



Scottish
**Independent
Advocacy**
Alliance

Advocacy, the Patients' Rights (Scotland) Act 2011 and the Patients Advice and Support Service (PASS)

A survey of advocacy organisations

Introduction

In March 2011 the Patients' Rights (Scotland) Act 2011 introduced new patient rights and principles for the delivery of health care.

The Act established the Patients Advice and Support Service (PASS) to provide information and help patients to understand their rights and responsibilities when using health services, and to direct people to other types of support, such as advocacy.

To support this requirement the Scottish Government has made £500,000 per annum, recurring, available, to support advocacy provision in relation to the Act. NHS Boards were supported in the development of up to date strategic advocacy plans.

In February 2013, SIAA carried out a survey of its members in relation to the Act. The survey aimed to determine levels of additional funding for advocacy organisations and any changes to advocacy Service Level Agreements, specifically in relation to the Patients' Rights (Scotland) Act 2011. The survey also aimed to ascertain if organisations had received any referrals from PASS or made any referrals to PASS.

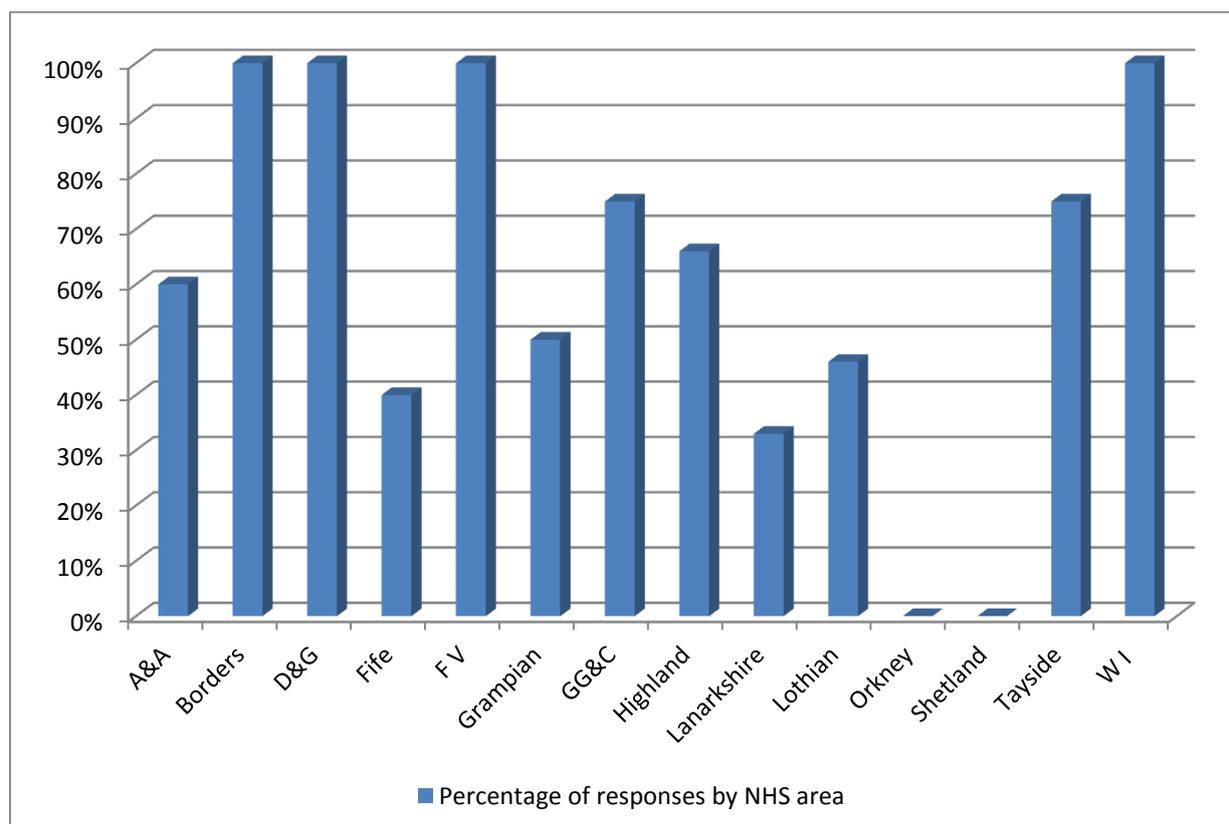
Responses from each NHS Board area

The survey was sent to all Scottish advocacy organisations working with adults. Responses were received from 60% of all those surveyed. The graph shows percentages of organisations who responded within each NHS Board area, based on the numbers of organisations within each area. No responses were received from Orkney or Shetland NHS Board areas.

