

# The Patient Rights (Scotland) Act 2011



The Patient Rights (Scotland) Act 2011 supports the Scottish Government's vision for a high quality, person-centred NHS. The Act applies to every member of staff working for NHSScotland, and for all independent contractors and their staff who provide NHS services. This factsheet outlines what the Patient Advice and Support Service (PASS) mean for you, your employer and independent contractors.

*"Pursuing the Quality Ambitions of the Quality Strategy will ensure that, for the first time, the people of Scotland will be confident that NHS services will listen and improve services based on patient experience and outcome."*

*The Healthcare Quality Strategy for NHSScotland  
Summary leaflet*

## Patient Advice and Support Service (PASS)

The Act establishes a new independent Patient Advice and Support Service (PASS). This will replace the Independent Advice and Support Service.

The contract for PASS has been awarded to Citizens Advice Scotland and will be delivered through the network of local Citizens Advice Bureaux. PASS will provide information and help patients and members of the public to know and understand their rights and responsibilities when using health services. PASS will also be able to help and support patients to give feedback, comments, concerns and complaints about their healthcare experience. Where necessary, PASS will direct people to other types of support, such as independent advocacy or communication services.

### **In summary, PASS will:**

- provide information about the NHS and what it does
- help patients and members of the public to know and understand their rights and responsibilities when using the NHS
- help people who wish to give feedback or comments, or raise concerns or complaints about the care they have received
- tell patients about other support services, such as independent advocacy, interpretation or translation, which might be helpful to them

### **You must:**

- encourage patients and their families to say what they think about the healthcare and treatment they have received or are receiving
- give patients a copy of the leaflet *Making a Complaint about the NHS* if they need it

- tell patients and their families how to access PASS if they need it
- treat patients with respect and make sure they receive the support they need during the handling of feedback or complaints

**Your employer must:**

- provide staff, patients and their carers with information about PASS
- make available copies of the leaflet *Making a Complaint about the NHS*
- provide staff with training and support to handle feedback and complaints
- use the views of patients and staff to continually improve healthcare and services
- make the PASS service aware of local processes and procedures for feedback, comments, concerns and complaints
- contribute to the induction of new PASS staff

## How can I find out more?

- Can I help you? Learning from comments, concerns and complaints *Scottish Executive Health Department, April 2012* [www.knowledge.scot.nhs.uk](http://www.knowledge.scot.nhs.uk)
- Information on the Patient and Advice Support Service (PASS) is available at [www.cas.org.uk/Projects/patientadvice](http://www.cas.org.uk/Projects/patientadvice)
- *Making a complaint about the NHS* [www.hris.org.uk/index.aspx?o=1025](http://www.hris.org.uk/index.aspx?o=1025)
- *Patient Rights (Scotland) Act 2011* sections 14-16 (patient feedback, comments, concerns or complaints) [www.scotland.gov.uk/topics/health/patientrightbill](http://www.scotland.gov.uk/topics/health/patientrightbill)
- Health Rights Information Scotland provides information for patients which may also be helpful for staff [www.hris.org.uk](http://www.hris.org.uk)

You may find other sources of help and support including the other factsheets in this series on the Little Things Make a Big Difference website at [www.knowledge.scot.nhs.uk/making-a-difference.aspx](http://www.knowledge.scot.nhs.uk/making-a-difference.aspx). NHS staff should find information on local arrangements on your staff intranet or from your line manager.



This resource can be made available, in full or summary form, in alternative formats and community languages. Please contact us on 0131 313 8000 or email [altformats@nes.scot.nhs.uk](mailto:altformats@nes.scot.nhs.uk) to discuss how we can best meet your requirements.

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