

Patient Advice and Support Service



Annual Report Appendix

2016-2017



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The Annual Report Appendix provides statistical details of feedback, comments, concerns and complaints raised via the Patient Advice and Support Service. The statistics have been gathered to provide evidence of what has been delivered in each Health Board area in Scotland.

To note: throughout this report percentages may not total 100% due to rounding.

1.1 Enquiries

An enquiry is recorded each time an adviser works directly with the client.



Figure 1: Who dealt with enquiries?



Case Work Level

The complexity of enquiries is categorised from 1-4 and is listed below in table 1 with the percentage of enquiries made at each level.

Table 1: Case work levels

Case work level	Percentage of enquiries	Definition of case work level
1	2%	Give access to information, such as leaflets, help-line numbers and website addresses
2	3%	Encourage clients to articulate their concerns and form goals
3	51%	Explore options, give advice and initiate action, such as, letters and 3rd party contact
4	43%	Special support and complex casework, including accompanying clients to meetings and working jointly with partner organisations.

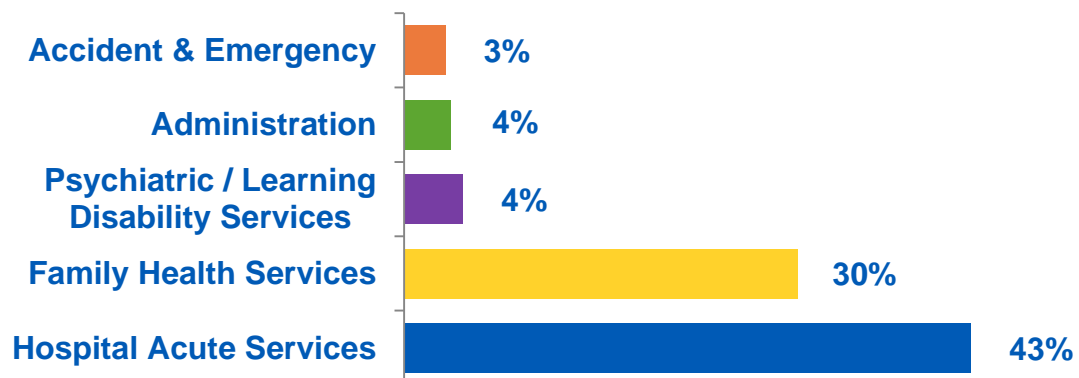
1.2 Service Areas

The Service Area is recorded once per feedback, comment, concern or complaint. The total number of Service Areas equates to the total number of feedback, comments, concerns and complaints. The **five** most recorded NHS Advice Codes are shown in Figure 2

Figure 2: Service Areas

Service Areas were recorded on 3139 occasions

- 1360 of these were about Hospital Acute Services



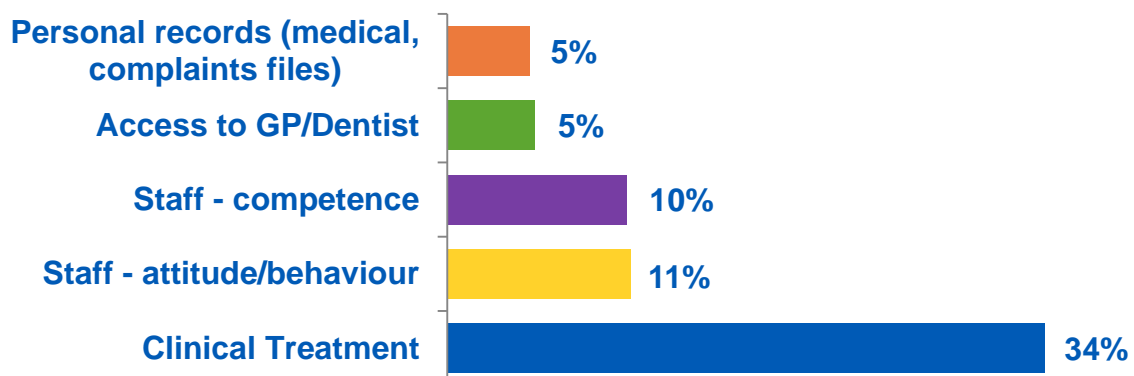
1.3 NHS Advice Codes

NHS Advice Codes highlight the areas about which feedback, comments, concerns and complaints are raised. Each NHS Advice Code is recorded once per client. The **five** most recorded NHS Advice Codes are shown in Figure 3.

Figure 3: NHS Advice Codes

NHS Advice Codes were recorded on 3403 occasions

- 1167 of these related to Clinical Treatment.