It should be noted that some respondents did not answer all questions.

% of responses from each NHS Board area			
Ayrshire & Arran	60%	Highland	66%
Borders	100%	Lanarkshire	33%
Dumfries & Galloway	100%	Lothian	46%
Fife	40%	Orkney	0%
Forth Valley	100%	Shetland	0%
Grampian	50%	Tayside	75%
Greater Glasgow & Clyde	75%	Western Isles	100%

Table 1



Additional funding and/or changes to SLA

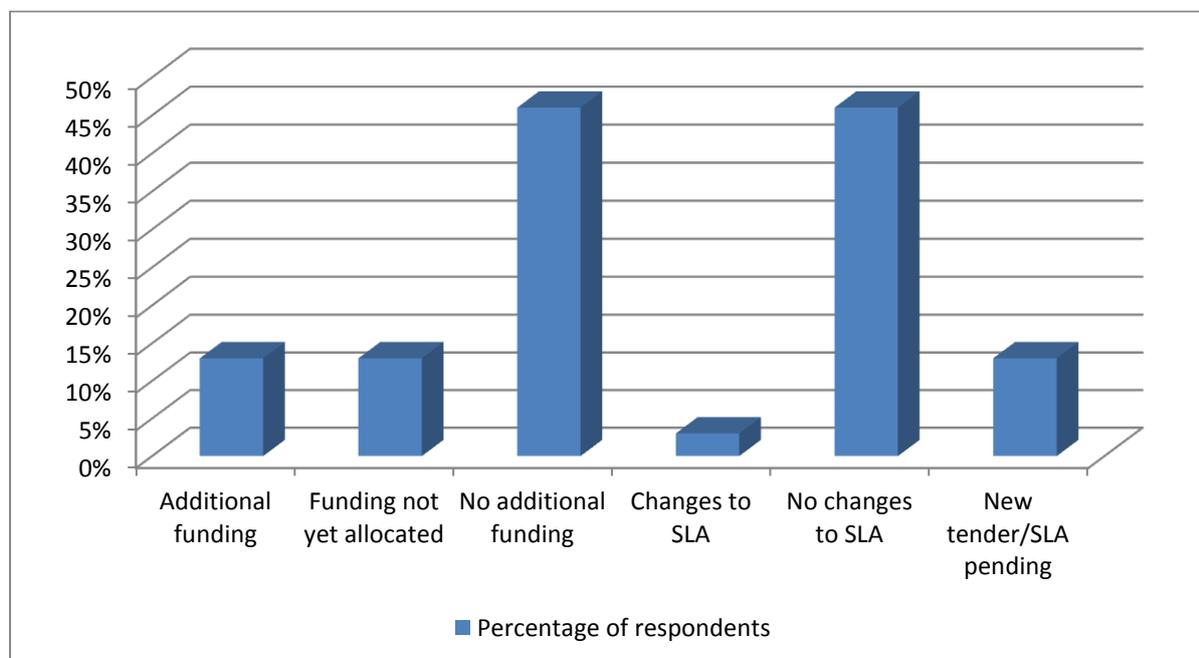
Despite the annual recurring funding made available for advocacy to take account of the Act only 13% of responding organisations reported additional funding from their NHS Commissioners specifically in relation to the Patients' Rights Act. A further 13% were aware that their local NHS Board had funding available however at the time of their response no additional funding had been allocated to their organisation. 46% of responding organisations reported no additional funding in from their Health Board in relation to the Act.

Only 3% of organisations who responded to the survey reported changes being made to their Service Level Agreement, although 13% confirmed that a new tender was in process in their area, which may involve changes to SLAs.

