



Patient Advice & Support Service

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



Orkney Health Board Patient Advice and Support Service Quarterly Report: 1st January to 31st March 2014

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Contents

1. Executive Summary.....	3
Key Findings	4
2. Enquiries	5
Number of enquiries.....	5
Who dealt with enquiries	5
Case Work Level	5
3. Service Areas	6
4. Hospitals/Localities.....	7
5. Community Health Partnerships/Community Health and Care Partnerships	8
6. Staff Groups	9
7. NHS Advice Codes.....	10
8. Supplementary Advice.....	11
9. Work Undertaken	11
10. Organisations Contacted by the Patient Advice and Support Service	12
11. Outputs.....	12
12. Year-to-date Summary	13
13. Analysis and Conclusion	14
14. Appendix Client Profile statistics.....	15

1. Executive Summary

The Patient Advice and Support Service (PASS) is delivered by the Scottish Citizens Advice Bureau (CAB) Service. The service is independent and provides free, confidential information, advice and support to anyone who uses the NHS in Scotland. It aims to support patients, their carers and families in their dealings with the NHS and in other matters affecting their health.

The service promotes an awareness and understanding of the rights and responsibilities of patients. It also advises and supports people who wish to give feedback, make comments, raise concerns or make a complaint about treatment and care provided by the NHS in Scotland.

The Patient Advice and Support Service will:

- Help clients understand their rights and responsibilities as patients
- Provide information, advice and support for those wishing to give feedback or comments, raise concerns or make complaints about health care delivered by NHS Scotland
- Ensure clients feel listened to, supported, and respected when raising concerns about difficult experiences
- Work with the NHS to use feedback to improve NHS service provision.

The report contains detailed statistical information on the work of bureaux and demonstrates the depth and range of advice work undertaken by advisers in the Orkney Health Board area. The data is based on where the clients have accessed the service and includes feedback, comments, concerns and complaints raised about hospitals, Community Health Partnerships and Community Health and Care Partnerships. There may be occasions where this is about treatment outwith Orkney Health Board. This is reflected in the Hospitals/Localities and Community Health Partnerships/ Community Health and Care Partnerships sections of this report. For more information about NHS complaints statistics please refer to the Information and Statistics Division (ISD) of National Services Scotland.

The demographics of Health Board Area differ across the country. The number of Patient Advisers and the number of hours they work is allocated to reflect these variations. In NHS Orkney the population is 20,160¹. There is 1 part-time Patient Adviser who works of 0.33 full-time equivalent.

¹ General Register Office for Scotland Population Estimates, mid 2011: www.gro-scotland.gov.uk/statistics/theme/population/estimates/mid-year/2011/tables.html [accessed 01/04/2013].

Key Findings

The key findings for the period are listed below.

There were:

- 3 new clients
- 23 new enquiries
- All the PASS enquiries were dealt with by PASS Advisers
- All the enquiries were at level 3 or above.

The most frequently recorded areas of feedback, comments, concerns and complaints:

- Service Areas: 37.5% were about Hospital Acute Services
- Hospitals/Localities: All of these were about Balfour Hospital
- Community Health Partnerships/Community Health and Care Partnerships: All of these were about Orkney Health and Care
- Staff Groups: 29% were about Consultants/Doctors and 29% were about GPs
- NHS Advice Code: 25% were about Clinical Treatment.

Other results show:

- Work undertaken: 30% were Information to client and 30% were Review Case
- Organisations contacted by the Patient Advice and Support Service: 28% were Scottish Public Services Ombudsman .

2. Enquiries

Number of 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 3 new clients
- There were 23 new enquiries.

Who dealt with enquiries

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

- 100% of PASS enquiries were dealt with by Patient Advisers

Case Work Level

The complexity of enquiries are categorised from 1-4 and are listed below in table 2 with the percentage of enquiries made at each level.