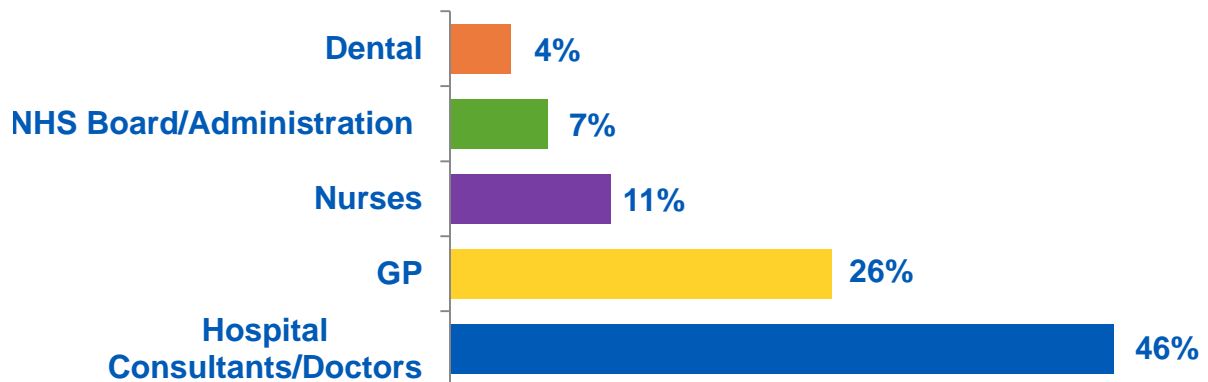
1.4 Staff Groups

The Staff Groups 1 figures show feedback, comments, concerns or complaints received about each Staff Group. The Staff Group 1 is recorded for each staff group involved in each issue. The **five** most recorded Staff Groups are shown in Figure 4.

Figure 4: Staff Groups 1

Staff Groups were recorded on 3276 occasions

- 1506 of these related to Consultants/Doctors

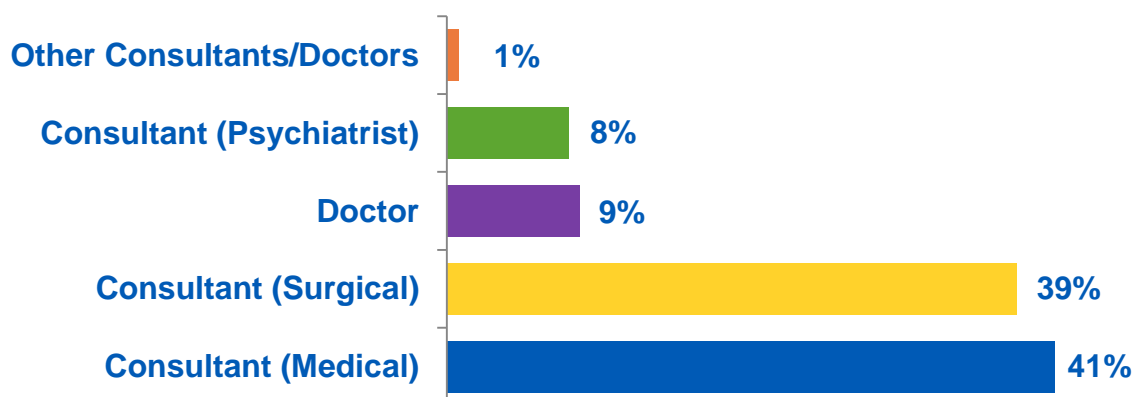


The information in Figure 5 provides more detail about the five most recorded Staff Groups within the Consultants/Doctors category. The **five** most recorded Consultant/Doctor Staff Groups are shown in Figure 5.

Figure 5: Staff Groups 2

Consultants/Doctors were recorded on 1506 occasions

- 619 of these related to Consultant (Medical).

