



Patient Advice and Support Service

National client feedback report

April 2018 – March 2019

“I think the PASS is an essential service to support and guide people through their issues with the NHS. I don’t know what I would have done without their help and advice.”

The Patient Adviser was
“...professional, kind and sympathetic. She made the whole thing easier and I felt understood and supported”

“I was told the adviser would contact me within 2 weeks. I was given an appointment within 2 days.”

I received “ Acknowledgement that it's ok to raise issues and assurance that it is worth doing”

“Throughout all contacts and work done have been beyond praise.”

Patient Advice and Support Service Client feedback survey

Citizens Advice Scotland received 232 responses to the Patient Advice and Support Service (PASS) client feedback survey between 1st April 2018 and 31st March 2019.

Client satisfaction is high with 96% of respondents stating that they were either very satisfied (86%) or satisfied (10%) with the service.



This is further supported by the majority of respondents (96%) stating that they would use PASS again if they needed to.



96%



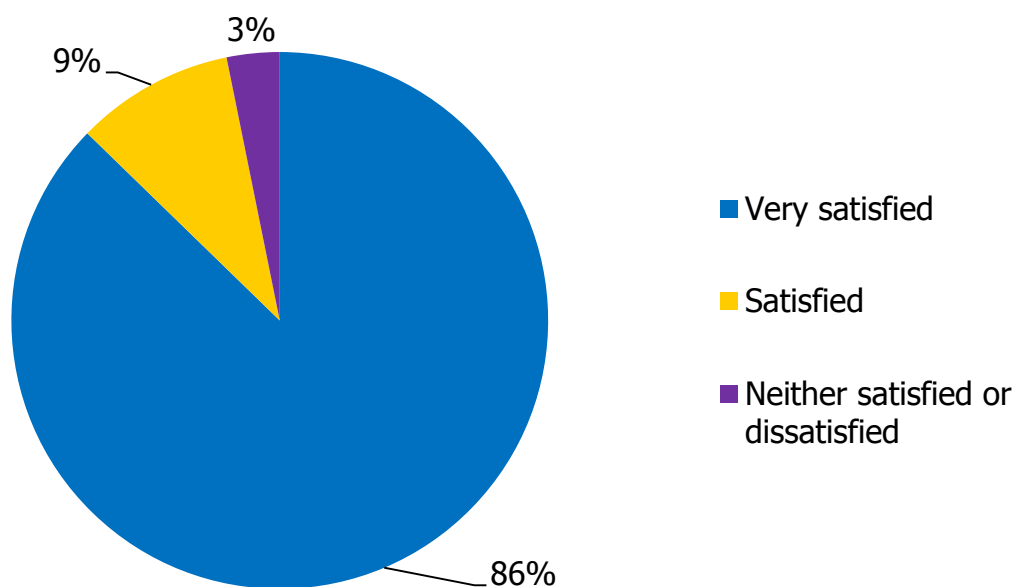
<2%

Overview

To ensure that citizens advice bureaux are delivering the best service that they can and to gather views of those using the Patient Advice and Support Service (PASS), Citizens Advice Scotland use a client feedback survey. This can be completed via paper copy or online. PASS clients are asked to complete the questionnaire when their case has concluded or when they have been a PASS client for 3 months.

This is the third PASS client feedback report to be produced by Citizens Advice Scotland.

Overall, how satisfied were you with the Patient Advice and Support Service?



Additional comments:

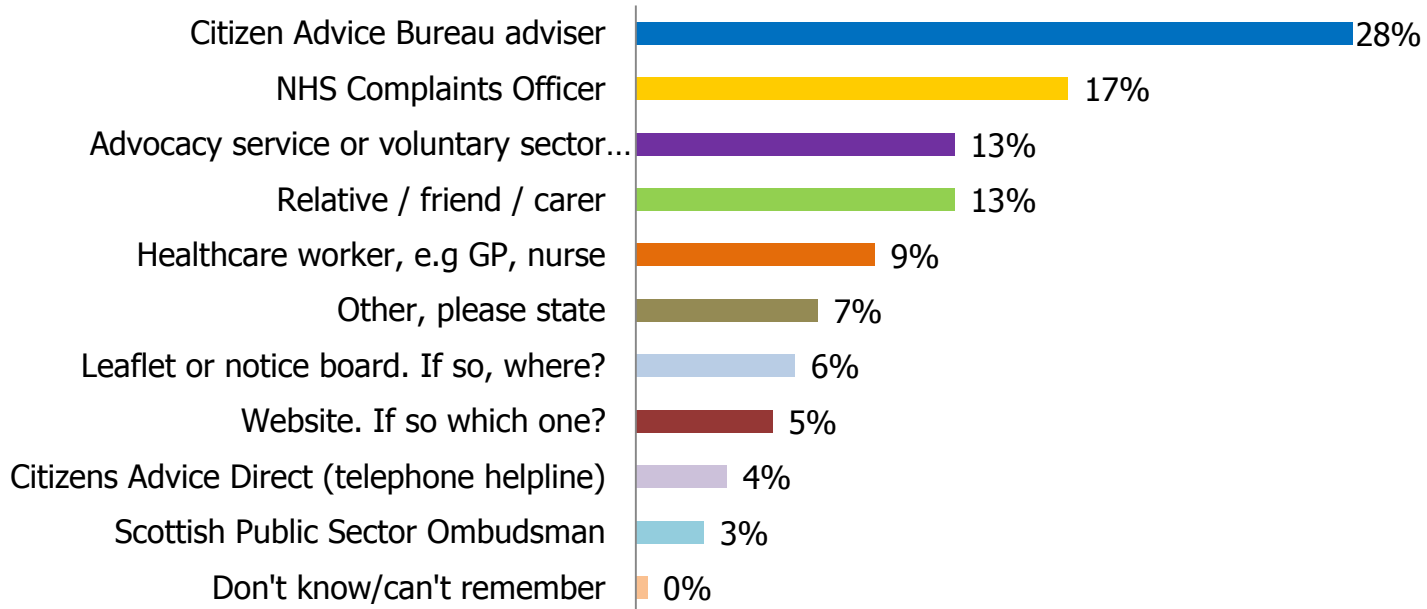
"The advice and support from my Patient Adviser has been invaluable"

"Friendly, patient, supportive, professional service"

"It is good to have someone to talk to and listen "

"Adviser very knowledgeable on her subject "

How did you find out about the Patient Advice and Support Service?



Specific responses included:

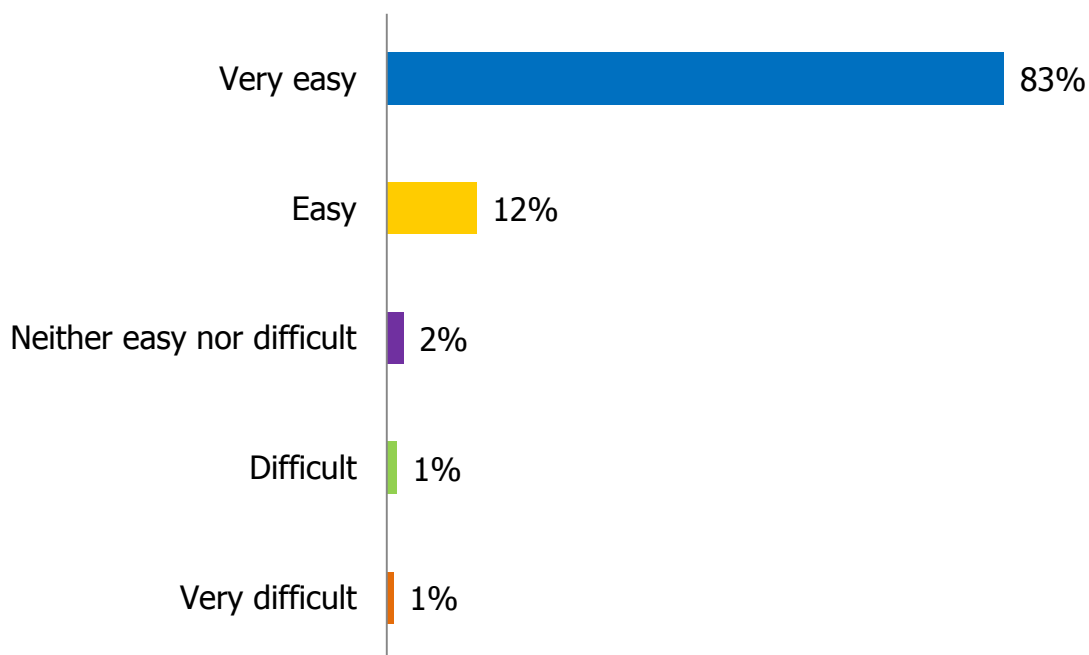
"QEUH,
Glasgow"