Table2: Case work levels

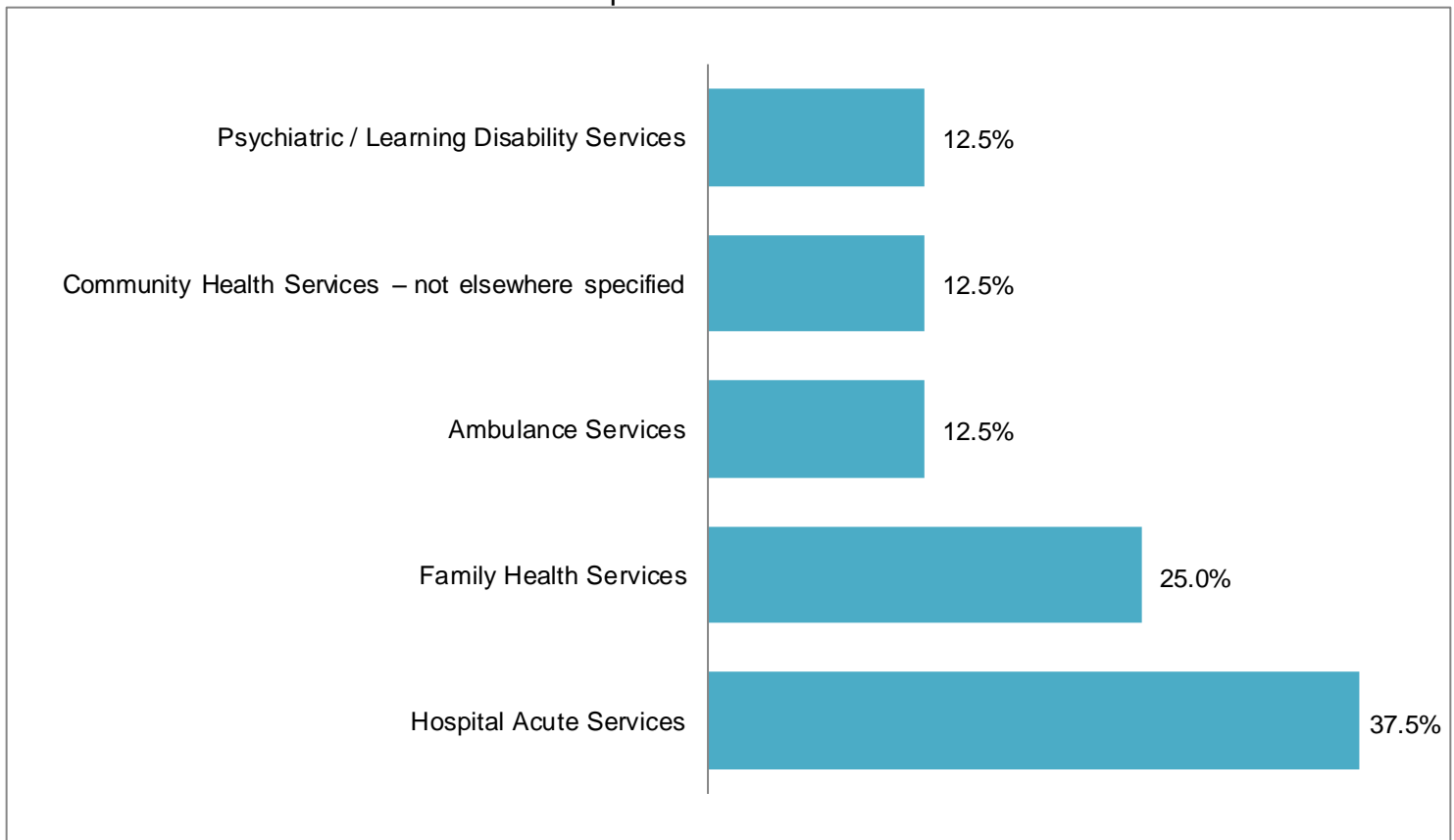
Case work level	Percentage of enquiries	Definition of case work level
1	0%	Give access to information, such as leaflets, help-line numbers and website addresses
2	0%	Encourage clients to articulate their concerns and form goals
3	26%	Explore options, give advice and initiate action, such as, letters and 3rd party contact
4	74%	Special support and complex casework, including accompanying clients to meetings and working jointly with partner organisations.

3. 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 8 occasions
- 3 of these related to Hospital Acute Services.