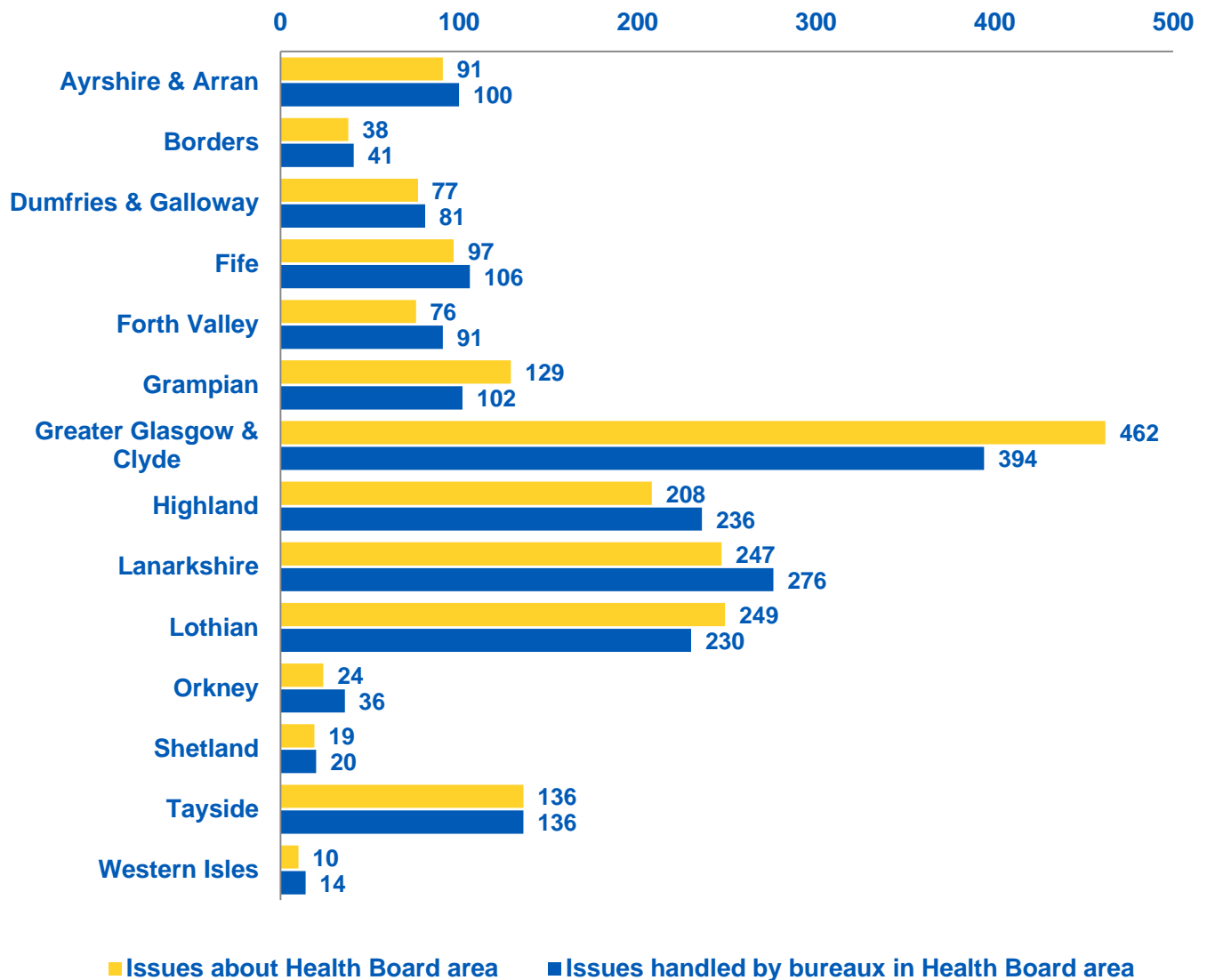


1.5 Hospital/Localities

The Hospital/Locality is recorded once per issue. Generally, issues are raised and handled in the same Health Board area. Sometimes advisers handle issues raised by clients relating to NHS care outwith their Health Board area. Both of these figures can be seen below.

Figure 6: Health Board area

Hospitals/Localities were recorded on 1917 occasions.



In addition to the feedback, comments, concerns and complaints shown above there were issues raised about Special Health Boards as detailed below.

