

Patient Advice and Support Service



Annual Report Appendix

2017-2018



Use your rights
Know your responsibilities
Share your experience
Make a difference

Citizens Advice Scotland, Spectrum House, 2 Powderhall Road, Edinburgh, EH7 4GB
Telephone: 0131 550 1000 Fax: 0131 550 1001 Web: www.cas.org.uk

© The Scottish Association of Citizens Advice Bureaux - Citizens Advice Scotland (Scottish charity SC016637)

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: through 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.

3,181
Clients

7,941
Enquiries

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	15%	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	10%	Provide increased support and assistance as required to support complex casework, including accompanying clients to meetings and working jointly with partner organisations.

1.2 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)	1,519	48%
Staff – attitude / behaviour	621	20%
Rights and responsibilities	325	10%
Staff – competence	317	10%
Staff – complaint handling	263	8%

1.3 Work Undertaken

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.

Task	Number of clients	Percentage of clients
Client given information	1,971	62%
Client given advice	695	22%
Client given information to take action on own behalf	539	17%
Written letter	535	17%
Reviewed case	510	16%
Requested information / action	387	12%
Client given information on rights and responsibilities	289	9%
Informal contact with NHS staff	202	6%
Contact third party	157	5%
Case papers prepared	124	4%

1.4 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.

Referral in	Number of clients	Percentage of clients
Self-referral	1,325	42%
CAB	324	10%
NHS complaints staff	128	4%
All other NHS Staff	123	4%
Advocacy organisation	40	1%

1.5 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	235	7%
AvMA	110	3%
General practitioner	109	3%
SPSO	109	3%
All other NHS staff	83	3%

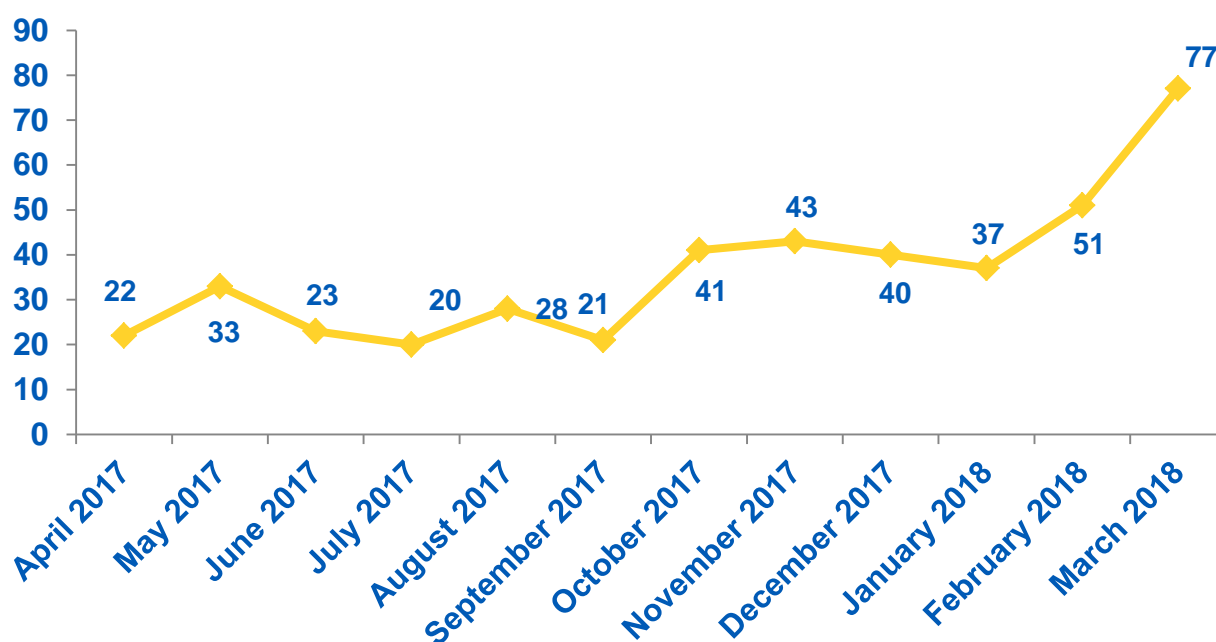
1.6 Outputs

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.

Organisation	Number of clients	Percentage of clients
Client enabled to take action on own behalf	516	16%
Case closed - no further contact from client	435	14%
Outcome not known	164	5%
Response / Explanation received	159	5%
Apology received	113	4%
Case closed - complaint withdrawn	93	3%
Local resolution resolved	68	2%
No further action required	46	1%
Issue fully upheld	37	1%
Issue partially upheld	33	1%

2 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 36 clients per month (a total of 468 for the year) accessed the service in this way.



3. Client profile data

Age range	Count	Percentage
Prefer not to answer	69	5%
18-24	33	2%
25-34	144	10%
35-44	288	21%
45-59	467	33%
60-64	127	9%
65-79	229	16%
80+	40	3%
Total	1,397	

Gender	Count	Percentage
Prefer not to answer	6	<1%
Female	882	61%
Male	555	38%
Transgender	4	<1%
Total	1,447	

Sexual orientation	Count	Percentage
Prefer not to answer	230	17%
Bisexual	3	<1%
Gay man	10	1%
Gay woman/lesbian	3	<1%
Heterosexual/straight	1,128	82%
Other	2	<1%
Not sure	2	<1%
Total	1,378	

Faith or belief	Count	Percentage
Prefer not to answer	474	36%
Christian – Church of Scotland	356	27%
Christian – Roman Catholic	190	14%
Christian – other	133	10%
Hindu	3	<1%
Jewish	2	<1%
Muslim	18	1%
None	154	12%
Sikh	1	<1%
Other	2	<1%
Total	1,333	

Ethnic group	Count	Percentage
Prefer not to answer	36	3%
White		
Scottish	992	81%
Other British	103	8%
Gypsy/Traveller	1	<1%
Irish	4	<1%
Polish	19	2%
Other	32	3%
Total	1,151	
African		
African, African Scottish or African British	4	<1%
Other	0	0
Total	4	
Arab		
Arab, Arab Scottish, Arab British	0	0
Other	0	0
Total	0	
Asian		
Bangladeshi, Bangladeshi Scottish or Bangladeshi British	0	0
Chinese, Chinese Scottish or Chinese British	4	<1%
Indian, Indian Scottish or Indian British	5	<1%
Pakistani, Pakistani Scottish or Pakistani British	17	1%
Other	3	<1%
Total	29	
Caribbean or Black		
Black, Black Scottish, Black British	1	<1%
Caribbean, Caribbean Scottish, Caribbean British	1	<1%
Other	1	<1%
Total	3	
Group Total	1,223	

Health problem or disability affecting day-to-day activities	Count	Percentage
Prefer not to answer	54	4%
No	579	42%
Yes, limited a little	384	28%
Yes, limited a lot	371	27%
Total	1,388	

Health conditions	Count	Percentage
Prefer not to answer	84	10%
Blindness or severe visual impairment	35	4%
Chronic illness	155	19%
Deafness or severe hearing impairment	10	1%
Learning disability (dyslexia, dyspraxia etc)	9	1%
Learning disability (Down's Syndrome etc)	1	<1%
Mental health condition	183	22%
Physical disability	334	40%
Other	23	3%
Total	834	

Communication and support needs	Count	Percentage
Prefer not to answer	67	5%
No	1,114	82%
Yes	176	13%
Total	1,357	

Type of extra need	Count	Percentage
Prefer not to answer	114	61%
British Sign Language interpreting	2	1%
Language interpretation	11	6%
Low literacy	20	11%
Other	41	22%
Total	188	