



scottish
health
council

making sure
your voice counts

Helping Boards to Deliver

30 August 2007

Beardmore Conference Hotel

Workshop 7

NHS Lanarkshire
&
Citizens Advice Lanarkshire

Independent Advice and Support Service

Background

- History of joint working
 - MacMillan & CAB Partnership
 - Health surgeries in acute hospitals & clinics
 - Mental health surgeries in hospitals & community
 - Chest, Heart & Stroke Advice

What is the service?

- Support for users of NHS in raising concerns or complaints
- CAB advice and support for people whose ill-health or disability is having an impact on their lives – benefits, employment, housing, debt, relationships, legal issues etc.

Partnership Working

- Regular joint meetings
- Job shadowing
 - ⇒ Positive working relationships
 - ⇒ Team work
 - ⇒ Increased understanding of each organisation's culture and methodology
 - ⇒ Benefits to users

Training for Caseworkers

- Knowledge of health structures
 - Acute hospitals
 - Community Health Partnerships
 - Family Health Services
 - Wider governing structures

Promoting IASS

- NHS:
 - Leaflets, posters
 - Local press (Board Chairman)
 - Advice from complaints managers
 - Acknowledgement letters
 - In-house magazine
 - Staff meetings

Promoting IASS

- CAB:
 - Leaflets, posters
 - Local Press
 - In-house magazine
 - Local CAB promotion
 - Presentations

Referrals

- Contact local bureau – 8 in Lanarkshire
- Interview with adviser:
 - Level 1: Provides information on IASS service
 - Level 2: Explores options to resolve issue, seeks support from caseworker or refers to caseworker if complex
 - Level 3: Caseworker deals with case
- Can be referred back to CABx for other advice

Gathering Evidence

- Client Record Sheet - client data and issues
- Equality & diversity monitoring
- Feedback 1 – usefulness of service
- Feedback 2 – SHC independent monitoring
- Wellbeing monitoring – improvements

Demonstrating Value

- Collating data and reporting
 - Concerns & complaints, CABx & caseworkers
 - Holistic advice affecting wellbeing of users
- Working to agree a common reporting template for concerns & complaints
 - Comparing like for like
 - Gives NHS Lanarkshire a wider appreciation of patient feedback

Outputs

- Concerns & complaints casework:
 - No. of new cases Sep 06 –July 07 142
 - Number of ongoing cases at July 24
- CABx health-related advice & support:
 - No. of issues Sep 06 - Feb 07 397

Outcomes

- Assessment in process stage – 1st Annual Report due October 2007
- Anecdotal evidence so far
- Case studies

Case Study 1

- Client married, 2 children, sick leave
- Renal clinic appointment referral not made
- Caseworker support – letter to hospital, apology received, referral made
- Financial support – income maximisation, tax credits accessed. Client financial gain £4,503

Case Study 2

- Elderly client, wife terminal cancer, fell and broke leg while in hospital
- Caseworker Support – encouraged client to meet with hospital staff
- Health deterioration since wife's death.
Help with benefit upgrade and assisted with application for sheltered housing

Patient Services Manager

- *‘When I first came into contact with the IASS, I thought that the service would primarily focus on helping patients/relatives work through the NHS maze.joint visit.....patient shifted concern from GP complaint to financial worries.opened my eyes...opportunity..work jointly....meet needs of patients & carers’*