

Patient Advice and Support Service

Annual Report Appendix

2018-19



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

A contact is recorded each time an adviser works directly with the client.

3574
Clients

8443
Contacts

1.2 Support Level

The complexity of clients' enquiries is categorised from 1-3, as detailed below, with the percentage of clients whose cases were at each level.

Support level	Percentage of clients	Definition of case work level
1	6%	Give access to information, such as leaflets, help-line numbers and website addresses.
2	76%	Give advice, explore options and initiate action, such as preparing letters and 3rd party contact such as advocacy services.
3	18%	Provide increased support and assistance as required to support complex casework, including accompanying clients to meetings and working jointly with partner organisations.

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 reported once per client. The percentage of clients whose cases related to the **five** most frequently recorded advice codes are reported below.

Advice code	Number of clients	Percentage of clients
Clinical treatment (all aspects)	1,720	48%
Staff - attitude / behaviour	707	20%
Rights and responsibilities	524	15%
Staff - complaint handling	488	14%
Staff - competence	394	11%

1.4 Support provided

Each task is reported once per client, although it may have been carried out multiple times as part of a client's case. The table therefore counts the number of clients who received particular forms of support, rather than the number of times that this support was provided. The **ten** activities completed for the largest numbers of clients are reported below.

Support provided	Number of clients	Percentage of clients
Client given information and/or advice	1,661	46%
Given advice	870	24%
Information to client	738	21%
Review case	698	20%
Client given information, to take action on own behalf	588	16%
Write letter	586	16%
Sign-posting	535	15%
Information to client on rights and responsibilities	467	13%
Allocated client to local Patient Adviser	318	9%
Request information / action	289	8%

1.5 Referrals In

Clients often find out about the Patient Advice and Support Service when they are referred in from external organisations. The **five** most frequently recorded referrals are reported below.

Organisation	Number of clients	Percentage
Self Referral	1,319	58%
CAB	347	15%
NHS Complaint	288	13%
All other NHS staff	119	5%
Advocacy Organisation	49	2%

1.6 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 **five** most frequently recorded referrals out are reported below.

Organisation	Number of clients	Percentage of clients
NHS – complaints staff	529	15%
General Practitioner	141	4%
SPSO	114	3%
AvMA	105	3%
CAB	57	2%

1.7 Outcomes

Advisers are always working towards a client-centred output when supporting clients. The **ten** outcomes recorded for the most clients are reported below. Some clients' cases were still ongoing at the end of the year.

Outcome	Number of clients	Percentage of clients
Client enabled to take action on own behalf	1,882	53%
Case closed - no further contact from client	826	23%
Response / Explanation received	218	6%
Apology received	196	5%
Outcome not known	146	4%
Local resolution resolved	132	4%
Case closed - complaint withdrawn	115	3%
Issue not upheld	68	2%
Issue fully upheld	63	2%
Issue partially upheld	50	1%

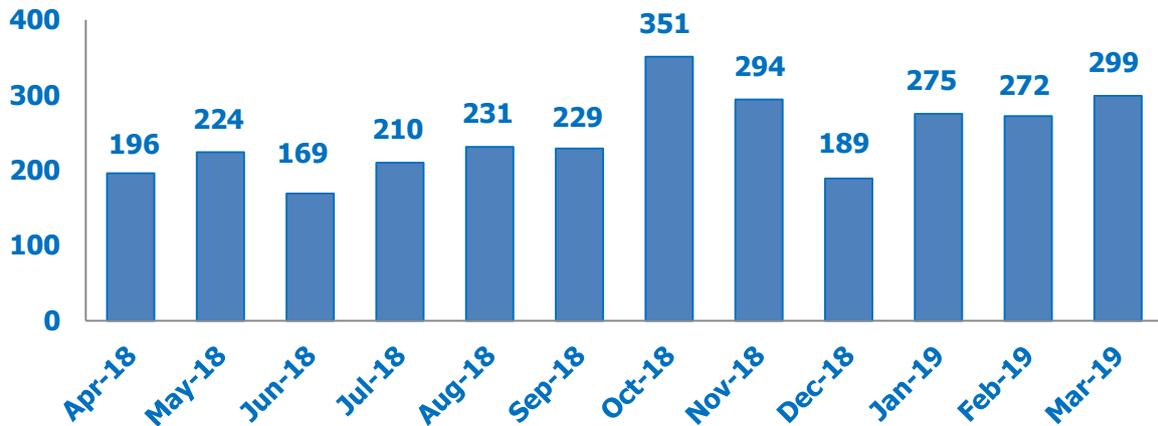
1.8 Additional support

In addition to the clients and enquiries already listed, the clients below received help with enquiries relating to NHS treatment from other CAB advisers.

Additional support	Number
Clients	892
Contacts	1,284
Referrals Out	196

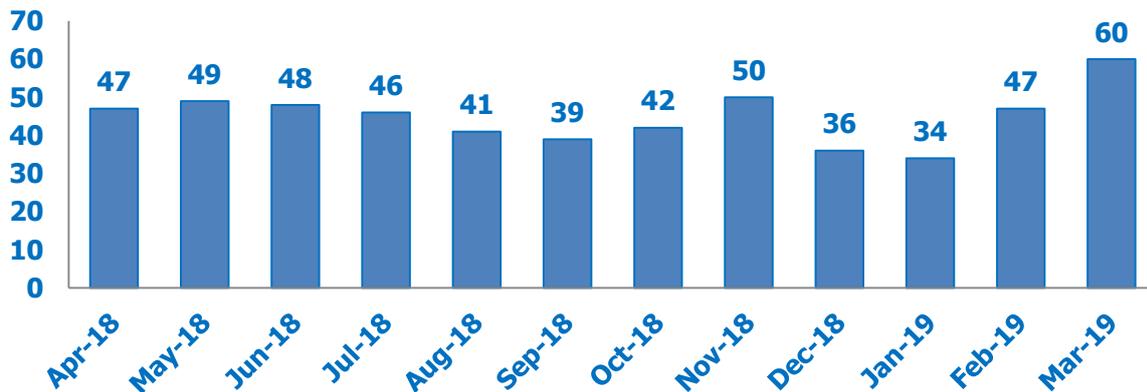
2.1 PASS Helpline calls

PASS handled 2,939 inbound helpline calls over the year, which is an average of 248 per month and 57 calls per week. These figures can be seen below.