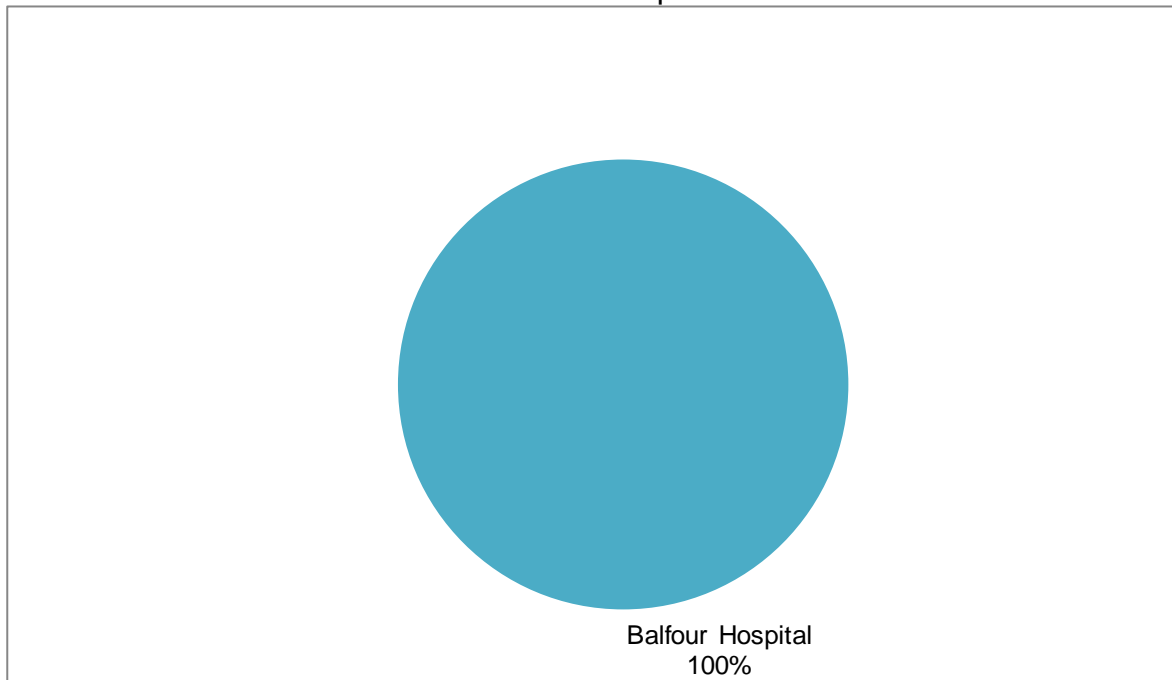


4. Hospitals/Localities

The Hospital/Locality is recorded once per issue. Generally, issues are raised and handled in the same Health Board area as can be seen in Figure 2.

Figure 2: Issues raised in and handled by Orkney

- Hospitals/Localities were recorded on 2 occasions
- 2 of these related to Balfour Hospital



Sometimes advisers handle issues raised by clients relating to NHS care outwith their Health Board area. The Patient Advice and Support service in NHS Orkney handled feedback, comments, concerns and complaints about services delivered in a number of Health Board areas. This can be seen in table 3.

Table 3: Issues handled by Health Board area (hospitals/localities)

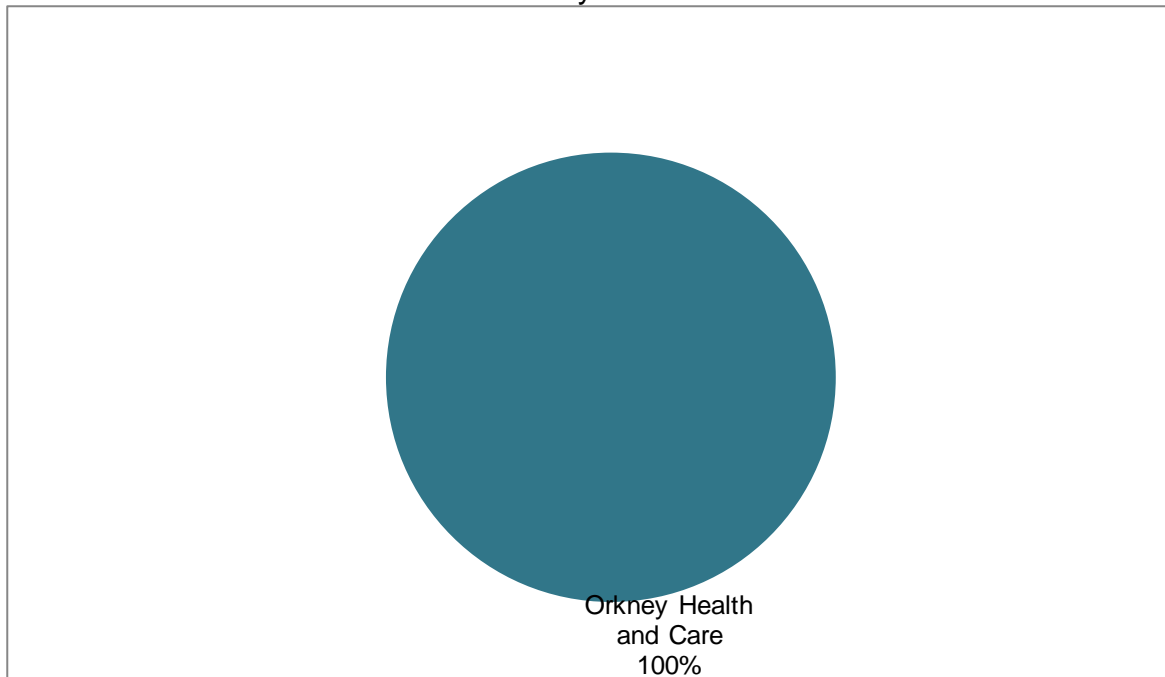
Health Board	Number of issues raised	% of issues raised
Orkney	2	50%
Grampian	1	25%
Scottish Ambulance Service	1	25%
Total	4	100%

