

# Patient Advice & Support Service



**Annual Report  
2013-2014**

**Appendix**



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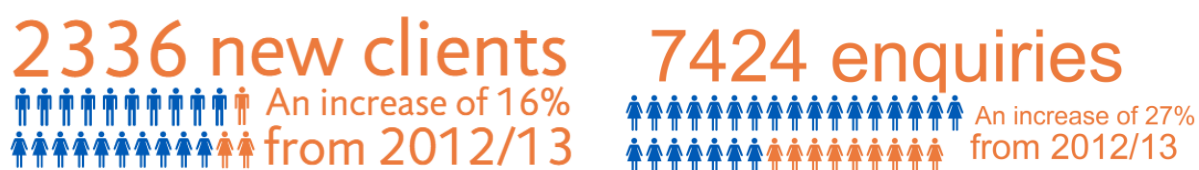
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# 1. Annual Report Appendix, 2013/14

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.

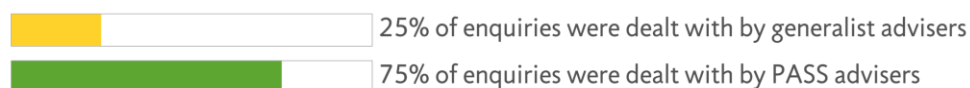
## 1.1 Enquiries

An enquiry is recorded each time an adviser works directly with the client. The client and enquiry figures over the period show that there were:



### Who dealt with enquiries?

When looking at who dealt with these enquiries, the figures show that:



### Case Work Level

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

Table 1: Case work levels

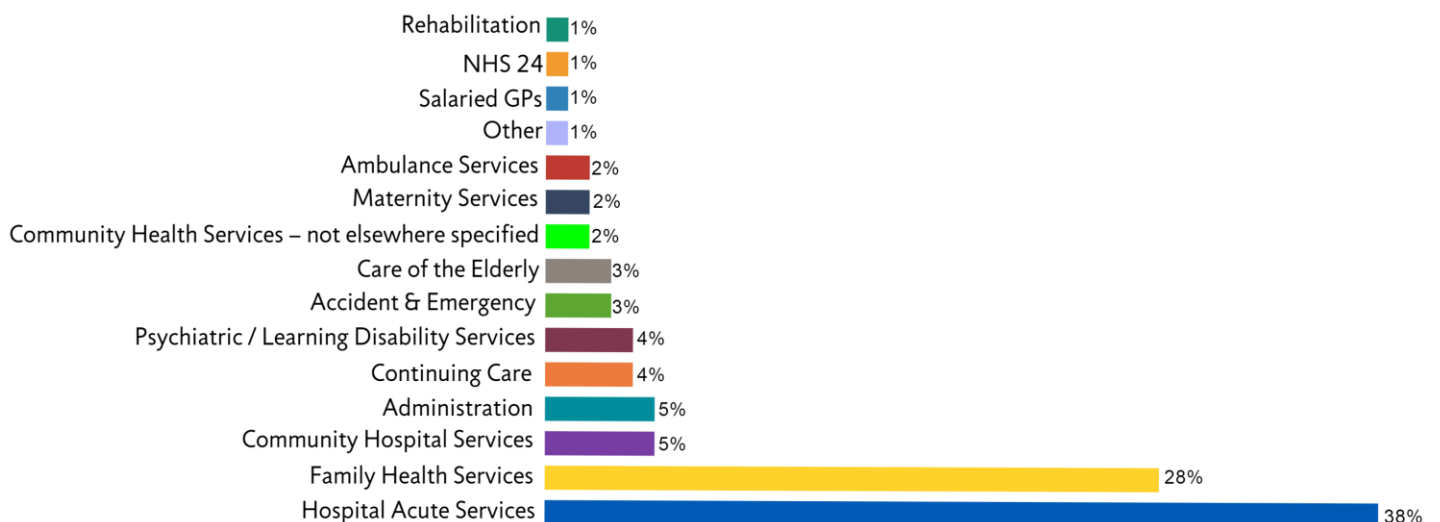
Case work level	Percentage of enquiries	Definition of case work level
1	3%	Give access to information, such as leaflets, help-line numbers and website addresses
2	5%	Encourage clients to articulate their concerns and form goals
3	65%	Explore options, give advice and initiate action, such as, letters and 3rd party contact
4	27%	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. This is the same way that NHS Complaints Staff record these figures.

**Figure 1: Service Areas**

- Service Areas were recorded on 3009 occasions
  - 1147 of these were about Hospital Acute Services.