"New
Victoria"

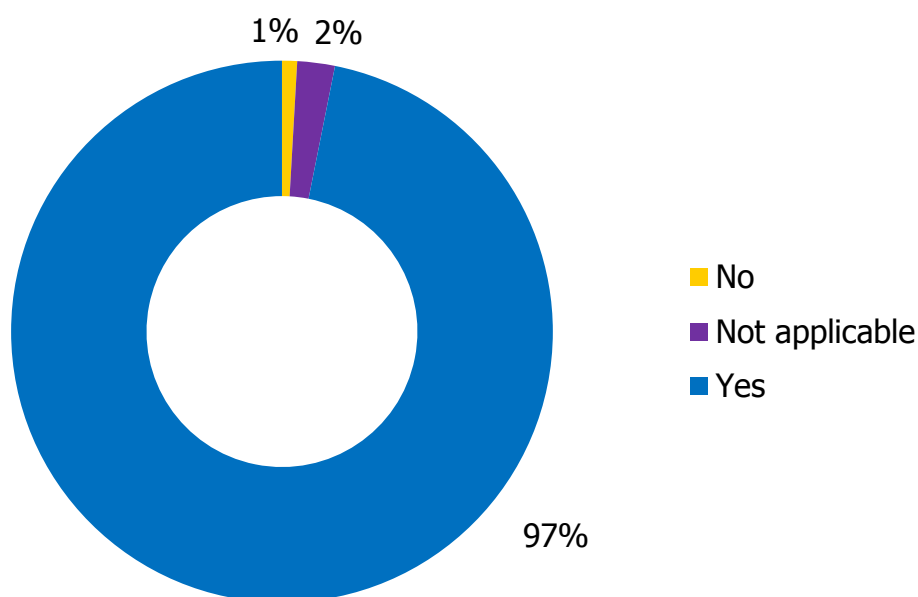
"Have used
CAB before"

"Online
search"

How easy was it for you to make contact with the Patient Advice and Support Service?

