



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 October to 31st December 2013

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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 Patient Advisers who work the equivalent of 0.33 full time Patient Advisers.

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:

- 6 new clients
- 40 new enquiries
- 12.5% of PASS enquiries were dealt with by Generalist Advisers
- 97.5% of enquiries were at level 3 or above.

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

- Service Areas: 43% were about Hospital Acute Services
- Hospitals/Localities: 100% were about Balfour Hospital
- Community Health Partnerships/Community Health and Care Partnerships: 100% were about Orkney Health and Care
- Staff Groups: 56% were about Hospital Consultants/Doctors
- NHS Advice Code: 20% were about Clinical Treatment.

Other results show:

- Supplementary Advice Codes were recorded on 1 occasion
- Work undertaken: 26% were Review case
- Referrals in: 100% were from Advocacy Organisation
- Organisations contacted by the Patient Advice and Support Service: 30% were Advocacy Organisations.

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 6 new clients
- There were 40 new enquiries.

Who dealt with enquiries

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

- 87.5% of PASS enquiries were dealt with by Patient Advisers
- 12.5% of PASS enquiries were dealt with by Generalist 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

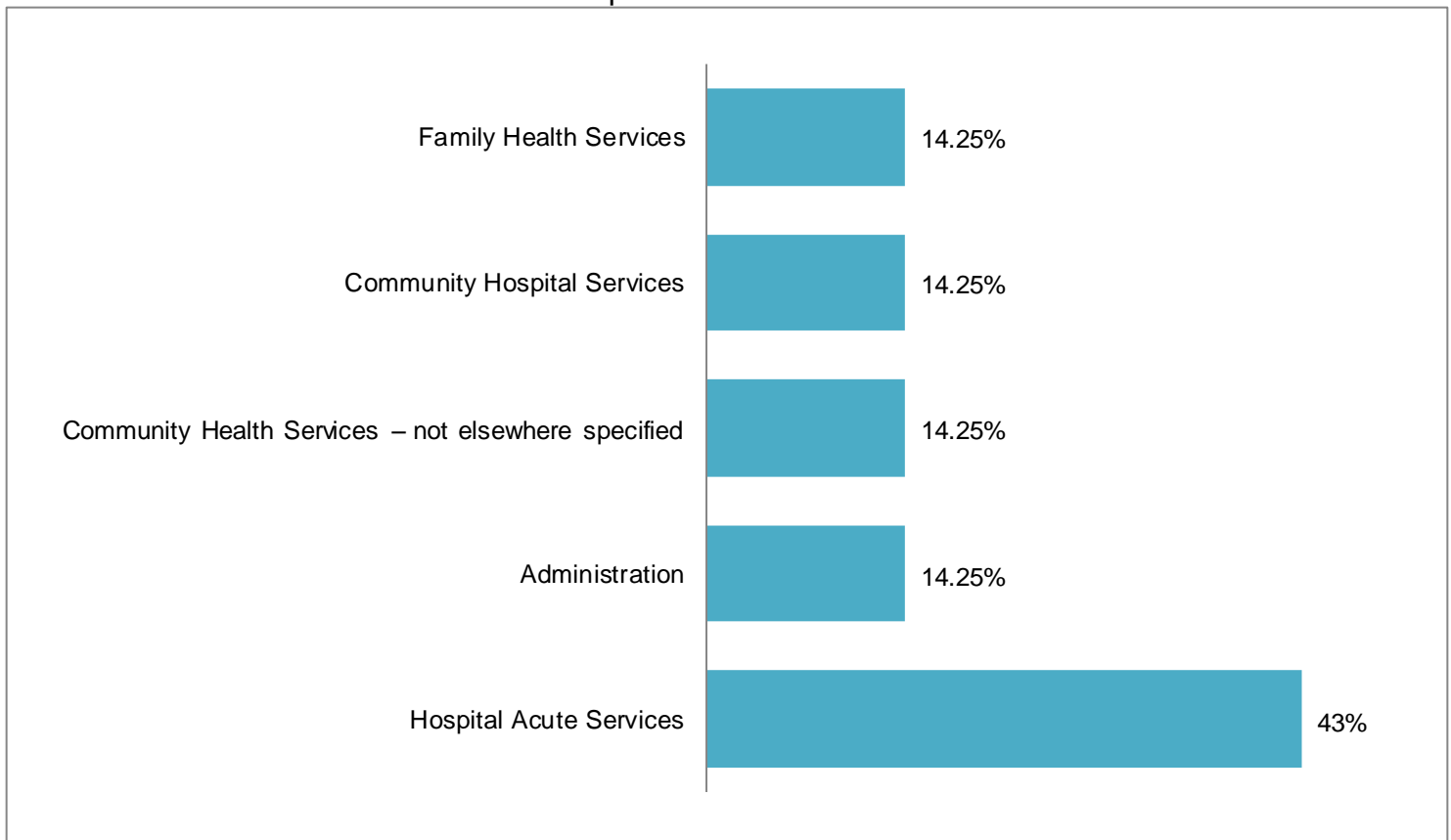
Case work level	Percentage of enquiries	Definition of case work level
1	2.5%	Give access to information, such as leaflets, help-line numbers and website addresses
2	0%	Encourage clients to articulate their concerns and form goals
3	27.5%	Explore options, give advice and initiate action, such as, letters and 3rd party contact
4	70%	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 7 occasions
- 3 of these related to Hospital Acute Services.