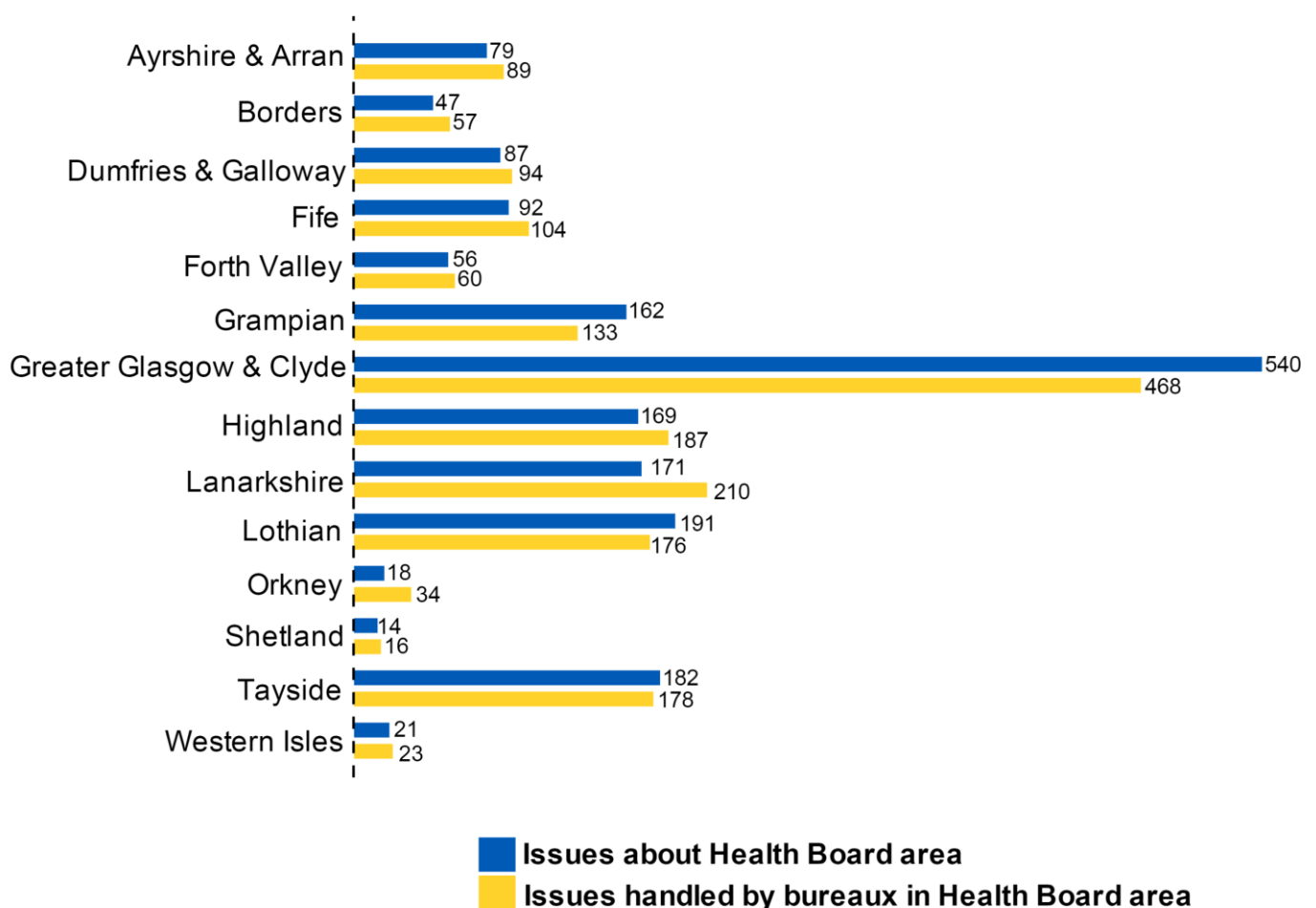


### 1.3 Hospital/Localities

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 in Figure 2.

**Figure 2: Health Board area**

Hospitals/Localities were recorded on 1829 occasions



In addition to the feedback, comments, concerns and complaints shown above there were issues raised about Special Health Board areas. The largest numbers of feedback, comments, concerns and complaints are listed below:

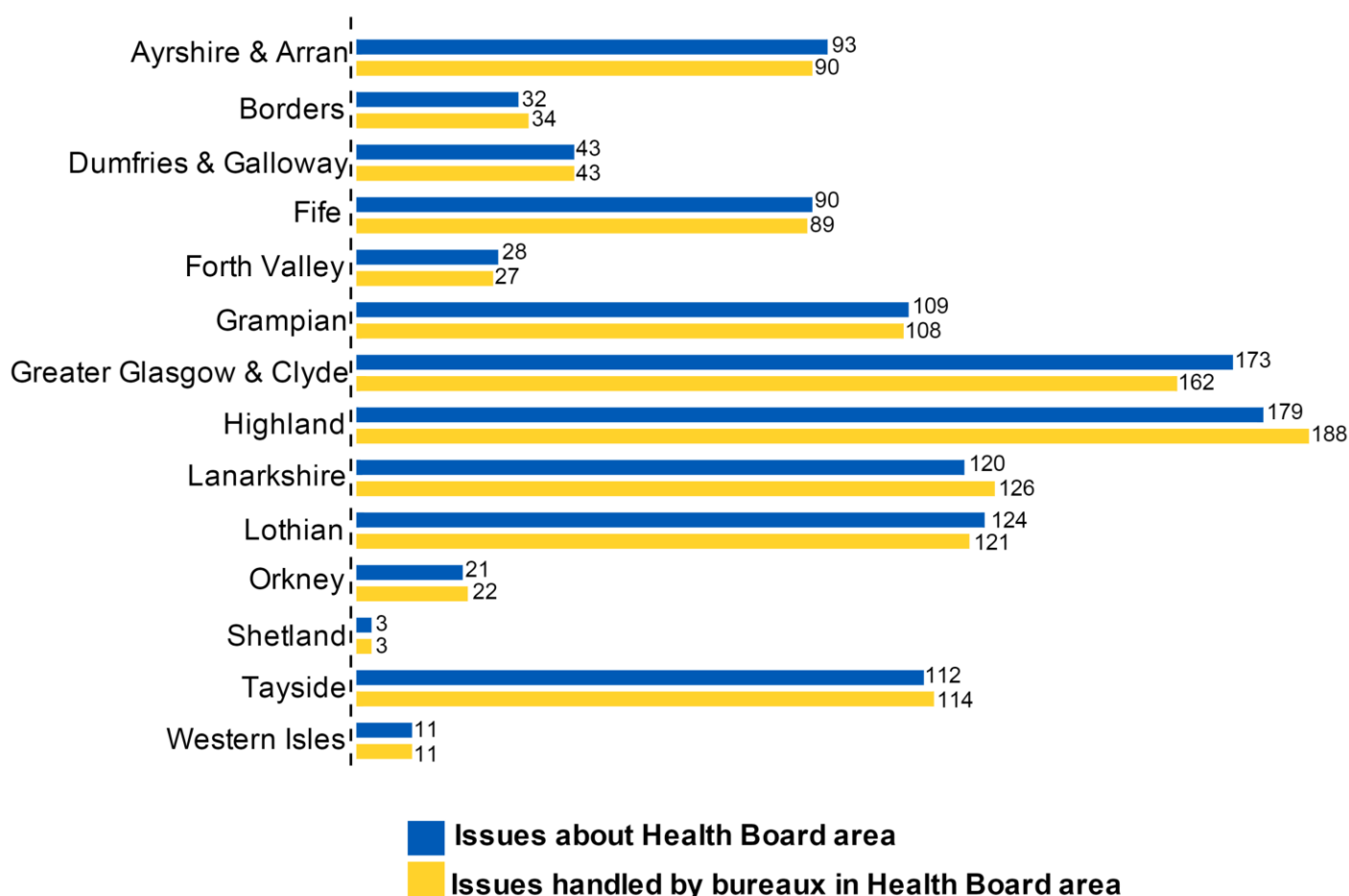
- Scottish Ambulance Service on 23 occasions
- Golden Jubilee (National Waiting Times Hospital) on 4 occasions