5. Community Health Partnerships/Community Health and Care Partnerships

The Community Health Partnership/Community Health and Care Partnership (CHP/CHCP) is recorded once per issue. Generally, issues are raised and handled in the same Health Board area as can be seen in Figure 3.

Figure 3: Issues raised in and handled by Orkney

- CHPs/CHCPs were recorded on 3 occasions
- 3 of these related to Orkney Health and Care



Sometimes advisers handle issues raised by local residents relating to NHS care outwith their Health Board area. The Patient Advice and Support service in NHS Orkney handled feedback, comments, concerns and complaints about services delivered in a number of Health Board areas. This can be seen in table 4.

Table 4: Issues handled by Health Board (CHP/CHCP)

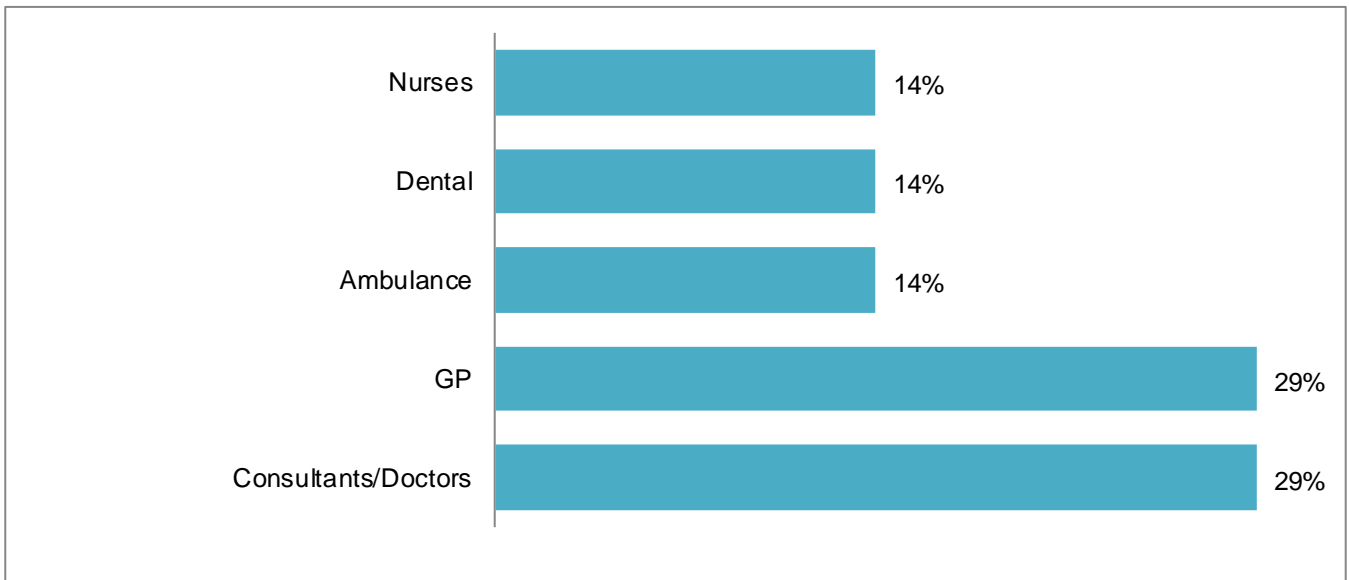
Health Board	Number of issues raised	% of issues raised
Orkney CHP	3	100%
Total	3	100%