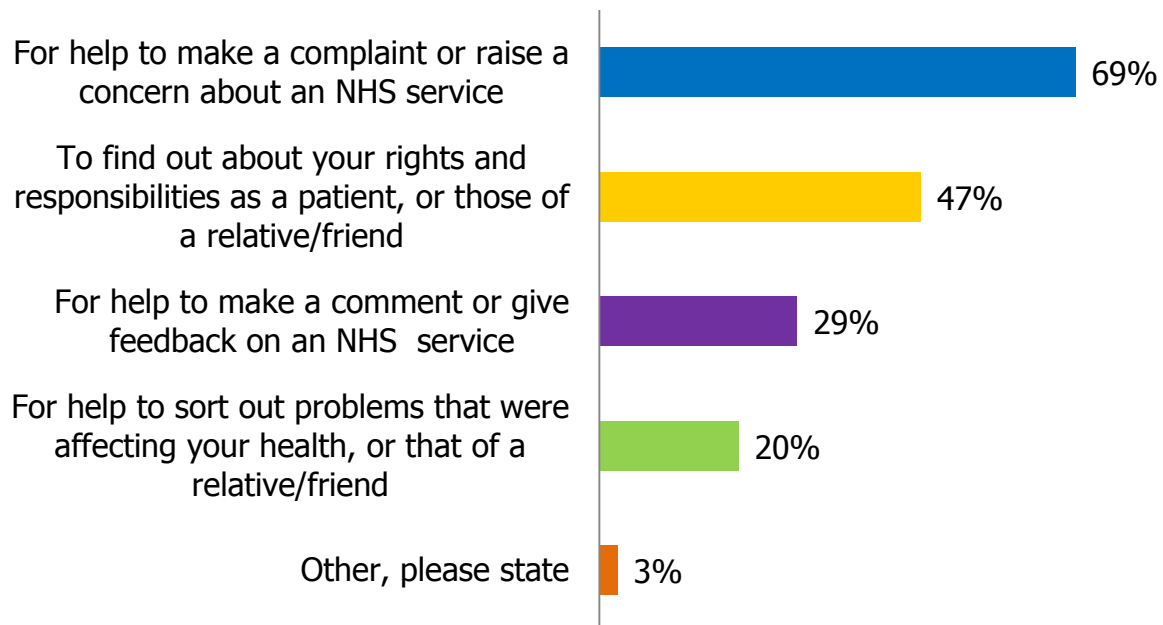


In general, were you satisfied with the time taken for the Patient Advice and Support Service to get back to you when you contacted them?



Why did you contact the Patient Advice and Support Service?

Clients were asked to tick all options that applied.



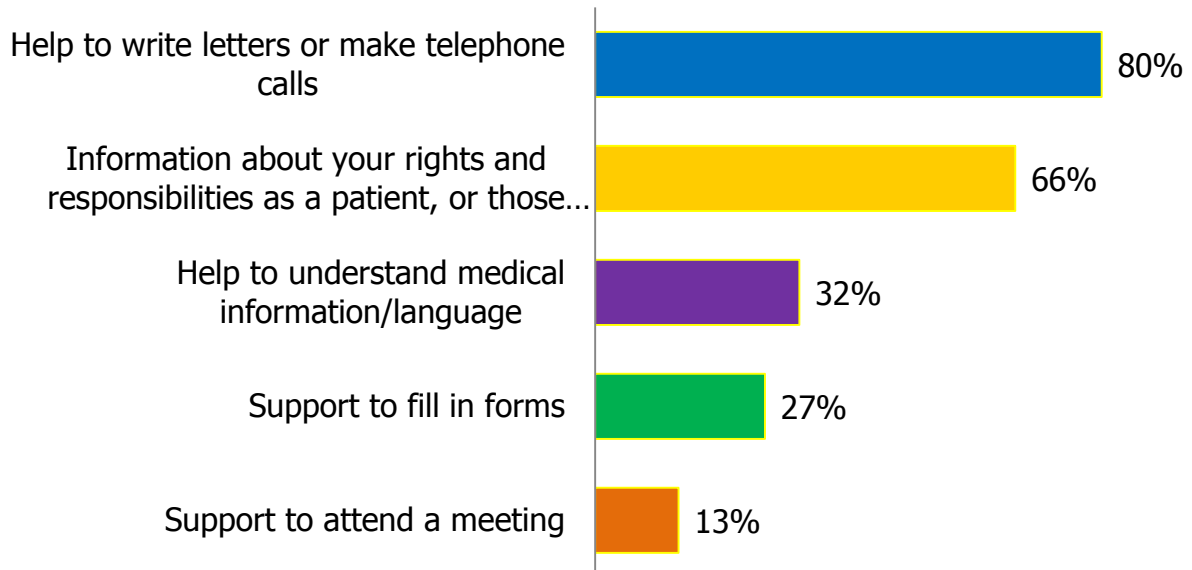
Detailed responses included:

"For next steps after my initial complaint letter"

"Help with chasing a complaints response"

What support did you get?

Clients were asked to tick all options that applied.