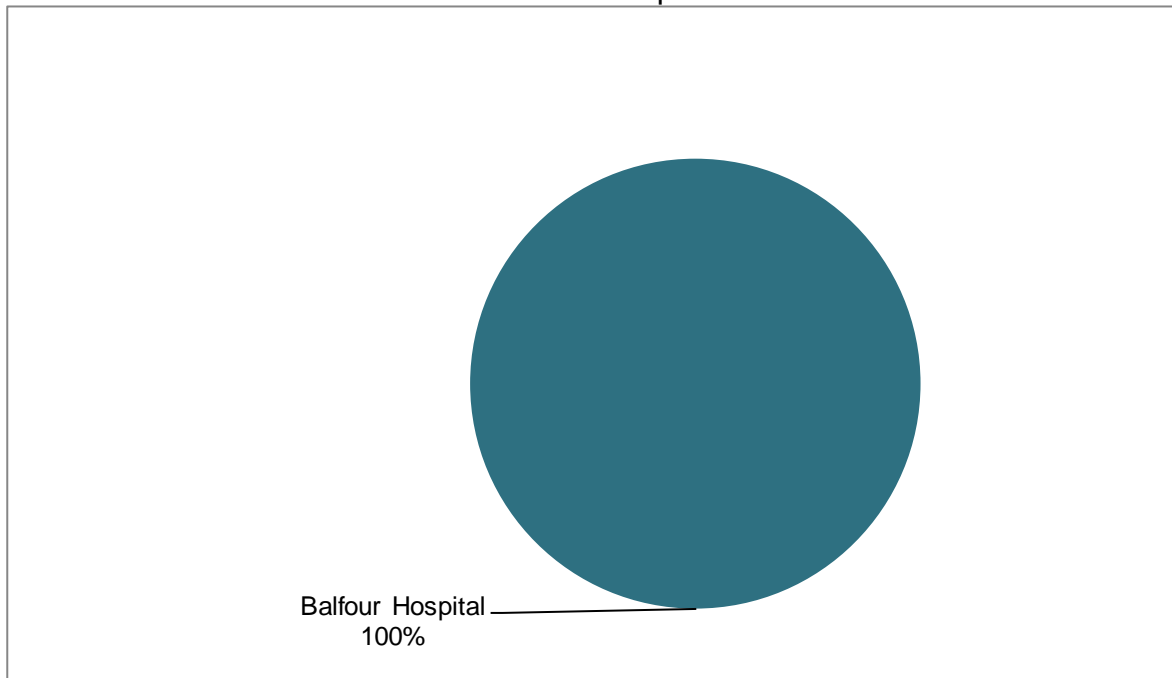


4. Hospitals/Localities

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 1 occasion
- 1 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)