## 1.4 Community Health Partnerships/ Health and Care Partnership

The Community Health Partnership (CHP)/ Community Health and Care Partnership (CHCP) 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 in Figure 3.

**Figure 3: CHPs/CHCPs**

CHPs/CHCPs were recorded on 1138 occasions

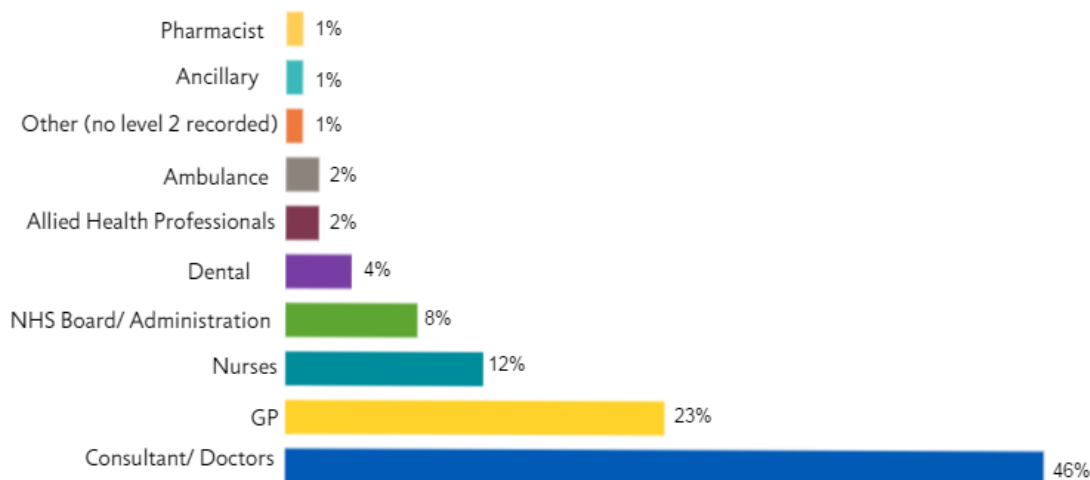


## 1.5 Staff Groups

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.

**Figure 4: Staff Groups 1**

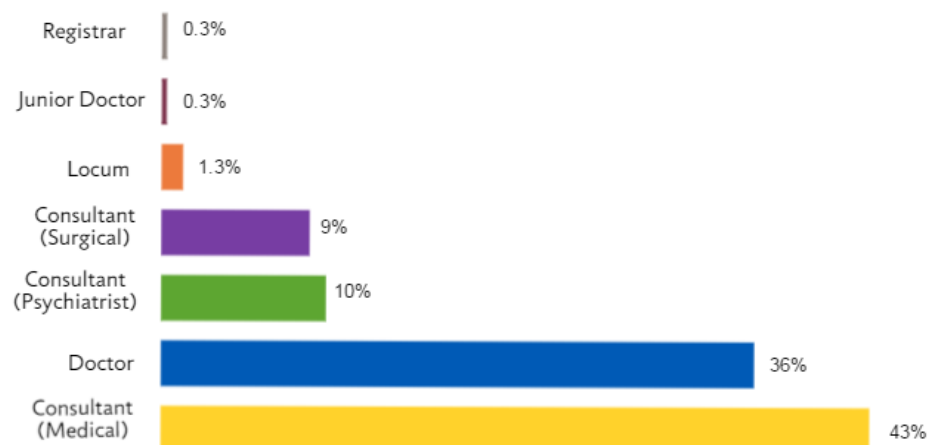
- Staff Groups were recorded on 3157 occasions
- 1438 of these related to Consultants/Doctors



The information in figure 5 provides more detail about the staff in the Consultants/ Doctors category.

