

Patient Advice and Support Service Annual Report Appendix 2019-20



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.

3896 clients

9636 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 | 5% | Give access to information, such as leaflets, help-line numbers and website addresses. |
| 2 | 78% | Give advice, explore options and initiate action, such as preparing letters and 3rd party contact such as advocacy services. |
| 3 | 17% | 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 ten most frequently recorded advice codes are reported below.

| Advice code | Number of clients | Percentage of clients |
|--|--------------------------|------------------------------|
| Clinical treatment (all aspects) | 1987 | 51% |
| Staff - attitude / behaviour | 797 | 20% |
| Staff - complaint handling | 594 | 15% |
| Personal records (medical, complaints files) | 424 | 11% |
| Rights and responsibilities | 372 | 10% |
| Access to GP / dentist | 352 | 9% |
| Staff - competence | 303 | 8% |
| Staff - communication (oral) | 252 | 6% |
| Waiting for date of appointment | 216 | 6% |
| Mental health | 200 | 5% |
| Total | 6799 | |

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 | 3418 | 88% |
| Sign-posting | 1281 | 33% |
| Allocated client to local PA | 825 | 21% |
| Review case | 767 | 20% |
| Write letter | 537 | 14% |
| Write complex complaint letter | 344 | 9% |
| Information to client on rights and responsibilities | 339 | 9% |
| Request information / action | 304 | 8% |
| Informal contact with NHS staff | 194 | 5% |
| Redraft letter | 192 | 5% |
| Total | 9149 | |

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 | 1489 | 67% |
| CAB | 271 | 12% |
| NHS Complaints staff | 197 | 9% |
| NHS Non Complaints staff | 77 | 3% |
| Scottish Public Services Ombudsman | 45 | 2% |
| Total | 2229 | |

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 | 316 | 44% |
| Scottish Public Services Ombudsman | 84 | 12% |
| NHS – Non complaints staff | 64 | 9% |
| Action Against Medical Accidents | 59 | 8% |
| General Practitioner | 56 | 8% |
| Total | 717 | |

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.

| Outcomes – Clients' cases | Number per client | % per client |
|--|-------------------|--------------|
| Client enabled to take action on own behalf | 2110 | 58% |
| Case closed – no further contact from client | 789 | 22% |
| Case closed – complaint withdrawn | 139 | 4% |
| Case closed – death or illness | 11 | 0% |

| Outcomes – Results | Number per client | % per client |
|--|-------------------|--------------|
| Local resolution resolved | 144 | 4% |
| Irresolvable – complainant's expectations too high | 57 | 2% |
| Unreasonable complaint | 27 | 1% |
| Irresolvable – other | 26 | 1% |
| Conciliation / mediation resolved | 10 | 0% |
| Alternative dispute resolution – resolved | 8 | 0% |

| Outcomes – Responses | Number per client | % per client | % per Response |
|---------------------------------|-------------------|--------------|----------------|
| Outcome not known | 1001 | 27% | n/a |
| Response / Explanation received | 280 | 8% | n/a |
| Apology received | 232 | 6% | 83% |
| Issue not upheld | 120 | 3% | 43% |
| Issue partially upheld | 94 | 3% | 34% |
| Issue fully upheld | 63 | 2% | 23% |
| Service improvement / review | 46 | 1% | 16% |
| Irresolvable - funding | 5 | 0% | 2% |
| Grand Total | 5162 | n/a | n/a |