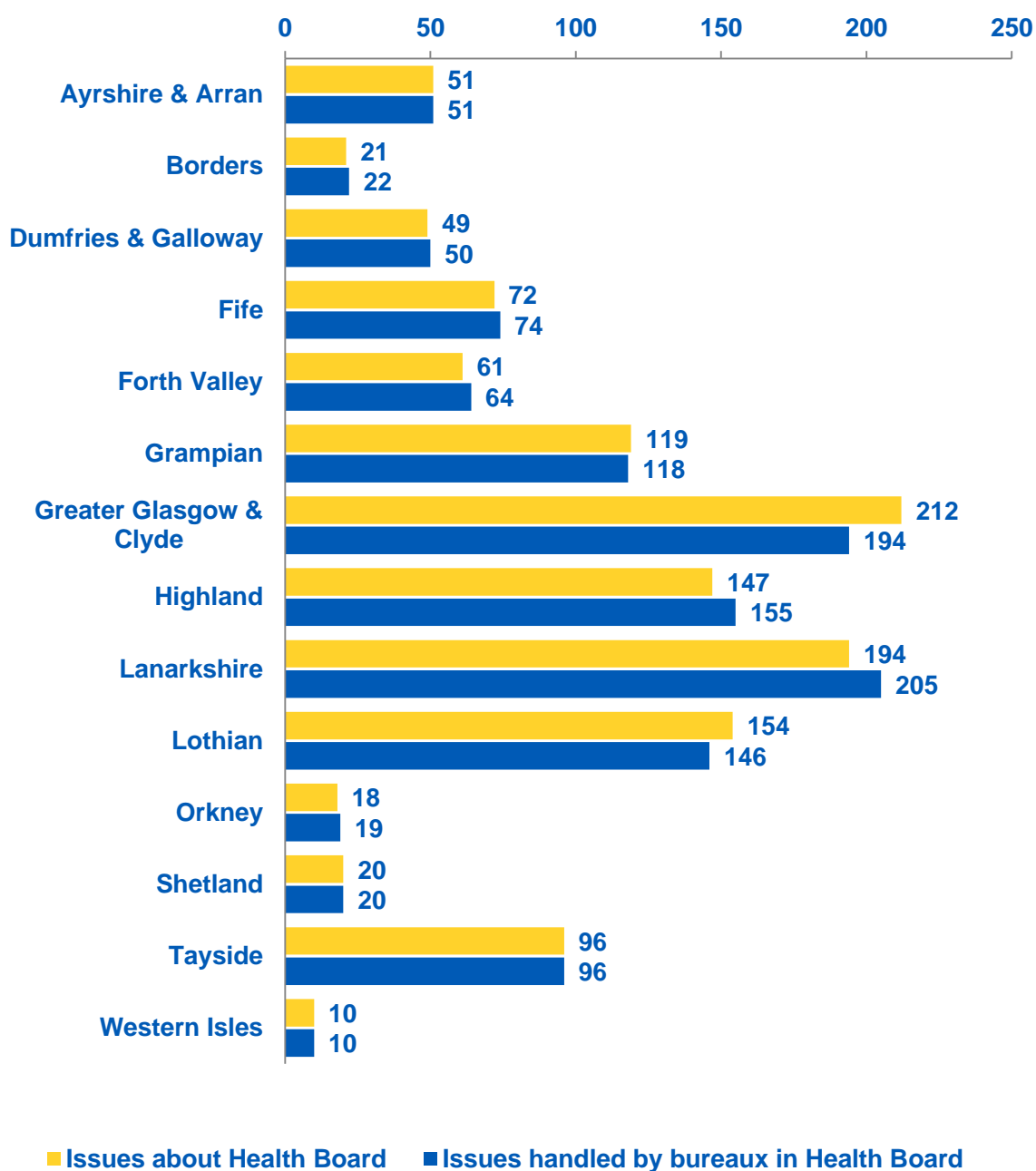
- Scottish Ambulance Service on 21 occasions
- NHS 24 on 10 occasions
- Golden Jubilee (National Waiting Times Hospital) on 11 occasions

1.6 Health and Social Care Partnerships

The Health and Social Care Partnership is recorded once per issue. Generally, issues are raised and handled in the same Health Board area. Sometimes advisers handle issues raised by clients relating to NHS care outwith their Health Board area. Both of these figures can be seen below.

Figure 7: Health and Social Care Partnerships

HSCPs were recorded on 1224 occasions



1.7 Prisons

The Patient Advice and Support Service is available to prisoners. In the year 2016/17, a total of 20 prisoners, who had 39 enquiries were supported by the service in Scotland.

Table 2: Prisoners using the service

Health Board	Prison	Clients	Enquiries
Dumfries & Galloway	HMP Dumfries	4	8
Highland	HMP Inverness	1	2
Lothian	HMP Addiewell	9	12
Lothian	HMP Edinburgh	1	1
Lanarkshire	HMP Shotts	1	1
Tayside	HMP Perth	4	15
Total		20	39

1.8 Supplementary Advice

Patient Advice and Support Service clients also benefit from the holistic information, advice and support that the Scottish CAB provide. Clients raising feedback, comments, concerns or complaints about the NHS were also advised on the issues below. Each Supplementary Advice code is recorded once per issue per client.

Table 3: Supplementary Advice

Advice	Number of clients
Benefits	243
Health & Community Care	185
Legal	134
Finance	57
Employment	42
Housing	41
Tax	31
Debt	30
Relationships	27
Travel	26
Utilities	13
Education	11
Consumer	8
Immigration	8
Total	856