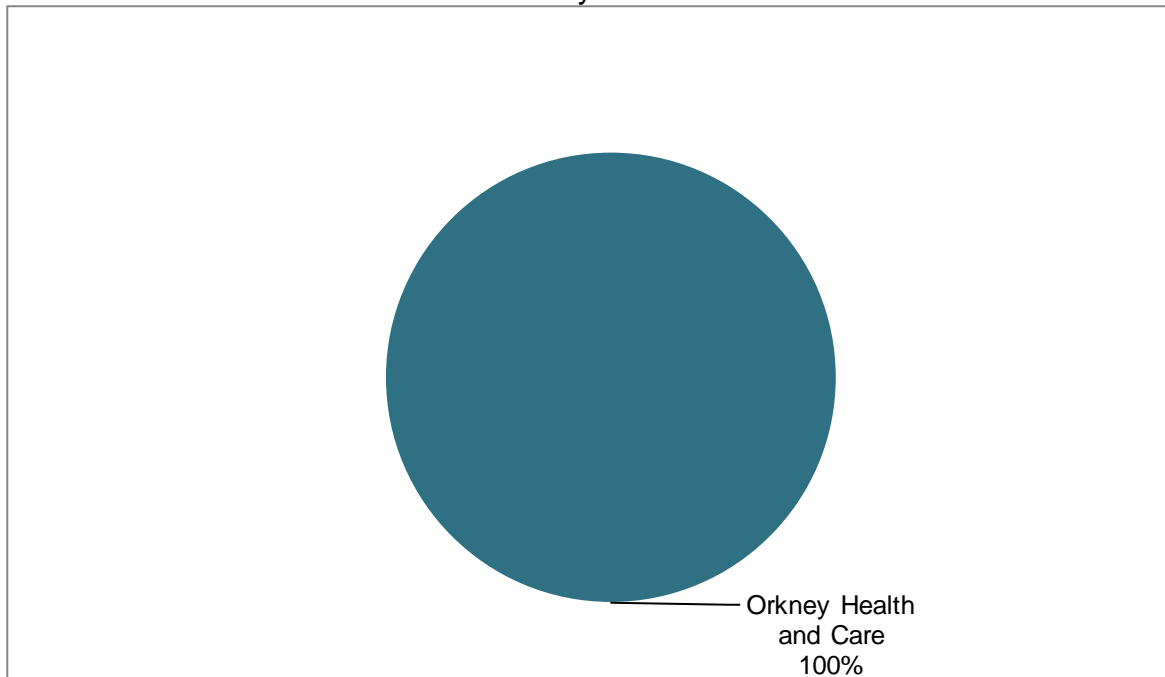
Health Board	Number of issues raised	% of issues raised
Grampian	5	83%
Orkney	1	17%
Total	6	0%

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 1 occasion
- 1 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)

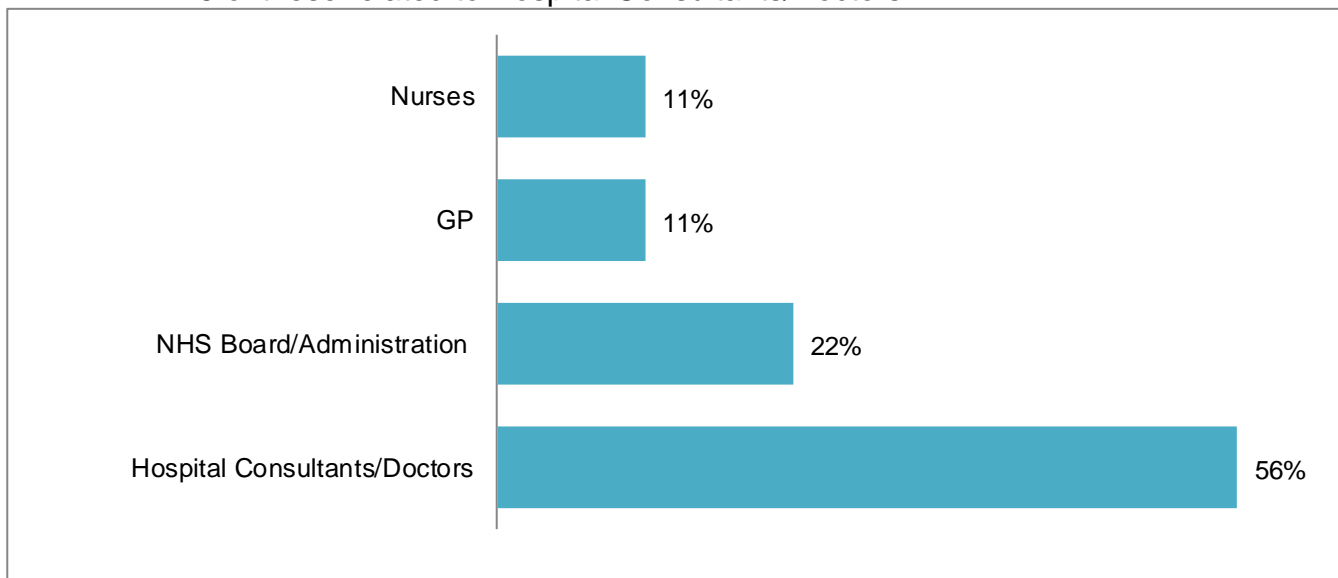
Health Board	Number of issues raised	% of issues raised
Orkney CHP	1	50%
Grampian CHP	1	50%
Total	2	100%