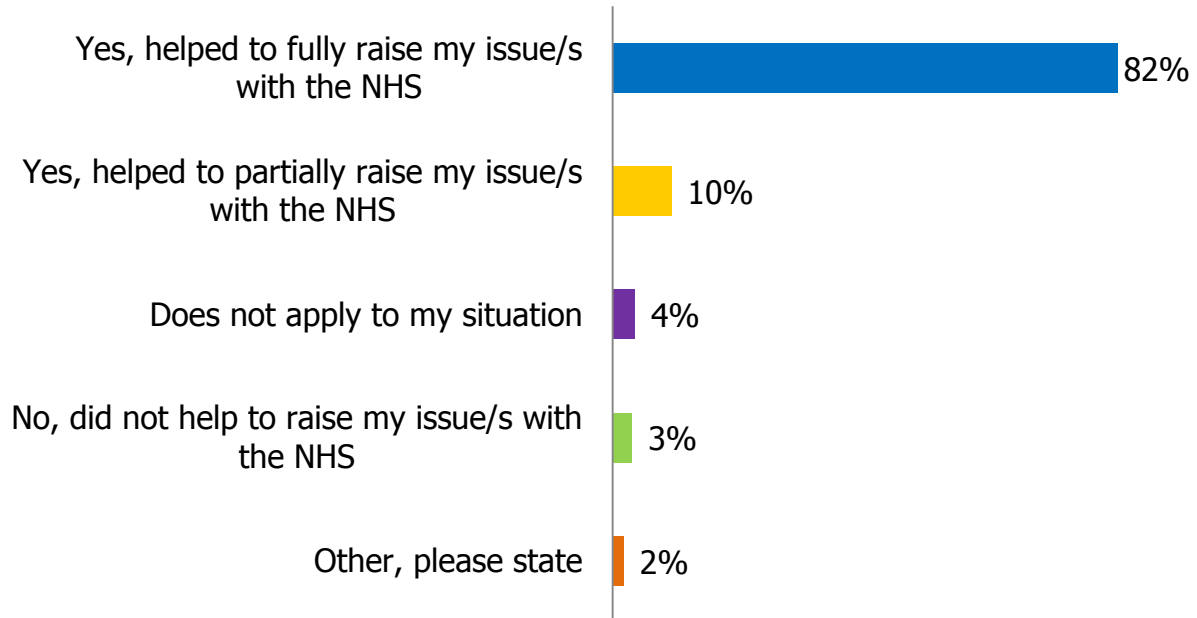
Detailed responses included:

"Giving me support when I really needed it"

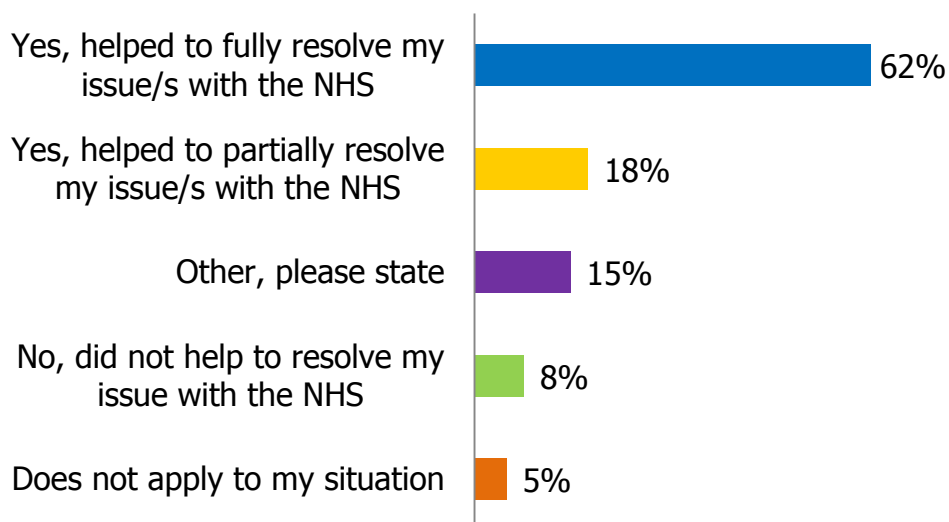
"Help to take the complaint forward "

"Liaise between NHS and myself"

Did the Patient Advice and Support Service help you to raise all the issues you had with the NHS?