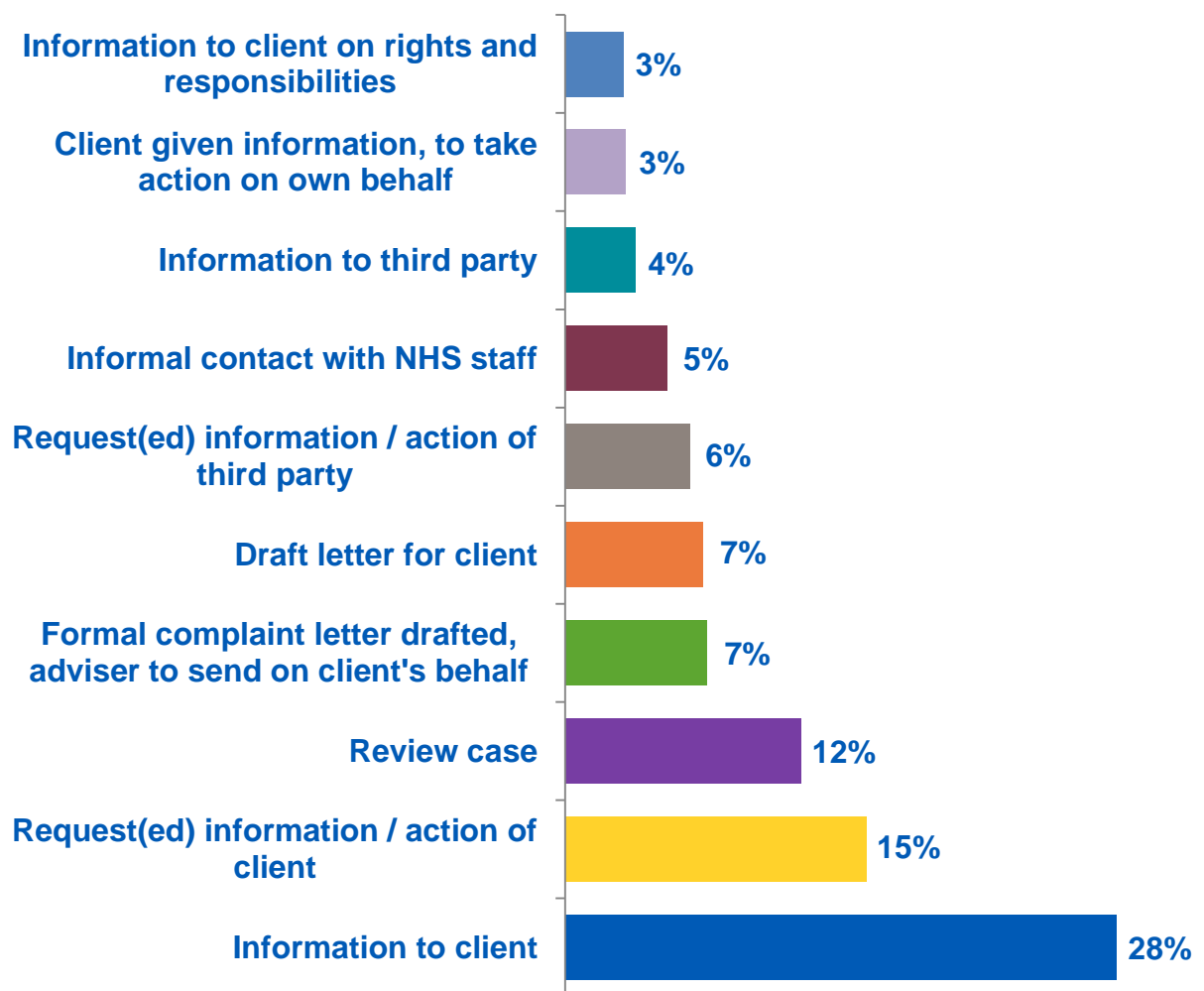
1.9 Work Undertaken

Generalist Advisers can support PASS clients initially, but when cases become more complex, Patient Advisers provide specialist information, advice, and support. Patient Advisers can spend a great deal of time dealing with complex cases undertaking a wide range of work. An activity is recorded each time an adviser works with or for the client. The Patient Advisers provide a range of work. The **ten** most recorded activities are shown in figure 8.

Figure 8: Work Undertaken

Activities were recorded on 8335 occasions

- 2305 of these were Information to client.



1.10 Referrals In

Clients often find out about the Patient Advice and Support Service when they are referred in from external organisations. The **ten** most frequently recorded referrals in are shown in table 4.

- 238 external referrals In were recorded
- 117 were from NHS Complaints Staff

Table 4: Referrals In

Source	Number of clients
NHS Complaints Staff	117
All other NHS staff	32
Advocacy organisation	23
MP / MSP	10
Macmillan	8
Voluntary Organisation	8
Social Work	6
Web browser	6
Mental Health Organisation	4
Local Authority	2

1.11 Organisations contacted by the Patient Advice and Support Service

The Patient Advice and Support Service often works in conjunction with external organisations to support clients. This involves joint partnership work, as well as referrals. The Patient Advice and Support Service worked with external organisations. The **ten** most frequently recorded referrals in are shown in table 5.

- 661 occasions of contacting external organisations were recorded
- 214 were with NHS Complaints Staff.

Table 5: Referrals Out

Referral out	Number of clients
NHS Complaints Staff	214
Scottish Public Services Ombudsman	118
AvMA	116
General Practitioner	49
Advocacy Organisation	16
Solicitor	16
MP / MSP	11
General Medical Council	8
Voluntary Organisation	8
Mental Health Organisation	6

1.12 Outputs

Advisers are always working towards a client-centred output when supporting clients. The client-centred outputs are shown below.