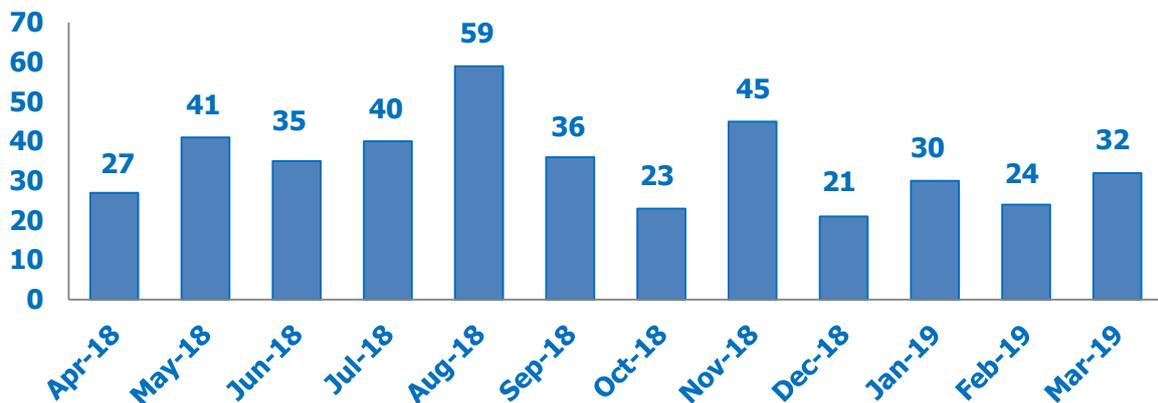
2.2 PASS website contact form

A contact form is available on the website. On average we received 45 contact forms per month (a total of 539 for the year, compared to 436 in the previous year). These figures can be seen below.



2.3 PASS webchats

PASS handled 413 chats over the year, which is an average of 34 per month. These figures can be seen below.



3. Client profile data

In 2018/19 it was agreed with the Scottish Government, that client profile data would only be gathered in November, to give a 'snapshot' of the clients that use PASS. The figures below show the figures for clients who used the service in November.

Age Range		
15 and under	0	0%
16-17	1	< 1%
18-24	25	3%
25-34	99	11%
35-44	142	16%
45-59	289	32%
60-64	82	9%
65-79	147	16%
80+	18	2%
Prefer not to / Did not answer	96	11%
Total	899	100%

Gender		
Female	546	61%
Male	332	37%
Transgender	7	1%
Prefer not to / Did not answer	14	2%
Total	899	100%

Sexual orientation		
Bisexual	1	0%
Gay man	2	0%
Gay woman / Lesbian	4	0%
Heterosexual / Straight	555	62%
Unsure	1	0%
Other	3	0%
Prefer not to / Did not answer	333	37%
Total	899	100%

Ethnic group 1		
African	3	0%
Arab	4	0%
Asian	13	1%
Caribbean or Black	0	0%
White	678	75%
Prefer not to / Did not answer	201	22%
Total	899	100%

Ethnic group 2		
African, African Scottish or African British	1	0%
Arab, Arab Scottish, Arab British	1	0%
Bangladeshi, Bangladeshi Scottish or Bangladeshi British	1	0%
Black, Black Scottish, Black British	0	0%
Caribbean, Caribbean Scottish, Caribbean British	0	0%
Chinese, Chinese Scottish or Chinese British	3	0%
Gypsy/Traveller	1	0%
Indian, Indian Scottish or Indian British	3	0%
Irish	3	0%
Other British	48	5%
Pakistani, Pakistani Scottish or Pakistani British	4	0%
Polish	8	1%
Scottish	514	57%
Other	30	3%
Prefer not to / Did not answer	282	31%
Total	899	100%

Faith or Belief		
Buddhist	0	0%
Christian - Church of Scotland	100	11%
Christian - Roman Catholic	68	8%
Christian - Other	54	6%
Hindu	0	0%
Jewish	1	0%
Muslim	7	1%
None	108	12%
Pagan	1	0%
Sikh	0	0%
Other	2	0%
Prefer not to / Did not answer	558	62%
Total	899	100%

Health Problem or Disability affecting day-to-day activities		
No	296	33%
Yes, limited a little	249	28%
Yes, limited a lot	225	25%
Prefer not to / Did not answer	129	14%
Total	899	100%

Health conditions		
Blindness or severe visual impairment	9	1%
Chronic illness	109	12%
Deafness or severe hearing impairment	6	1%
Learning disability (Down's Syndrome etc)	1	0%
Learning disability (dyslexia, dyspraxia etc)	4	0%
Mental health condition	135	15%
Physical disability	173	19%
Other	24	3%
Prefer not to / Did not answer	13	1%
Total	474	53%

Communication and Support Needs		
No	603	67%
Yes	96	11%
Prefer not to / Did not answer	200	22%
Total	899	100%

Type of extra need		
British Sign Language interpreting	0	0%
Language interpretation	12	1%
Low literacy	14	2%
Other	57	6%
Prefer not to / Did not answer	13	1%
Total	96	11%