**Figure 5: Staff Groups 2**

- Consultants/Doctors were recorded on 1438 occasions
- 620 of these related to Consultant (Medical).

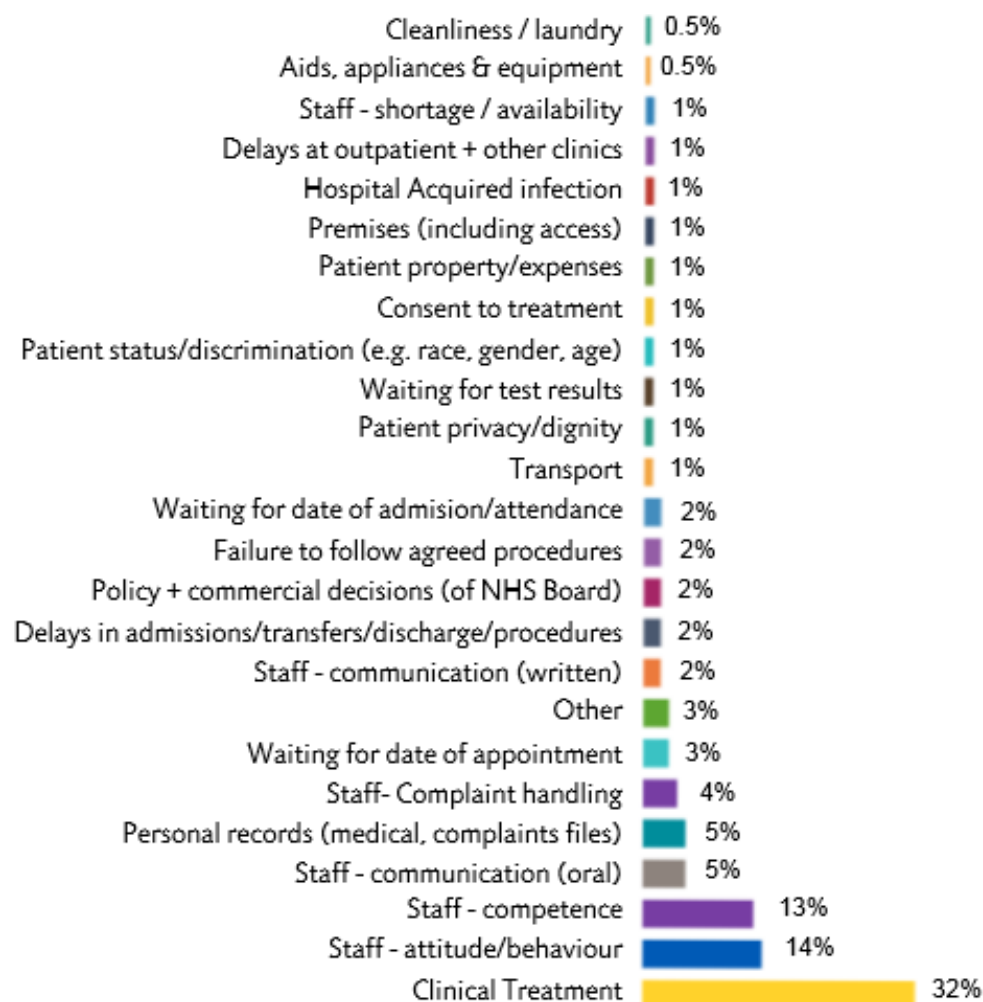


## 1.6 NHS Advice Codes

NHS Advice Codes highlight the areas about which feedback, comments, concerns and complaints are raised. Each NHS Advice Code is recorded once per client.

**Figure 6: NHS Advice Codes**

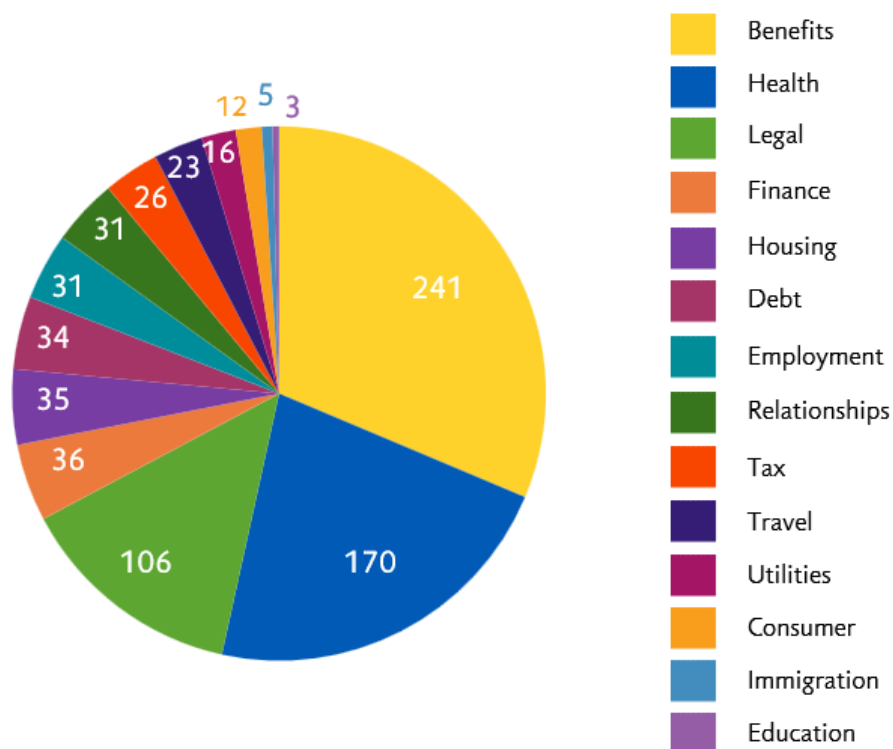
- NHS Advice Codes were recorded on 3831 occasions
- 1205 of these related to Clinical Treatment.