6. 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

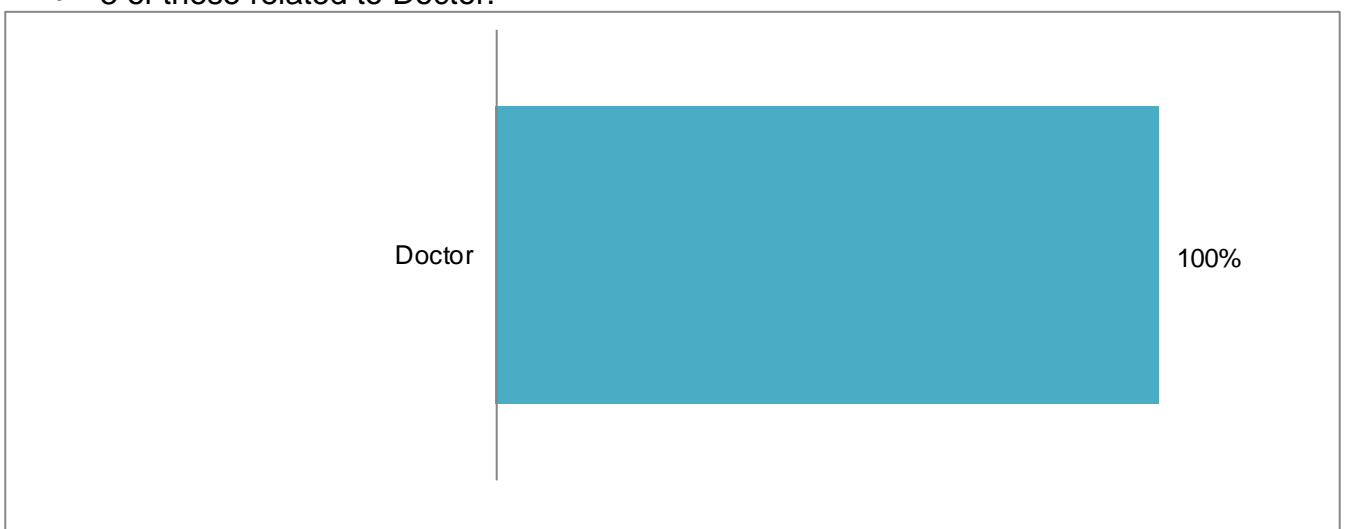
- Staff Groups were recorded on 7 occasions
- 2 of these related to Consultants/Doctors
- 2 of these related to GPs



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 3 occasions
- 3 of these related to Doctor.

