

## **PATIENT ADVICE AND SUPPORT SERVICE (PASS): LOCAL ADVISORY GROUP TERMS OF REFERENCE**

### **Background**

The Patient Advice and Support Service (PASS) began operation on 1st April 2012. The objective of the service is to raise awareness of patients rights and responsibilities and to provide free, confidential, impartial and independent advice and support to patients, carers and other members of the public wishing to make comments; provide feedback; raise concerns; or make formal complaints about the services provided by or through their local health board or Primary Care Service provider or any NHSScotland special health board. The service also provides information, advice and support to clients (where resources allow) about a wide range of non-medical issues which may improve their health and well-being (for example how to access welfare benefits) or assist their treatment or impact on their well-being.

Citizens Advice Scotland (CAS) holds the national contract for the delivery of PASS and has sub-contracted with the Citizens Advice Bureaux Service in Scotland to deliver the service in geographical health board areas. CAS has made arrangements for local service delivery in discussion with each geographical health board.

To help ensure the development and delivery of an effective and efficient service in each geographical area CAS has proposed that local advisory groups be established in consultation with the local CABx and Health Board.

### **Aim and Role of the local Advisory Groups**

The aim and role of the local advisory groups will be to provide information, advice, guidance and assistance in the planning and development of PASS in the local health board area. The Advisory Group will assist the Health Board and CABx to ensure that the service delivered is efficient, effective and is tailored to meet the needs of its users.

### **Remit**

The aims of the local advisory group will be to contribute to the development and delivery of PASS in the local area by:

- Providing information, advice and guidance on local issues;
- Providing information about local NHS initiatives, plans and strategies and those of statutory and other agencies which may have an impact on the local delivery of PASS;
- Reviewing and advising on PASS development plans and strategies where required;
- Contributing to the planning and delivery of marketing and promotional activity;
- Identifying and exchanging good practice of relevance to PASS; and
- Assisting, where appropriate, in planning and delivery of joint training and staff development events.

## **Membership**

Suggested membership may include representatives from:

- The Health Board;
- The CAB service;
- The Scottish Health Council;
- Service user/patient partnership or representative groups;
- The local authority, particularly where integration of social and health care services is planned or under way; and
- Representatives from relevant voluntary/third sector organisations with an interest in health and/or in the service more generally.

The composition of the group may vary according to local circumstances and this will be discussed and agreed with CABx and the local health board. The membership list will be completed with names and designations once agreed.

The administration and secretariat support for the Advisory Group will also be discussed and agreed between CABx and the Health Board and arrangements will be put in place to meet local requirements.

## **Frequency of Meetings**

It is anticipated that the group will meet at least twice a year, generally following the issue of quarterly performance reports by CAS. It may be necessary to meet more frequently in the first year as the service is being put in place.

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