## 1.7 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 listed below. Each Supplementary Advice code is recorded once per issue per client.

**Figure 7: Supplementary Advice**

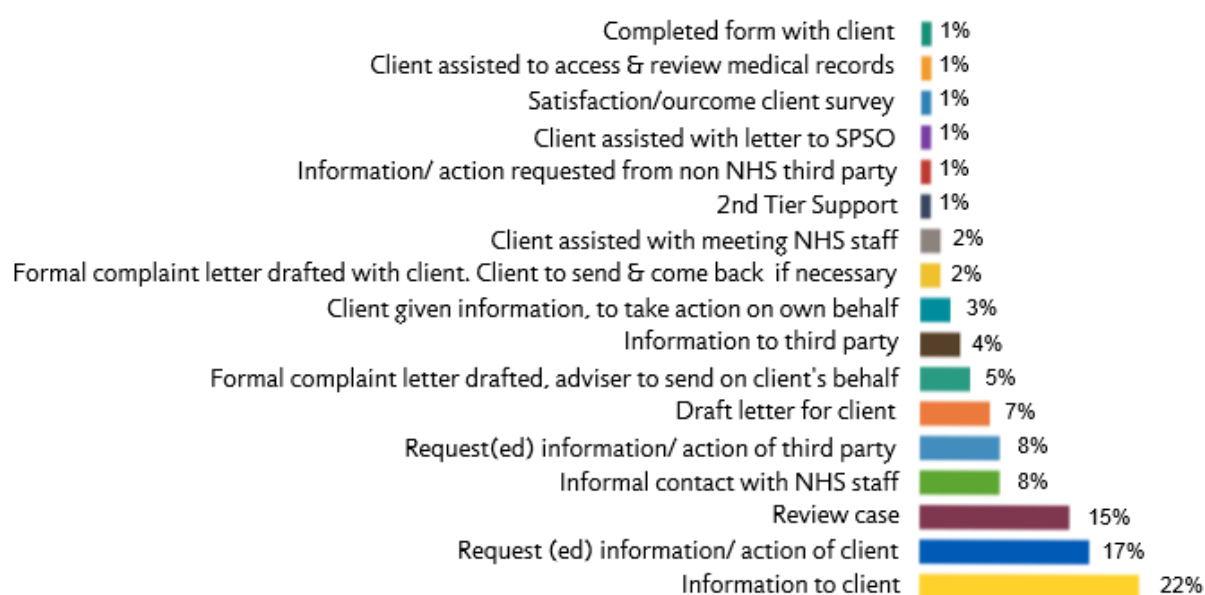




## 1.8 Work Undertaken

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 and undertaking a wide range of work. An activity is recorded each time an adviser works with or for the client. The range of work carried out by all advisers in relation to PASS is shown below.

**Figure 8: Work Undertaken**



## 1.9 Referrals In

Clients often find out about the Patient Advice and Support Service when they are referred in from external organisations:

- 369 Referrals In were recorded
- 151 were from NHS Staff

The largest numbers of referrals were from:

- NHS Staff , 42%
- Citizens Advice Bureau, 30%
- Advocacy Organisation, 7%.

## 1.10 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. On 405 occasions the Patient Advice and Support Service worked in conjunction with external organisations.

The organisations contacted most often are listed below:

- NHS Complaints Staff, 27%
- Action Against Medical Accidents, 24%
- Scottish Public Services Ombudsman, 12%
- General Practitioner, 7%
- Advocacy Organisation, 5%

## 1.11 Outputs

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

**Table 2 Client-centred output**

Activity completed	9721
Apology or explanation received	187
No further contact from client	59
Issue not resolved; no further action taken	29
No further contact from third party	5
Case closed - death or illness	1
<b>Total</b>	<b>10,002</b>

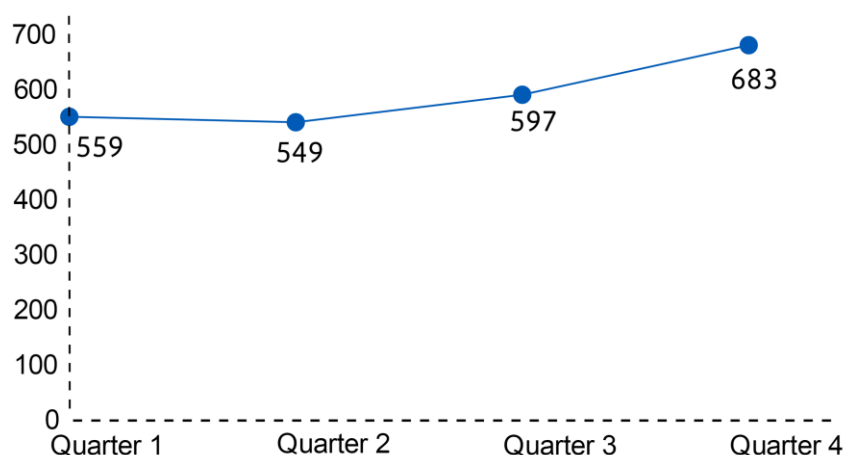
## 1.12 Prisons

The Patient Advice and Support Service is available to prisoners. In the year 2013-14, a total of 13 prisoners were supported by the service in Scotland.