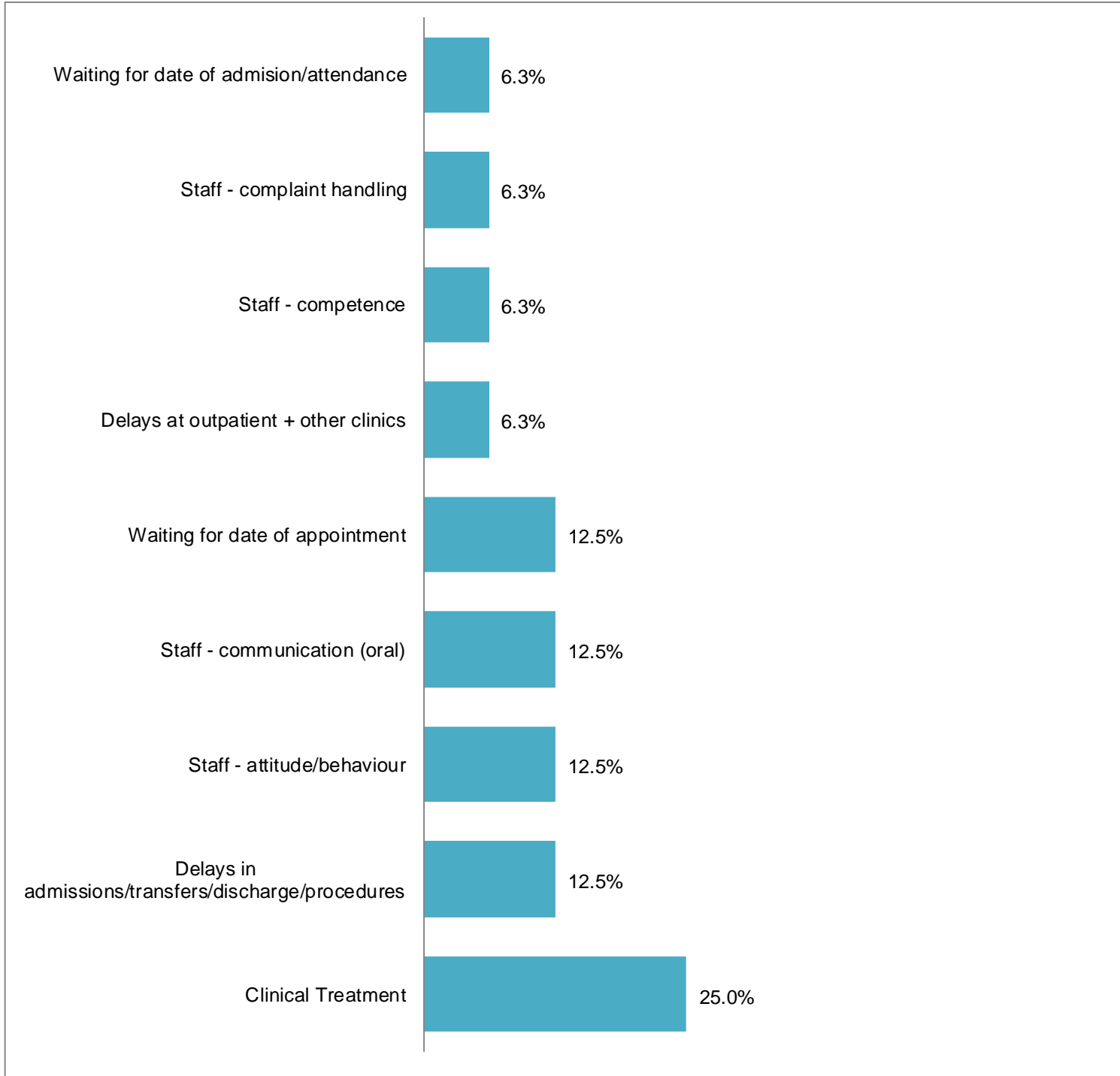


7. NHS Advice Codes

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 16 occasions
- 4 of these related to Clinical Treatment.



8. 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.

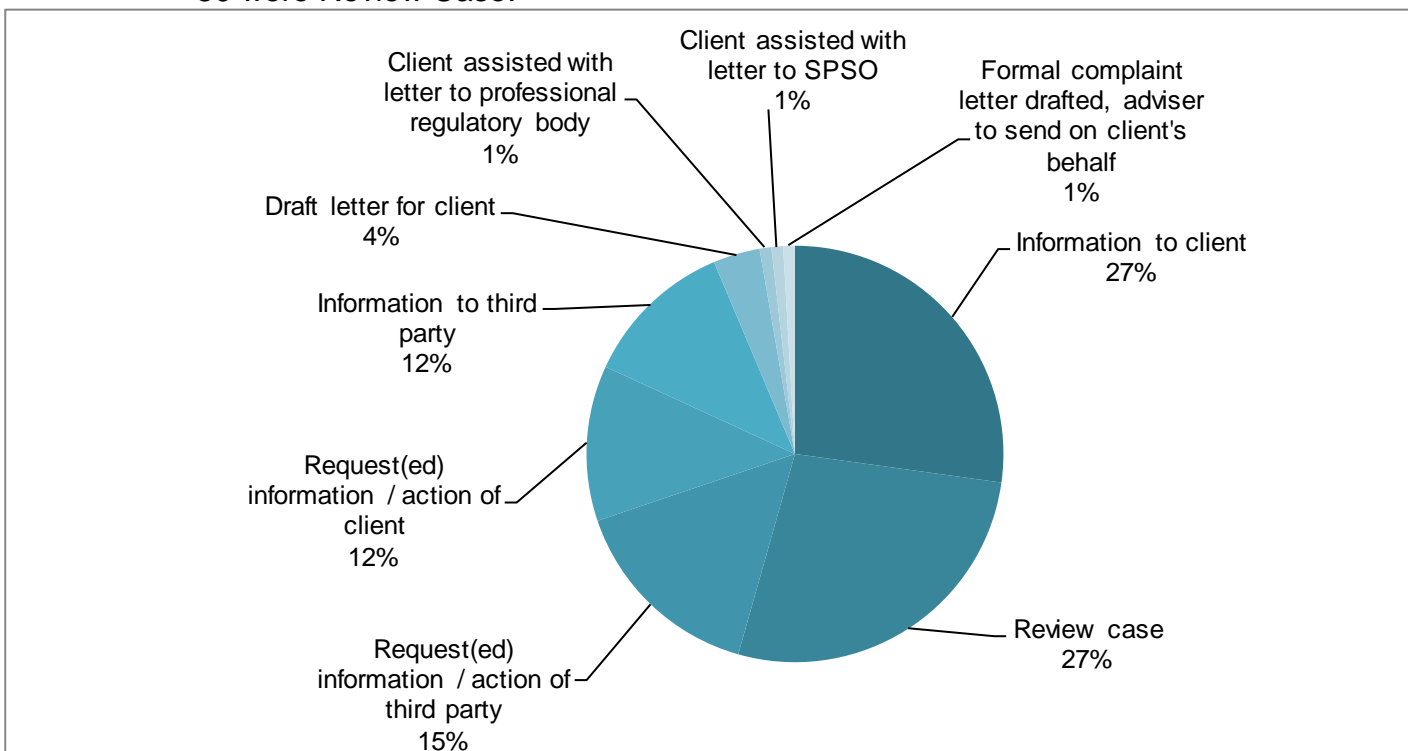
- Benefits (1)