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

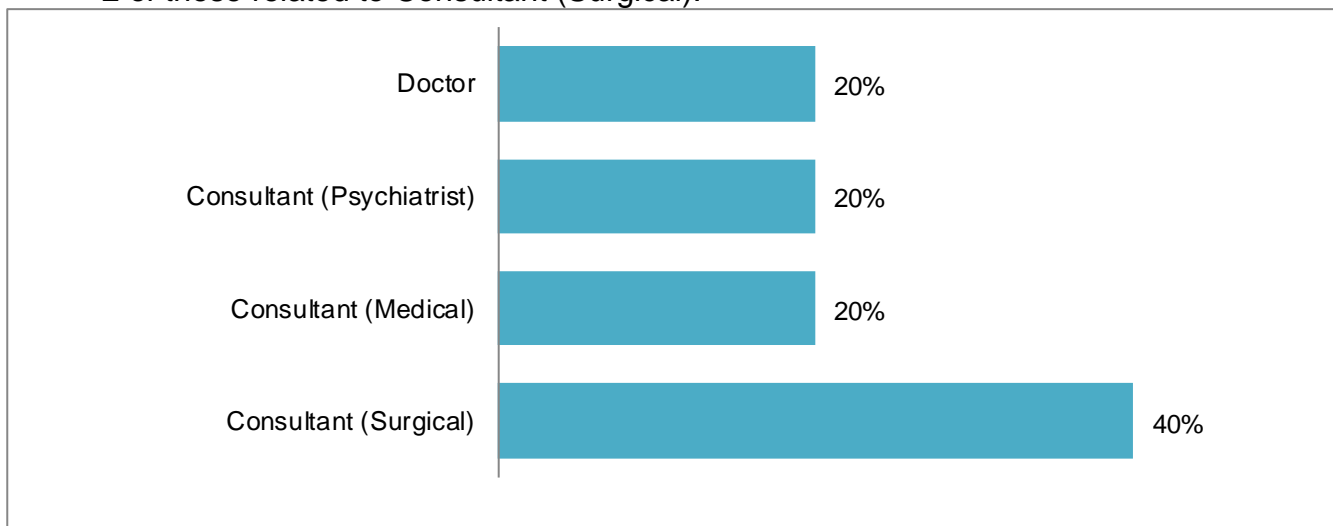
- Staff Groups were recorded on 9 occasions
- 5 of these related to Hospital Consultants/Doctors.



The information in figure 5 provides more detail about the staff in the Hospital Consultants/Doctors category.

Figure 5: Staff Groups 2

- Consultants/Doctors were recorded on 5 occasions
- 2 of these related to Consultant (Surgical).