## 2. Analysis of trends

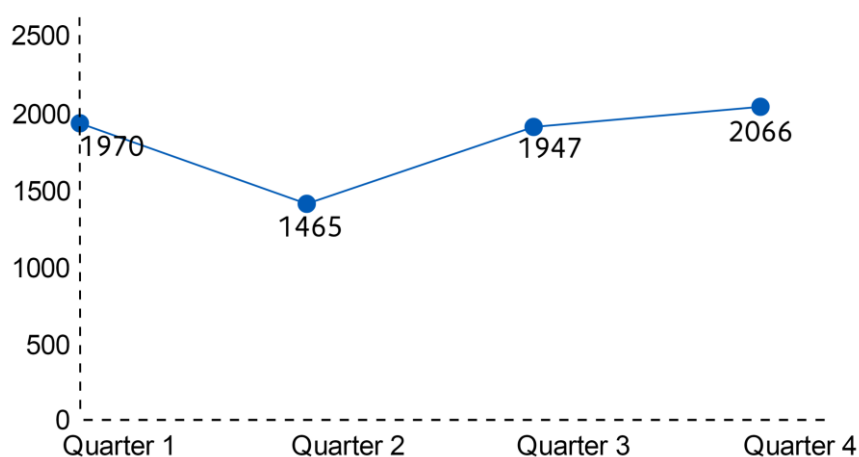
An analysis of the number of clients, enquiries, service areas, staff groups and advice codes is below.

**Figure 9: Number of clients**



The number of clients was fairly steady in quarters 1 and 2. It then rose to just under 600 before peaking at 683 in the last quarter. These figures show an increase from the previous year where there was an average of just under 500 clients in the 2nd, 3rd and 4th quarters.

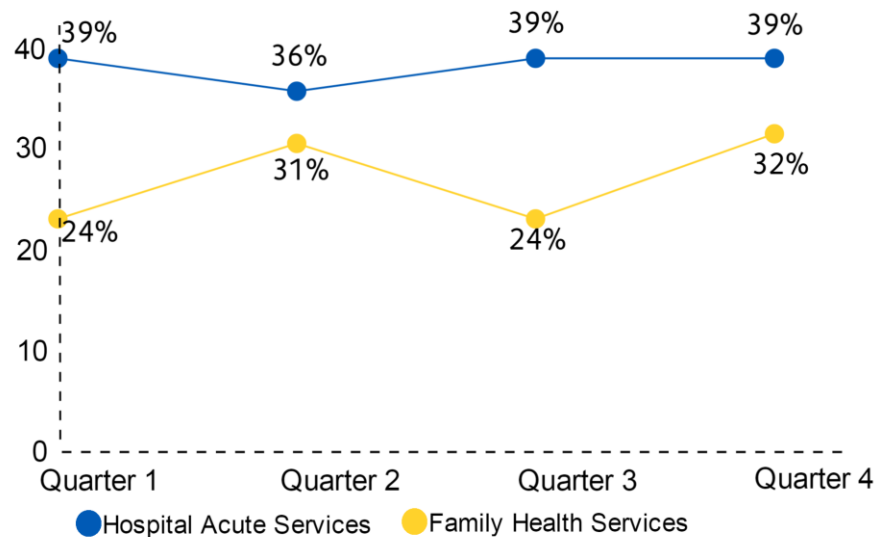
**Figure 10: Number of enquiries**



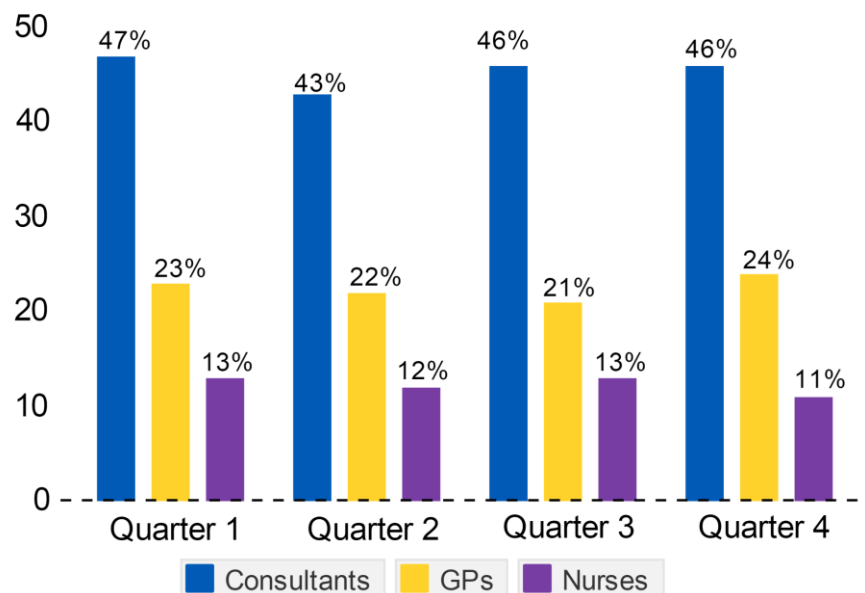
The number of enquiries has a dip in quarter 2 with the number of enquiries returning to the average of around 2000 per quarter in quarters 3 and 4.

Figures 11-13 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.