9. 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 7: Work Undertaken*²

- Activities were recorded on 111 occasions
- 30 of these were Information to client and
- 30 were Review Case.



² 2nd tier support involves Patient Advisers supporting Generalist Advisers to deliver advice.

10. Organisations Contacted by the Patient Advice and Support Service

The Patient Advice and Support Service often works in conjunction with external organisations to best serve the client. This involves joint partnership work, as well as referrals.

- On 11 occasions the Patient Advice and Support Service worked in conjunction with external organisations
- 3 of these were with Scottish Public Services Ombudsman.

The organisations contacted most often are listed below.

- Scottish Public Services Ombudsman (28%)
- Advocacy Organisation (18%)
- Action Against Medical Accidents (18%).

11. Outputs

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

Table 5: Client-centred Outputs

Activity completed	119
Apology or explanation received	0
Case closed - death or illness	0
Issue not resolved; no further action taken	0
No further contact from client	0
No further contact from third party	0
Total	119

12. Year-to-date Summary

The following figures are a summary of the total enquiries raised from 1st April to 31st March 2014.

There were:

- 17 clients
- 138 enquiries
- 7% of enquiries were dealt with by Generalist Advisers
- 95% of all enquiries were at level 3 or above.

A client is assigned one type of client status over the reporting period:

- 28% of clients had one advice session with an adviser
- 25% of clients required more than one advice session
- 47% of client's cases were closed.

The most frequently recorded feedback, comments, concerns and complaints are listed below.

- Service Areas: 39% were about Hospital Acute Services
- Hospitals/Localities: All of these related to Balfour Hospital
- CHPs/CHCPs: All of these related to Orkney Health and Care
- Staff Groups: 32% were about Consultants/Doctors
- NHS Advice Codes: 19% were about Clinical Treatment.

Other results show:

- Supplementary Advice Codes were recorded on 7 occasions
- Work undertaken: 36% were Information to client
- Referrals in: 67% were from Advocacy Organisation
- Organisations contacted by the Patient Advice and Support Service: 23% were Advocacy Organisations.

13. Analysis and Conclusion

In the reporting period the Patient Advice and Support Service assisted 3 new clients and dealt with 23 new enquiries. 100% of enquiries were at level 3 or above and 100% were dealt with by the specialist Patient Advisers.

Clients raising feedback, comments, concerns or complaints about the NHS were also advised on a range of other issues. Supplementary Advice Codes were recorded on 1 occasion.

Analysis

The following comparisons can be made with the figures from the 4th quarter of 2012-13. The most frequently recorded Service Area, Staff Group and NHS Advice Codes vary between the 2 reporting periods.