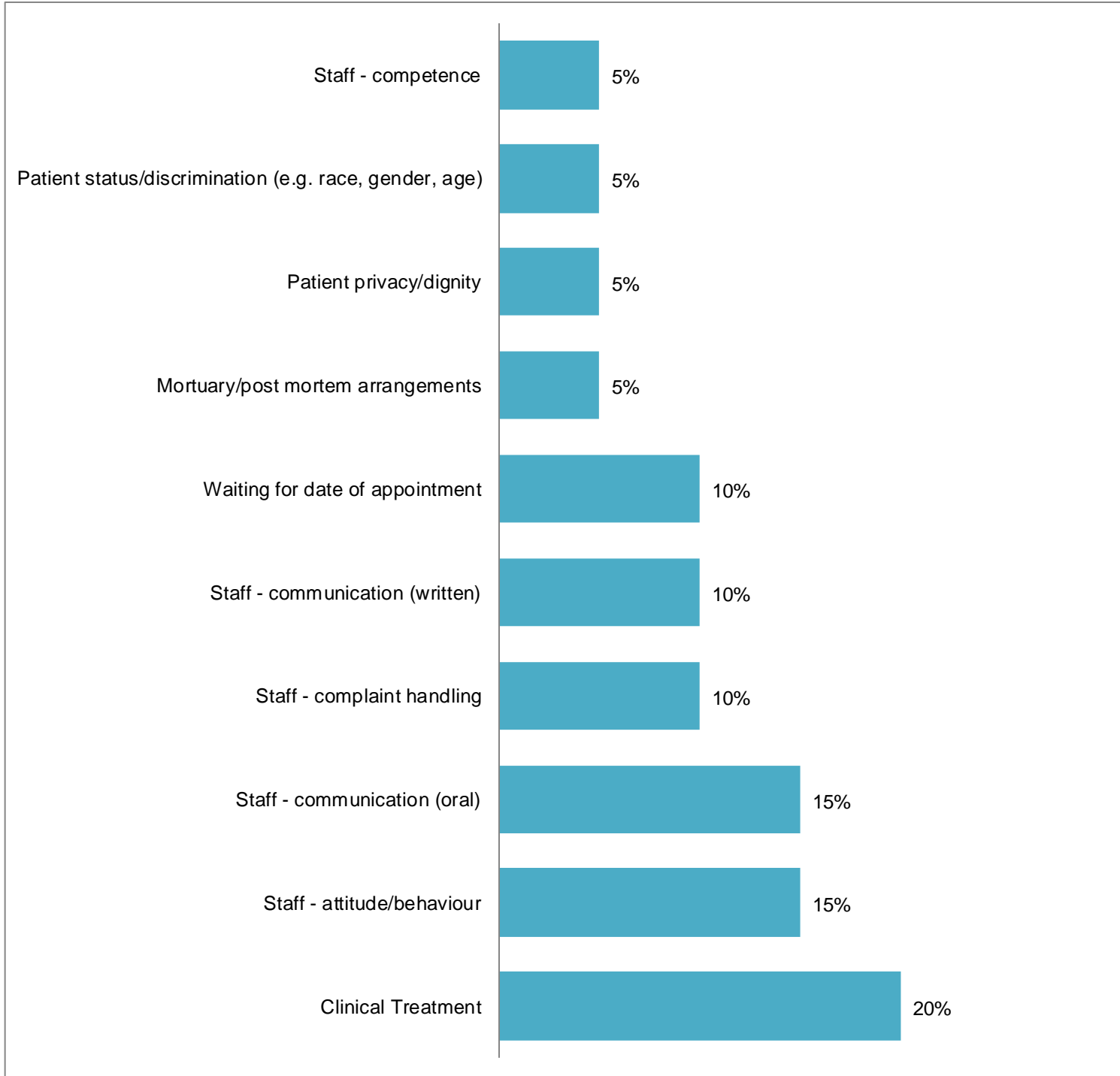


7. NHS Advice Codes

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 20 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.

