having responsibility for setting them up. It was suggested that reissuing of the guidance would be helpful to promote setting up of LAGs where none currently exist.

Francis Santos was keen for guidance to be tied in with Stronger Voice and suggested that it may not be the right time to issue. Francis agreed to keep this under review.

It was also felt that it might be helpful for boards also to have access to a bank of LAG materials e.g. model remit/constitution; examples of where members of the public were involved; examples of how they run in different areas and benefits of LAGs and that this might be an area where Scottish Health Council could offer support.

7. PASS National Q3 Report

The group was asked to note the report.

Correction to be made to the figures in Table 1

Action: C Lang

8. Promotion of Patient Advice and Support Service

Niamh O'Driscoll gave a summary of the promotion activity of the service carried out over the past few months.

In Grampian -

- Attended the Grampian Local Advisory Group
- Hosted a stand in Aberdeen Royal Infirmary
- Met with the SHC Local Office – signposting to local relevant contacts
- Met with NHS Grampian - PASS info to be added to their feedback cards

Similar activity has also taken place in other board areas.

Other activity

- Met with Patient Opinion and discussed ways of working together and PASS responses to stories on the website.
- In the process of creating an easy read version of the PASS leaflet. In response to requests from Patient Advisors, looking at the possibility of having the PASS leaflet available in Russian and Romanian.
- Stands held at a range of events, including the Person Centred Care Collaborative National Development Days, the Gathering, Nursing in Practice conference and the Listening & Learning Executive Masterclass run by Scottish Government. PASS will also be at a range of other conferences over 2015 including the NHS Scotland 2 day event.

Niamh O'Driscoll was invited to attend the next Local Advisory Group taking place in Greater Glasgow & Clyde.

9. Any other business

The minutes from the meeting, once agreed, are circulated to the group members and to Scottish Health Council Local Officers. Local Officers should feed back on the minutes to their boards at LAG meetings or by directly contacting board representatives.

Invitation to be extended to CAB Managers and/or Patient Advisors to join the group.

Action: C Lang

The two new Public Partners on the group will be invited to meet with their local Patient Advisors

Action: C Lang

10. Date of next meeting

Susan McLaren will contact the group with arrangements for the next meeting.