

Your local bureau is:



www.cas.org.uk/patientadvice

info@cas.org.uk

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Patient Advice & Support Service

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





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The **Patient Advice and Support Service** is an independent service which provides free, accessible and confidential information, advice and support to patients, their carers and families about NHS healthcare.

The Patient Advice and Support Service:

- can provide you with **information, advice and support** if you want to give feedback or comments, or raise concerns or complaints, about healthcare provided by NHS Scotland
- helps you **understand your rights and responsibilities** as a patient
- works with the National Health Service (NHS) in Scotland to **improve healthcare provision** – work that can be done because of the feedback you provide.

You can access this service from any citizens advice bureau in Scotland. Your CAB adviser will refer you to a Patient Adviser if it is appropriate, who can provide specialist help or support regarding the NHS in Scotland.

Visit www.cas.org.uk or use the phone book to find your local CAB.

What can a Patient Adviser do?

If you are referred to a Patient Adviser, the assistance they can offer includes:

- **explaining the NHS complaint procedure** and providing the information and advice to help you make a complaint
- **helping you to write letters and make phone calls**
- **supporting you** if you have to attend a meeting with your local NHS healthcare provider
- **giving you information** on how to find health services, social care, and other related services
- **giving you advice** on how to access the treatment, care or support
- **helping you access your medical records**, and providing practical help with getting clinical records. Patient Advisers can also help you to understand the information once you have it.

Advice is good for your health

Lots of problems such as debt, employment, housing and legal difficulties – whether big or small – can affect your health and wellbeing, not just those relating to healthcare and treatment.

The Patient Advice and Support Service is provided by Scottish citizens advice bureaux, a network of local, independent charities. This means our trained advisers can also give you information, advice and support on just about anything. Solving your problems will help you feel better.