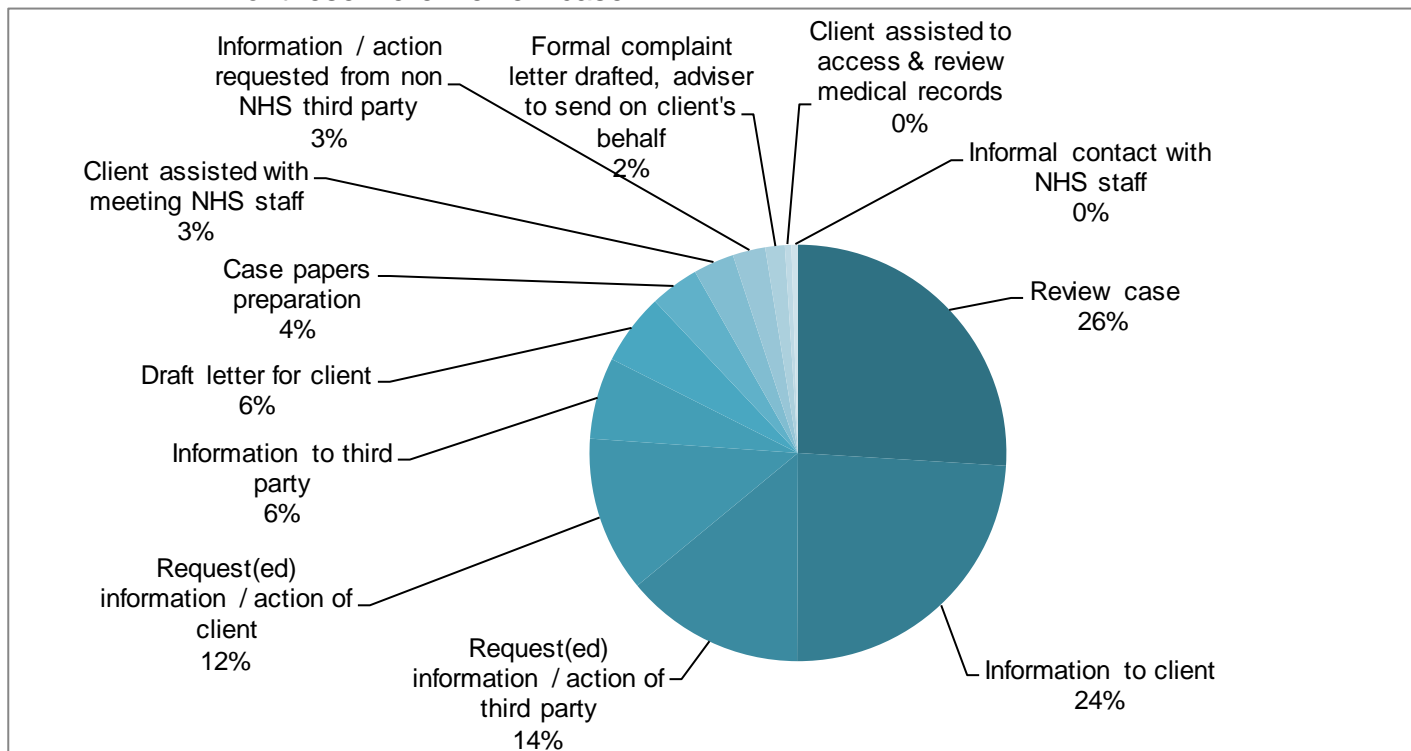
- Benefits (1)

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 Undertaken²

- Activities were recorded on 159 occasions
- 41 of these were Review case.



² Clients assisted to access & review medical records and Informal contact with NHS staff are both 0.5%.

10. Referrals In

Clients often find out about the Patient Advice and Support Service when they are referred in from external organisations.

- 1 Referral In was recorded
- This was from an Advocacy Organisation.

11. 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 10 occasions the Patient Advice and Support Service worked in conjunction with external organisations
- 3 of these were with Advocacy Organisations.

The organisations contacted most often are listed below.

- Advocacy Organisations (30%)
- Mental Health Organisations (20%)
- NHS Complaints Staff (20%).

12. 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	161
Total	161

13. Year-to-date Summary

The following figures are a summary of the total enquiries raised from 1st April to 31st December 2013.

There were:

- 14 new clients
- 115 enquiries
- 8% of enquiries were dealt with by Generalist Advisers
- 94% of all enquiries were at level 3 or above.

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

- 14% of clients had one advice session with an adviser
- 38% of clients required more than one advice session
- 48% 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: 100% related to Balfour Hospital
- CHPs/CHCPs: 100% related to Orkney Health and Care
- Staff Groups: 17% were about Clinical Treatment
- NHS Advice Codes: 27% were about Information to client.