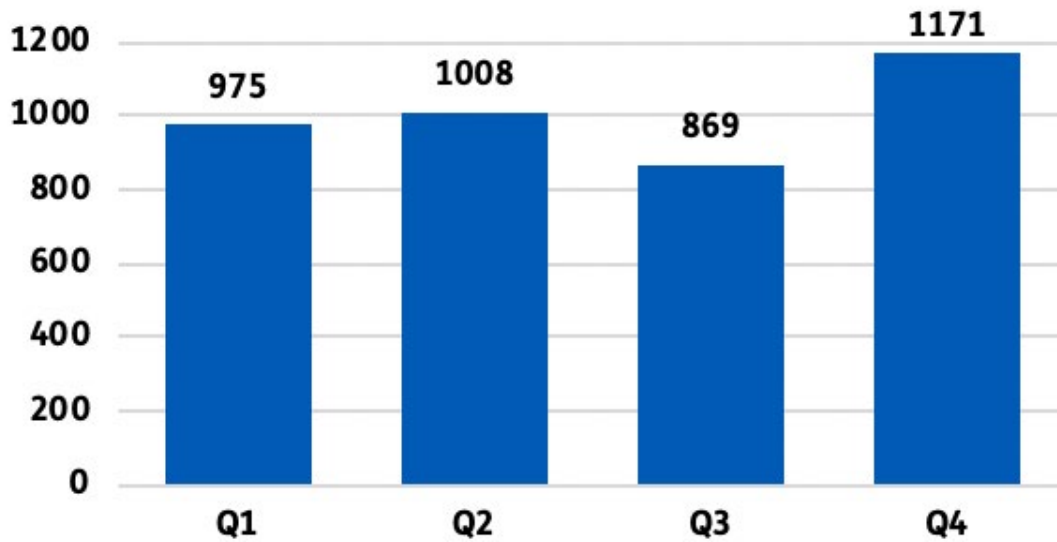
1.8 Additional support

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 | 945 |
| Contacts | 1,364 |
| Referrals Out | 200 |

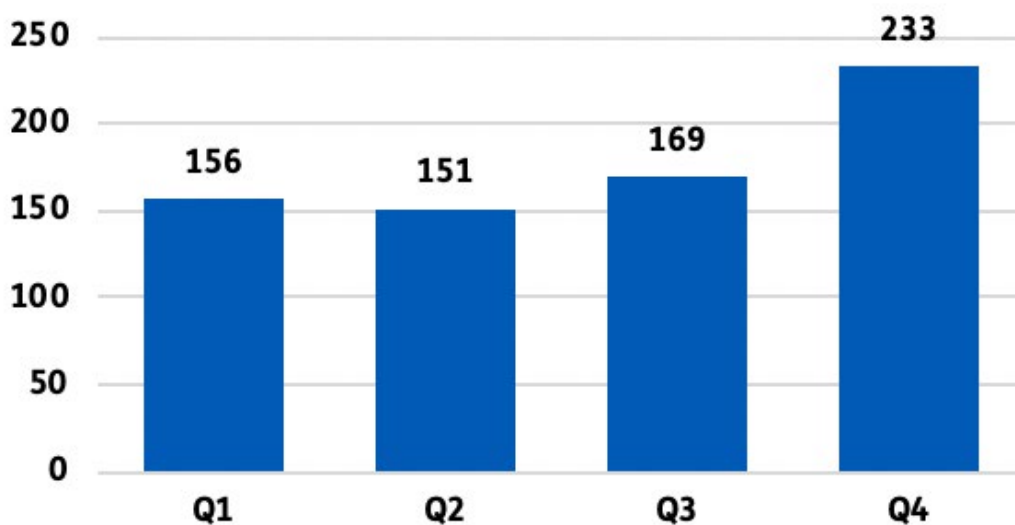
2.1 PASS Helpline calls

PASS handled 4,023 inbound helpline calls over the year, which is an average of 335 per month and 77 calls per week. This is 37% more calls than in 2018-29. The 2019-20 figures can be seen below.