46% of organisations told us that no changes had been made to their SLAs in respect of the Act, while 13% reported that they had no current SLA in place.

Patient Rights Act	% Yes
Additional funding received	13
Funding available but not yet allocated	13
No additional funding	46
Changes to Service Level Agreement	3
No Changes to Service Level Agreement	46
New tender/SLA pending	13
No SLA	13

Table 2

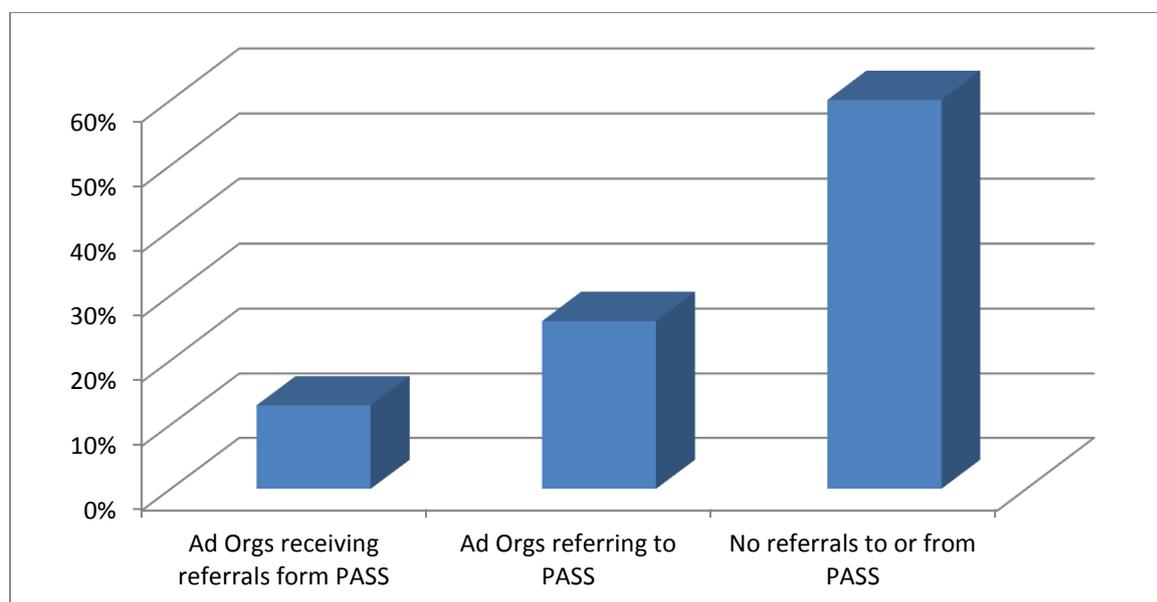


Referrals between PASS and advocacy organisations

Only 13% of responding organisations had received referrals from PASS. 26% of respondents had referred people on to PASS. 60% had neither made nor received referrals.

Patient Advice & Support Service (PASS)	%
Advocacy organisations receiving referrals from PASS	13
Advocacy organisations referring to PASS	26
No referrals to or from PASS	60

Table 3



The survey covered the year following the establishment of the Patient Advice and Support Service which is likely to account to some degree for the relatively low rates of cross referrals. Some work will be required by both advocacy organisations and by the Patient Advice and Support Service to develop links, understanding of their roles and how these will relate to each other and protocols for referrals.

Recommendations

Recommendation 1 Advocacy organisations and PASS Officers should develop links to help ensure a clear understanding of their relative roles and referral routes and protocols. This will help ensure that appropriate referrals are made between the local advocacy organisations and PASS staff.

Recommendation 2 Advocacy organisations should keep comprehensive records of all referrals received, from all sources, and all advocacy work undertaken relating to the Patient Rights Act. Information around levels of referrals and work undertaken can be made available to their local NHS Commissioners to support bids for funding.

Recommendation 3 NHS Commissioners should monitor the uptake of independent advocacy in relation to the Patient Rights Act and ensure that this work is considered and included in strategic planning for advocacy provision.

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