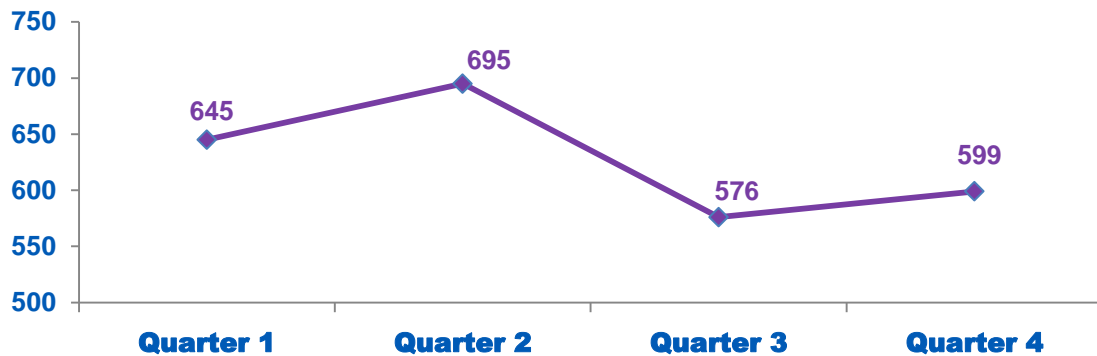
Table 6: Client-centred outputs

Output	Number of clients
Activity completed	10,304
Received information	264
Response / Explanation received	256
Received acknowledgement letter	115
No further contact from client	89
Apology received	65
Local resolution	37
Service improvement / review	25
Complaint Withdrawn	22
Irresolvable	19
Issue partially upheld	18
Issue not upheld	17
Issue fully upheld	13
Client Financial Gain	12
No further contact from third party	6
Conciliation / Mediation	1
Total	11,263

2 Analysis

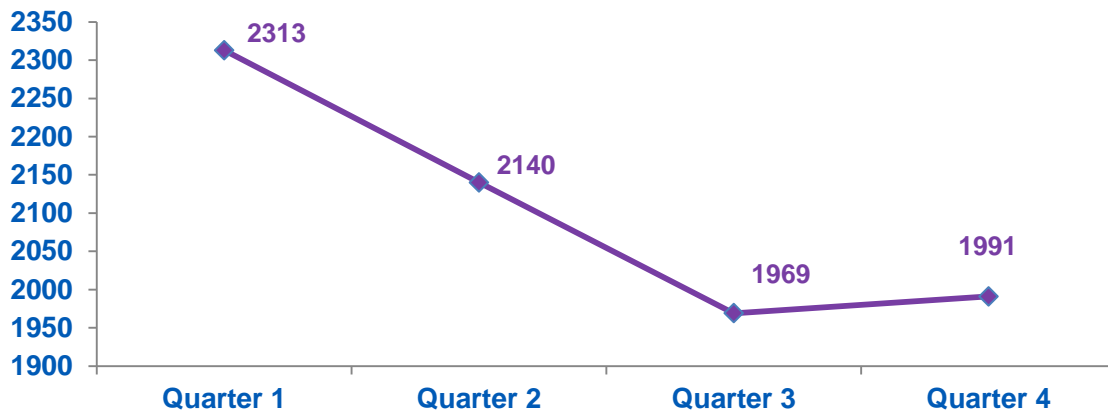
An analysis of the number of clients, enquiries, service areas, staff groups and advice codes is presented below.

Figure 9: New clients



The number of new clients peaked in quarter 2. The overall figures are comparable to the previous year with an average of 629 clients per quarter. In addition, 330 clients from 2015/16 continued receiving support into 2016/17.

Figure 10: Enquiries



On average, around 2,100 enquiries were received per quarter, in comparison with an average of around 2,200 enquiries per quarter during the previous year.

Figures 11 and 12 and Table 5 show a consistency in each of the four quarters. The most frequently recorded service areas, staff groups and advice codes change slightly in each quarter, while the overall pattern remains the same.

