



Patient Advice & Support Service

Use your rights
Know your responsibilities
Share your experience
Make a difference

April 2012

The Patient Advice and Support Service (PASS) is a new independent service which provides free, accessible and confidential advice and support to patients, their carers and families about NHS health care.

In particular the Service will promote an awareness and understanding of the rights and responsibilities of patients and will advise and support people to give feedback, make comments, raise concerns or make a complaint about treatment and care provided by the NHS in Scotland.

What does the service do?

The Patient Advice and Support Service will

- Help you understand your rights and responsibilities as patients.
- Provide you with information, advice and support if you wish to give feedback or comments, or raise concerns or complaints, about health care delivered by NHSScotland
- Provide practical help with making a complaint, which may include preparing letters, making phone calls and supporting you in preparing for and attending meetings
- Work with the NHS to use feedback to improve the patient experience and improve NHS service provision

The Patient Advice and Support Service is provided by the Scottish Citizens Advice Bureaux Service and can be accessed from any of the 81 bureaux and 250 bureaux outreach throughout Scotland.

You can find out more about the service at www.cas.org.uk/Projects/patientadvice

You can access the service via your local Citizens Advice Bureau. You can find contact details of your nearest bureau at www.cas.org.uk or in your local phone book.



The Scottish Association of Citizens Advice Bureaux –
Citizens Advice Scotland (Scottish charity number SC016637)