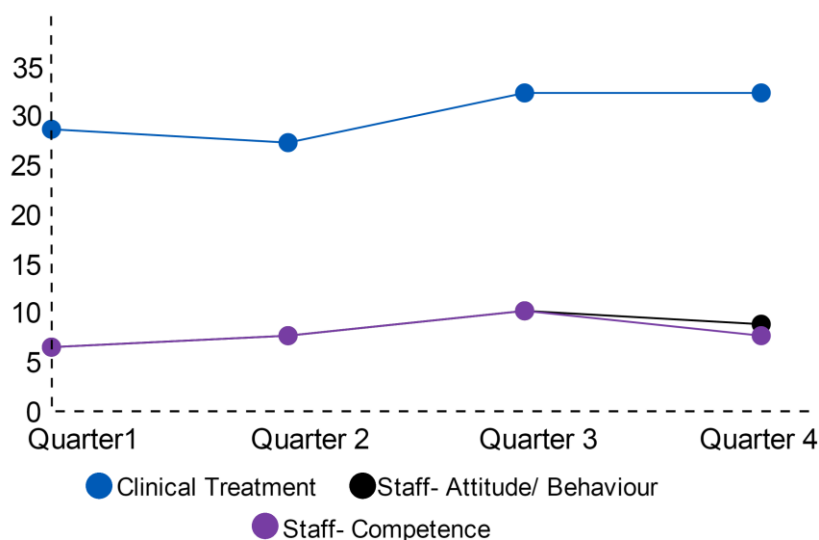
**Figure 11: Service Areas**



**Figure 12: Staff Groups**



**Figure 13: Advice Codes**



Advice Codes	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Clinical Treatment	30%	29%	33%	33%
Staff- Attitude/ Behaviour	12%	13%	15%	14%
Staff- Competence	12%	13%	15%	13%

There was increased usage in the service between 2012/13 and 2013/14 with the following changes:

- 16% increase in clients
- 27% increase in enquiries.

Client numbers increased nationally by 16%, with all but 4 Health Board areas showing an increase. The Health Board areas with the largest increases in client numbers are:

- Western Isles: 178% increase
- Shetland: 44% increase
- Tayside: 38% increase
- Greater Glasgow & Clyde: 34% increase

The reasons for this are outlined below.

In the Western Isles, a flexible approach was taken to staffing with the PASS contract so that both the Patient Adviser and bureau managers could support clients. These hours have recently been redistributed following discussion with the Health

Board to allow the Patient Adviser to take on more of the direct client support. It should also be noted that as the overall client numbers are small in this Health Board any increase is disproportionate when looked at in percentage terms.

In Shetland advertising and networking has led to a greater awareness of PASS both within the NHS and the general public. Medical Practitioners in particular have come to know and appreciate the service which has led to an increase in client numbers.

The increase in client numbers in Tayside is due to local marketing, making contact with a number of external agencies and a 'partners day' held by the CAB which have all increased awareness of the service.

In Greater Glasgow & Clyde there is a Patient Adviser who is specifically responsible for marketing the service which had led to an increase in client numbers. There has also been an increased emphasis on statistics training which has improved recording.

Enquiry numbers increased in all Health Board areas except one. The Health Board areas with the largest increases in enquiries are:

- Western Isles: 865% increase
- Greater Glasgow & Clyde 54% increase
- Borders 52% increase
- Dumfries & Galloway 36% increase

The reasons for the increase in the enquiry numbers for Western Isles and Greater Glasgow & Clyde are the same as those noted for the increase in client numbers.

The increase in Borders is due to improved and ongoing marketing, and strong working relationships with the NHS and council

The increase in Dumfries & Galloway is attributed to the fact that clients are more aware that they can ask questions about their NHS treatment, and more aware of the service.

There were corresponding increases in the following areas as well:

- 24% increase in the PASS enquiries dealt with by generalist advisers
- 36% increase in the PASS enquiries dealt with by Patient Advisers

### 3. Comparisons with 2012/13

The following comparisons can be made with the figures from 2012/13.

**Figure 14: Comparison of most frequently recorded Service Area, Staff Group 1 and NHS Advice Codes 2012/13 to 2013/14**