Figure 11: Service Areas

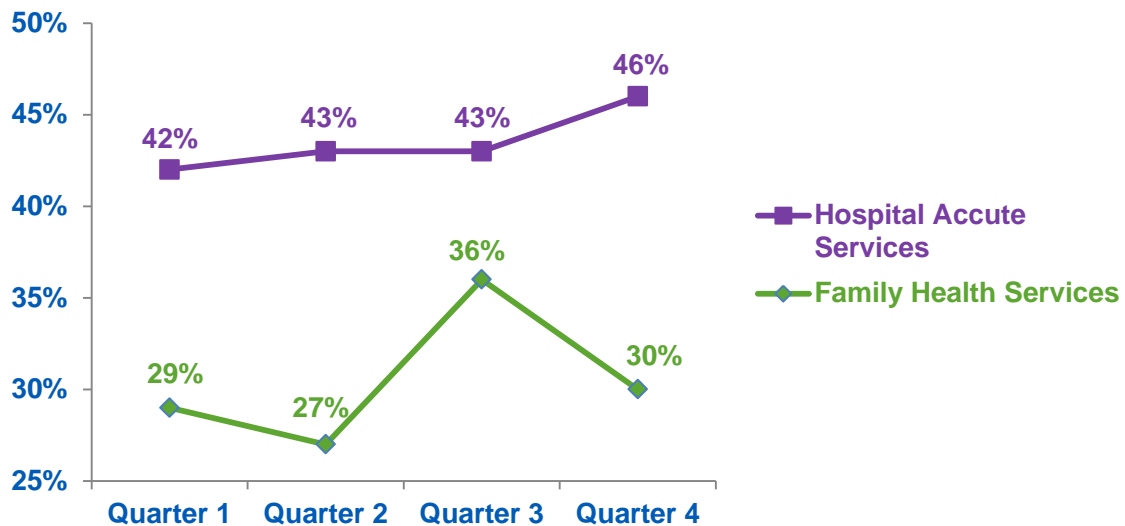


Figure 12: Staff Groups

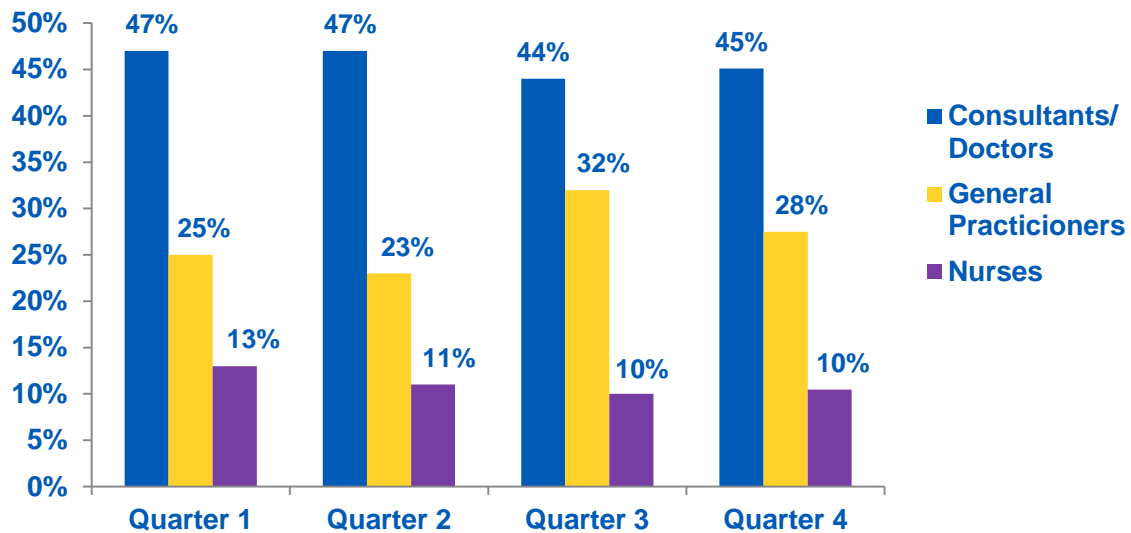
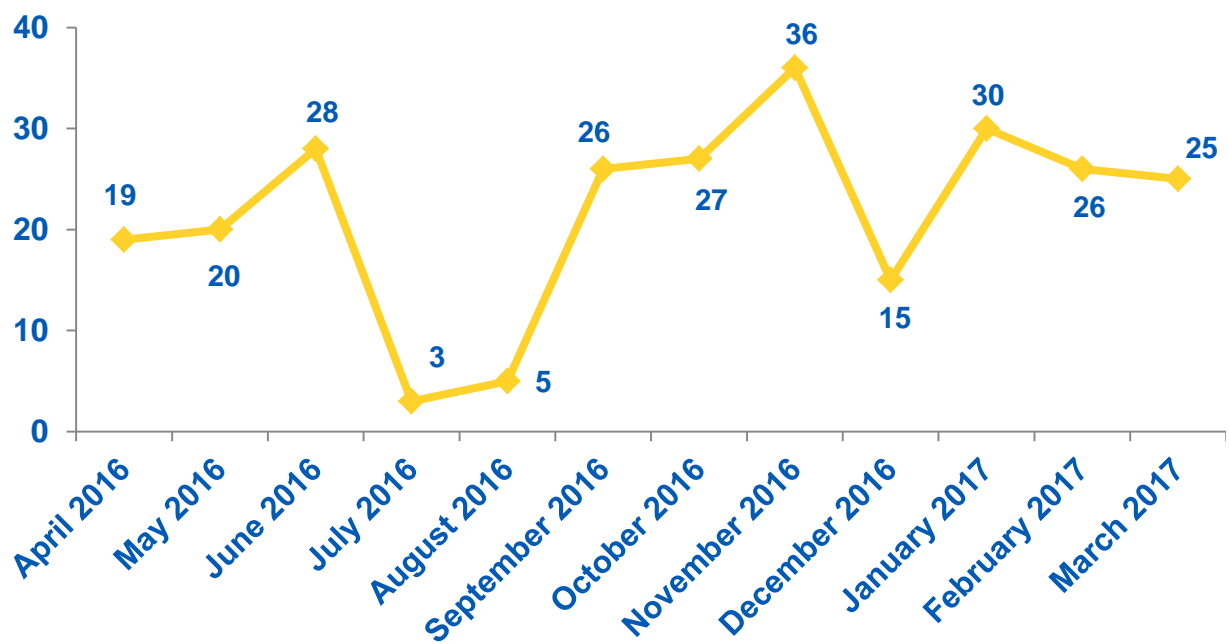