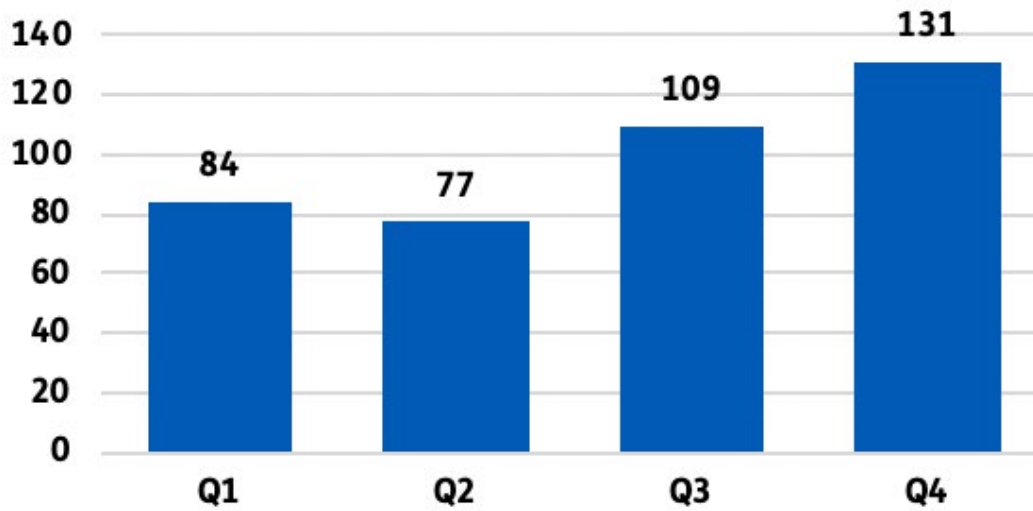
2.2 PASS website contact form

A contact form is available on the website. On average we received 59 contact forms per month (a total of 709 for the year, compared to 539 in the previous year and 436 in 2017-18). These figures for 2019-20 can be seen below.



2.3 PASS webchats

PASS handled 401 chats over the year, which is an average of 33 per month. The 2019-20 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 2019.

| Age range | | |
|----------------------|------------|-------------|
| Prefer not to answer | 29 | 11% |
| 15 and under | 0 | 0% |
| 16-17 | 0 | 0% |
| 18-24 | 6 | 2% |
| 25-34 | 20 | 7% |
| 35-44 | 48 | 18% |
| 45-59 | 88 | 33% |
| 60-64 | 28 | 10% |
| 65-79 | 43 | 16% |
| 80+ | 6 | 2% |
| Total | 268 | 100% |

| Gender | | |
|----------------------|------------|-------------|
| Prefer not to answer | 4 | 1% |
| Female | 181 | 65% |
| Male | 94 | 34% |
| Total | 279 | 100% |

Ethnic group 1

| | | |
|----------------------|------------|-------------|
| Prefer not to answer | 29 | 11% |
| African | 1 | 0% |
| Arab | 2 | 1% |
| Asian | 2 | 1% |
| Caribbean or Black | 1 | 0% |
| White | 236 | 87% |
| Mixed | 1 | 0% |
| Total | 271 | 100% |

Ethnic group 2

| | | |
|--|------------|-------------|
| Prefer not to answer | 0 | 0% |
| African, African Scottish or African British | 1 | 0% |
| Arab, Arab Scottish, Arab British | 0 | 0% |
| Bangladeshi, Bangladeshi Scottish or Bangladeshi British | 0 | 0% |
| Black, Black Scottish, Black British | 1 | 0% |
| Caribbean, Caribbean Scottish, Caribbean British | 0 | 0% |
| Chinese, Chinese Scottish or Chinese British | 0 | 0% |
| Gypsy/Traveller | 0 | 0% |
| Indian, Indian Scottish or Indian British | 0 | 0% |
| Irish | 1 | 0% |
| Other British | 26 | 12% |
| Pakistani, Pakistani Scottish or Pakistani British | 1 | 0% |
| Polish | 2 | 1% |
| Scottish | 171 | 80% |
| Other British | 12 | 6% |
| Total | 215 | 100% |

Health Problem or Disability affecting day-to-day activities

| | | |
|-----------------------|------------|-------------|
| Prefer not to answer | 16 | 6% |
| No | 99 | 36% |
| Yes, limited a little | 71 | 26% |
| Yes, limited a lot | 88 | 32% |
| Total | 274 | 100% |

Communication and Support Needs

| | | |
|----------------------|------------|-------------|
| Prefer not to answer | 18 | 7% |
| No | 202 | 77% |
| Yes | 43 | 16% |
| Total | 263 | 100% |

Type of extra need

| | | |
|------------------------------------|-----------|-------------|
| Prefer not to answer | 30 | 42% |
| British Sign Language interpreting | 0 | 0% |
| Language interpretation | 4 | 6% |
| Low literacy | 4 | 6% |
| Other | 34 | 47% |
| Total | 72 | 100% |



Patient Advice & Support Service

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Make a difference



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