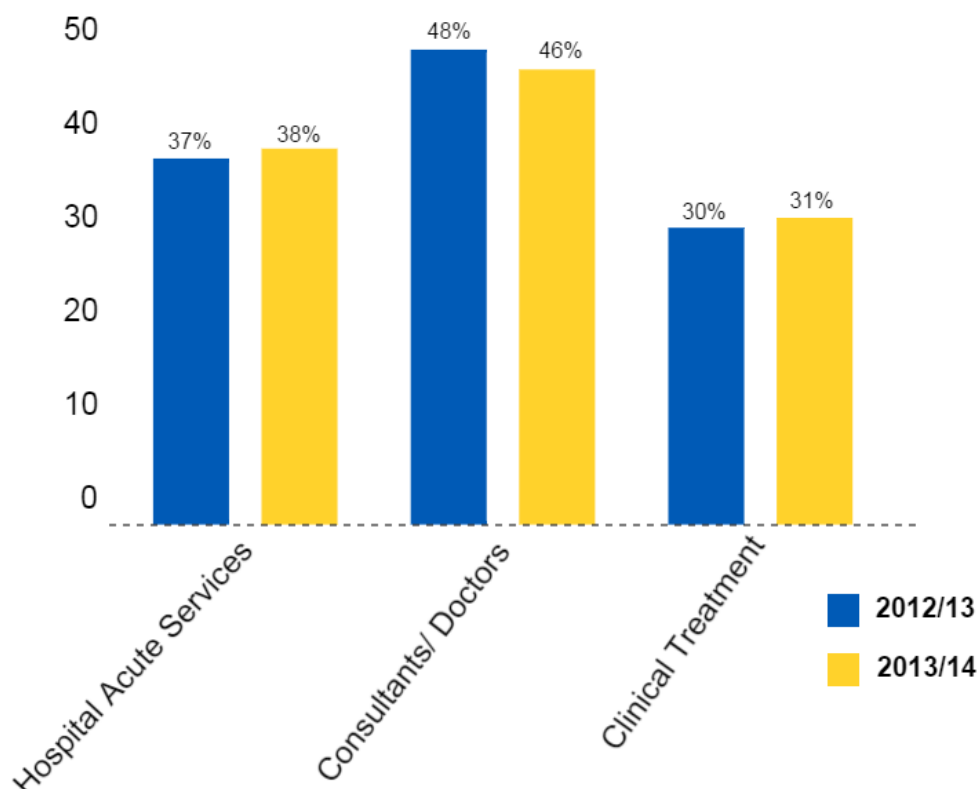


Figure 14 shows that the most frequently recorded Service Area for the year 2012/13 and 2013/14 is Hospital Acute Services. The most frequently recorded Staff Group for both years is Hospital Consultants/Doctors and the most frequently recorded NHS Advice Code for both years is Clinical Treatment.

## 4. Client profile data for the year 2013/14

Age range		
Prefer not to answer	256	19.7%
15 and under	0	0.0%
16-17	1	0.1%
18-24	37	2.8%
25-34	139	10.7%
35-44	174	13.4%
45-59	354	27.2%
60-64	119	9.2%
65-79	189	14.5%
80+	31	2.4%
<b>Total</b>	<b>1,300</b>	<b>100%</b>

Gender		
Prefer not to answer	66	5.1%
Male	479	36.9%
Female	752	57.8%
Transgender	3	0.2%
<b>Total</b>	<b>1,300</b>	<b>100%</b>

Sexual orientation		
Prefer not to answer	435	33.4%
Bisexual	4	0.3%
Gay man	1	0.1%
Gay woman / Lesbian	5	0.4%
Heterosexual / Straight	853	66.6%
Unsure	0	0.0%
Other	2	0.2%
<b>Total</b>	<b>1,300</b>	<b>100%</b>



Ethnic Group		
Prefer not to answer	160	12.3%
<b>White</b>		
Scottish	987	75.9%
Other British	92	7.0%
Gypsy/Traveller	1	0.1%
Irish	11	0.8%
Polish	15	1.2%
Other	14	1.1%
<b>Total</b>	<b>1,120</b>	<b>86.1%</b>
<b>Asian</b>		
Bangladeshi, Bangladeshi Scottish or Bangladeshi British	4	0.3%
Chinese, Chinese Scottish or Chinese British	1	0.1%
Indian, Indian Scottish or Indian British	1	0.1%
Pakistani, Pakistani Scottish or Pakistani British	8	0.6%
Other	3	0.2%
<b>Total</b>	<b>17</b>	<b>1.3%</b>
<b>African</b>		
African, African Scottish or African British	2	0.2%
Other	0	0%
<b>Total</b>	<b>2</b>	<b>0.2%</b>
<b>Caribbean or Black</b>		
Black, Black Scottish, Black British	1	0.1%
Caribbean, Caribbean Scottish, Caribbean British	0	0%
Other	0	0%
<b>Total</b>	<b>1</b>	<b>0.1%</b>
<b>Arab</b>		
Arab, Arab Scottish, Arab British	0	0%
Other	0	0%
<b>Total</b>	<b>0</b>	<b>0%</b>
<b>Group Total</b>	<b>1300</b>	<b>100%</b>

Faith or Belief		
Prefer not to answer	832	63.9%
Buddhist	1	0.1%
Christian - Church of Scotland	223	17.2%
Christian - Roman Catholic	23	1.8%
Christian - Other	109	8.4%
Hindu	1	0.1%
Jewish	0	0.0%
Muslim	6	0.4%
None	96	7.4%
Pagan	0	0%
Sikh	0	0%
Other	9	0.7%
<b>Total</b>	<b>1,300</b>	<b>100%</b>

Health Problem or Disability affecting day-to-day activities		
Prefer not to answer	227	17.4%
No	486	37.4%
Yes, limited a little	379	29.2%
Yes, limited a lot	208	16.0%
<b>Total</b>	<b>1,300</b>	<b>100%</b>

Health Conditions		
Prefer not to answer	123	18.6%
Chronic illness	95	14.4%
Physical disability	264	40.1%
Learning disability (dyslexia, dyspraxia etc)	12	1.8%
Learning disability (Down's Syndrome etc)	1	0.2%
Mental health condition	121	18.4%
Blindness or severe visual impairment	9	1.4%
Deafness or severe hearing impairment	7	1.1%
Other	27	4.1%
<b>Total</b>	<b>659</b>	<b>100%</b>

Communication and Support Needs		
Prefer not to answer	728	56.0%
Yes	100	7.7%
No	472	36.3%
<b>Total</b>	<b>1,300</b>	<b>100%</b>

Type of Extra Need		
Prefer not to answer	51	49.5%
Low literacy	16	15.6%
Language interpretation	7	6.8%
British Sign Language interpreting	2	1.9%
Other	27	26.2%
<b>Total</b>	<b>103</b>	<b>100%</b>