Table 5: Advice Codes

Source	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Clinical Treatment	37%	34%	32%	33%
Staff Attitude / Behaviour	10%	12%	10%	10%
Staff Competence	12%	7%	12%	10%

PASS website

The PASS website www.patientadvicescotland.org.uk continues to be well-used. A contact form is available on the website. An average of 22 clients per month (a total of 260 in 2016/17) accessed the service in this way. This is just over 9% of all PASS clients.



3. Client profile data for 2016/17

Age range	Count	Percentage
Prefer not to answer	100	7%
15 and under	1	<1%
16-17	3	<1%
18-24	59	4%
25-34	167	11%
35-44	229	16%
45-59	484	33%
60-64	144	10%
65-79	234	16%
80+	39	3%
Total	1,460	

Gender	Count	Percentage
Prefer not to answer	48	3%
Male	834	57%
Female	578	40%
Transgender	0	0
Total	1,460	

Sexual orientation	Count	Percentage
Prefer not to answer	330	23%
Bisexual	5	<1%
Gay man	8	1%
Gay woman/lesbian	6	<1%
Heterosexual/straight	1,111	76%
Unsure	0	0%
Other	0	0%
Total	1,460	

Faith or belief	Count	Percentage
Prefer not to answer	578	40%
Buddhist	4	<1%
Christian – Church of Scotland	389	27%
Christian – Roman Catholic	229	16%
Christian – other	61	4%
Hindu	2	<1%
Jewish	4	<1%
Muslim	28	2%
None	158	11%
Pagan	3	<1%
Sikh	0	0
Other	4	<1%
Total	1,460	

Ethnic group	Count	Percentage
Prefer not to answer	120	8%
White		
Scottish	1,141	78%
Other British	78	5%
Gypsy/Traveller	1	0
Irish	9	1%
Polish	32	2%
Other	26	2%
Total	1,287	88%
African		
African, African Scottish or African British	8	1%
Other	1	<1%
Total	9	1%
Arab		
Arab, Arab Scottish, Arab British	3	<1%
Other	1	<1%
Total	4	<1%
Asian		
Bangladeshi, Bangladeshi Scottish or Bangladeshi British	0	0
Chinese, Chinese Scottish or Chinese British	1	<1%
Indian, Indian Scottish or Indian British	8	1%
Pakistani, Pakistani Scottish or Pakistani British	22	2%
Other	7	<1%
Total	38	3%
Caribbean or Black		
Black, Black Scottish, Black British	0	0
Caribbean, Caribbean Scottish, Caribbean British	1	<1%
Other	1	<1%
Total	2	<1%
Group Total	1,460	

Health problem or disability affecting day-to-day activities	Count	Percentage
Prefer not to answer	131	9%
No	528	36%
Yes, limited a little	380	26%
Yes, limited a lot	421	29%
Total	1,460	

Health conditions	Count	Percentage
Prefer not to answer	56	7%
Blindness or severe visual impairment	35	4%
Chronic illness	135	16%
Deafness or severe hearing impairment	16	2%
Learning disability (dyslexia, dyspraxia etc)	16	2%
Learning disability (Down's Syndrome etc)	12	1%
Mental health condition	186	22%
Physical disability	368	44%
Other	7	1%
Total	831	

Communication and support needs	Count	Percentage
Prefer not to answer	237	16%
No	1,038	71%
Yes	185	13%
Total	1,460	

Type of extra need	Count	Percentage
Prefer not to answer	103	56%
British Sign Language interpreting	5	3%
Language interpretation	16	9%
Low literacy	27	15%
Other	34	18%
Total	185	