

Your local bureau is:



[www.cas.org.uk/patientadvice](http://www.cas.org.uk/patientadvice)

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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](http://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.