Other results show:

- Supplementary Advice Codes were recorded on 3 occasions
- Work undertaken: 27% were Information to client
- Referrals in: 67% were from Advocacy Organisations
- Organisations contacted by the Patient Advice and Support Service: 27% were Advocacy Organisation.

14. Analysis and Conclusion

Analysis

The following comparisons can be made with the figures from the 3rd quarter of 2012-13. The most frequently recorded Service area has stayed the same. There have been changes in both the Staff Groups and NHS Advice Codes in these quarters.

Service Area

In quarter 3 of 2012-13, 45% of issues raised were related to Hospital Acute Services. In quarter 3 of 2013-14, 43% of issues raised were related to Hospital Acute Services

Staff Groups

In quarter 3 of 2012-13, 30% of issues raised were about Allied Health Professionals. In quarter 3 of 2013-14, 56% of issues raised were about Hospital Consultants / Doctors

NHS Advice Codes

In quarter 3 of 2012-13, 55% of NHS Advice Codes were about Staff – complaint handling. In quarter 3 of 2013-14, 20% of NHS Advice Codes were about Clinical Treatment.

Conclusion

In the reporting period the Patient Advice and Support Service assisted 5 new clients and dealt with 30 new enquiries. 3% of enquiries were dealt with by Generalist Advisers. 93% of enquiries were at level 3 or above and 97% were dealt with by the specialist Patient Advisers.

In the reporting period the Patient Advice and Support Service assisted 6 new clients and dealt with 40 new enquiries. 12.5% of enquiries were dealt with by Generalist Advisers. 98% of enquiries were at level 3 or above and 87.5% 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.

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

- Service Area: 43% were Hospital Acute Services
- Hospitals/Localities: 100% were about Balfour Hospital
- CHPs/CHCPs: 100% were about Orkney Health and Care
- Staff Groups: 56% were about Hospital Consultants/Doctors
- NHS Advice Codes: 20% were about Clinical Treatment.

Other results show:

- Work Undertaken: 26% were Review case
- Referrals In: 100% were from Advocacy Organisation
- Organisations contacted by the Patient Advice and Support Service: 30% were Advocacy Organisations.
- Outputs: 100% were Activity completed.

15. 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	2	40%
45-59	1	20%
60-64	0	0%
65-79	2	40%
80+	0	0%
Total	5	100%

Gender		
Prefer not to answer	0	0%
Male	1	20%
Female	4	80%
Transgender	0	0%
Total	5	100%

Sexual orientation		
Prefer not to answer	0	0%
Bisexual	0	0%
Gay man	0	0%
Gay woman / Lesbian	0	0%
Heterosexual / Straight	5	100%
Unsure	0	0%
Other	0	0%
Total	5	100%

Ethnic Group		
Prefer not to answer	0	0%
White		
Scottish	4	80%
Other British	1	20%
Gypsy/Traveller	0	0%
Irish	0	0%
Polish	0	0%
Other	0	0%
Total	5	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	5	100%

Faith or Belief		
Prefer not to answer	1	20%
Buddhist	0	0%
Christian - Church of Scotland	1	20%
Christian - Roman Catholic	0	0%
Christian - Other	0	0%
Hindu	0	0%
Jewish	0	0%
Muslim	0	0%
None	2	40%
Pagan	0	0%
Sikh	0	0%
Other: failed Quaker	1	20%
Total	5	100%

Health Problem or Disability affecting day-to-day activities		
Prefer not to answer	0	0%
No	2	40%
Yes, limited a little	1	20%
Yes, limited a lot	2	40%
Total	5	100%

Health Conditions		
Prefer not to answer	1	20%
Chronic illness	0	0%
Physical disability	1	20%
Learning disability (dyslexia, dyspraxia etc)	0	0%
Learning disability (Down's Syndrome etc)	0	0%
Mental health condition	1	20%
Blindness or severe visual impairment	0	0%
Deafness or severe hearing impairment	0	0%
Other, not stated	2	40%
Total	5	100%

Communication and Support Needs		
Prefer not to answer	1	20%
Yes	1	20%
No	3	60%
Total	2	100%

Type of Extra Need		
Prefer not to answer	2	100%
Low literacy	0	0%
Language interpretation	0	0%
British Sign Language interpreting	0	0%
Other	0	0%
Total	2	100%