Service Area

In quarter 4 of 2012-13, 67% of issues raised were related to Hospital Acute Services
In quarter 4 of 2013-14, 37.5% of issues raised were related to Hospital Acute Services and 25% were about Family Health Services

Staff Groups

In quarter 4 of 2012-13, 55% of issues raised were about Consultants/Doctors
In quarter 4 of 2013-14, 29% of issues raised were about Consultants/Doctors and 29% were about GPs

NHS Advice Codes

In quarter 4 of 2012-13, 17% of NHS Advice Codes were about Staff-complaint handling and 14% about Clinical Treatment.

In quarter 4 of 2013-14, 25% of NHS Advice Codes were about Clinical Treatment, and 12.5% were about Delays in admissions/transfers/discharge/procedures, Staff - attitude/behaviour, Staff - communication (oral), and Waiting for date of appointment

The most frequently recorded areas of feedback, comments, concerns and complaints are listed below.

- Service Area: 37.5% were Hospital Acute Services
- Hospitals/Localities: All of these were about Balfour Hospital
- CHPs/CHCPs: All of these were about Orkney Health and Care
- Staff Groups: 29% were about Consultants/Doctors
- NHS Advice Codes: 25% were about Clinical Treatment.

Other results show:

- Work Undertaken: 27% were Information to client and 27% were Review Case
- Organisations contacted by the Patient Advice and Support Service: 28% were Scottish Public Services Ombudsman.
- Outputs: All of these were Activity completed.

14. Appendix Client Profile statistics

Age range		
Prefer not to answer	0	0%
15 and under	0	0%
16-17	0	0%
18-24	0	0%
25-34	0	0%
35-44	0	0%
45-59	2	67%
60-64	0	0%
65-79	1	33%
80+	0	0%
Total	3	100%

Gender		
Prefer not to answer	0	0%
Male	1	33%
Female	2	67%
Transgender	0	0%
Total	3	100%

Sexual orientation		
Prefer not to answer	0	0%
Bisexual	0	0%
Gay man	0	0%
Gay woman / Lesbian	0	0%
Heterosexual / Straight	3	100%
Unsure	0	0%
Other	0	0%
Total	3	100%

Ethnic Group		
Prefer not to answer	0	0%
White		
Scottish	0	0%
Other British	3	100%
Gypsy/Traveller	0	0%
Irish	0	0%
Polish	0	0%
Other	0	0%
Total	3	100%
Asian		
Bangladeshi, Bangladeshi Scottish or Bangladeshi British	0	0%
Chinese, Chinese Scottish or Chinese British	0	0%
Indian, Indian Scottish or Indian British	0	0%
Pakistani, Pakistani Scottish or Pakistani British	0	0%
Other	0	0%
Total	0	0%
African		
African, African Scottish or African British	0	0%
Other	0	0%
Total	0	0%
Caribbean or Black		
Black, Black Scottish, Black British	0	0%
Caribbean, Caribbean Scottish, Caribbean British	0	0%
Other	0	0%
Total	0	0%
Arab		
Arab, Arab Scottish, Arab British	0	0%
Other	0	0%
Total	0	0%
Group Total	3	100%

Faith or Belief		
Prefer not to answer	1	33%
Buddhist	0	0%
Christian - Church of Scotland	0	0%
Christian - Roman Catholic	0	0%
Christian - Other	2	67%
Hindu	0	0%
Jewish	0	0%
Muslim	0	0%
None	0	0%
Pagan	0	0%
Sikh	0	0%
Other	0	0%
Total	3	100%

Health Problem or Disability affecting day-to-day activities		
Prefer not to answer	0	0%
No	0	0%
Yes, limited a little	2	67%
Yes, limited a lot	1	33%
Total	3	100%

Health Conditions		
Prefer not to answer	1	25%
Chronic illness	1	25%
Physical disability	1	25%
Learning disability (dyslexia, dyspraxia etc)	0	0%
Learning disability (Down's Syndrome etc)	0	0%
Mental health condition	0	0%
Blindness or severe visual impairment	0	0%
Deafness or severe hearing impairment	0	0%
Other, not stated	1	25%
Total	4	100%

Communication and Support Needs		
Prefer not to answer	1	33%
Yes	0	0%
No	2	67%
Total	3	100%

Type of Extra Need		
Prefer not to answer	0	0%
Low literacy	0	0%
Language interpretation	0	0%
British Sign Language interpreting	0	0%
Other	0	0%
Total	0	0