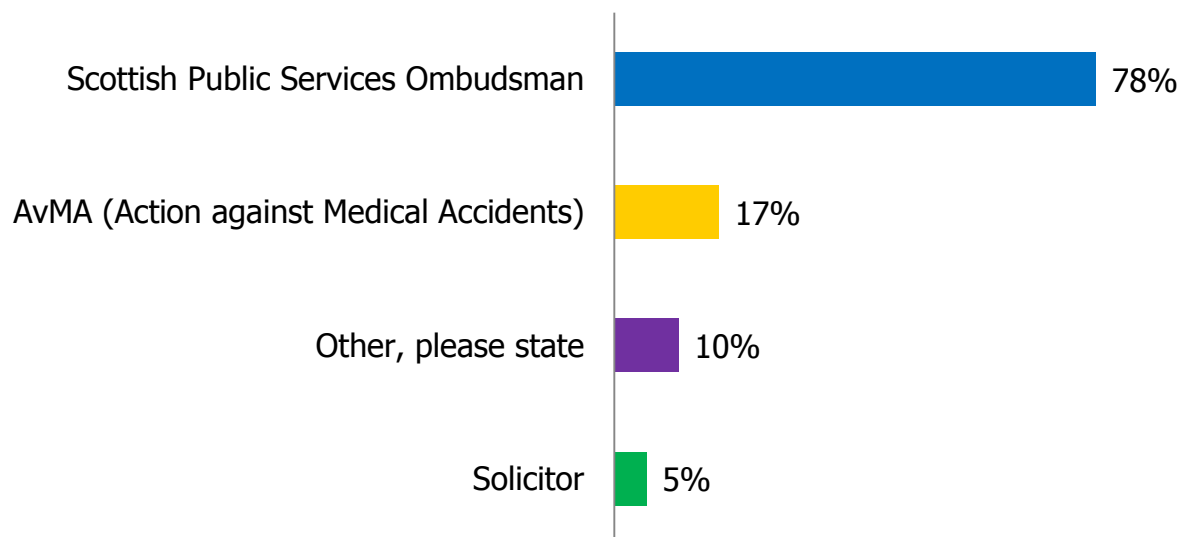


Did the support you received from the Patient Advice and Support Service helped to resolve the issue/s that you had with the NHS?



If you were unhappy with the response from the NHS, were you given other options by the Patient Advice and Support Service? For example, to contact any of the following organisations.

Clients were asked to tick all options that applied.



Other responses included:

"Did not want to take it further. "

"They advised me to stick with my advocate from the CAB and put me at ease - with good advice and reassurance"

What difference did the help you were given by the Patient Advice and Support Service make to you?



Improved



No change



Got worse

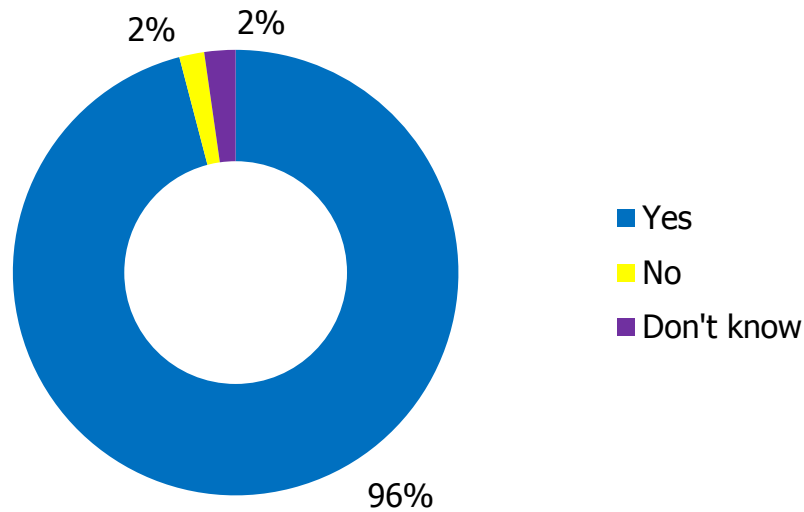
Peace of mind	85%	13%	2%
Ability to help yourself	70%	29%	<1%
Mental Health (e.g. stress)	70%	28%	2%
Physical Health	23%	74%	4%
Knowledge of your rights and responsibilities as a patient	88%	11%	1%
Assistance with any other aspect of your life	27%	70%	2%

"Did feel the support very helpful"

"Encouraged to seek counselling for mental health"

"Very friendly and helpful sound advice and encouragement and support in my time of need"

Would you use the service again if you needed to?



Do you have any suggestions for improving the Patient Advice and Support Service?

The results shown in the table below are a collation of the main themes identified from the open ended responses to this question.

