

Patient Advocacy Service

INFORMATION | SUPPORT | EMPOWERMENT

Polio Survivors AGM

30th June 2021

Georgina Cruise, Advocacy Team Lead

Free, Independent and Confidential Patient Advocacy



PAS Origins



**Health
Information
and Quality
Authority**

An tÚdarás Um Fhaisnéis
agus Cáilíocht Sláinte



**NATIONAL ADVOCACY
SERVICE**

**FOR PEOPLE WITH
DISABILITIES**

Provided by the National
Advocacy Service for People
with Disabilities (NAS)



Commissioned by The
National Patient Safety Office
in the Department of Health



Funded by The Department of
Health



An Roinn Sláinte
Department of Health

Patient Advocacy Service Remit (June 21):

The Patient Advocacy Service provides a free, independent and confidential information, support and empowerment advocacy service to users of HSE funded public acute hospitals and HSE operated Nursing Homes and Nursing Homes operated under arrangement pursuant to S.38 of the Health Act 2004, wishing to make a formal complaint about the care they have received and in the aftermath of a Patient Safety Incident.





National Hub:

3 Advocacy Officers

4 Advocates

3 Team Leads

1 Policy Communications
Officer

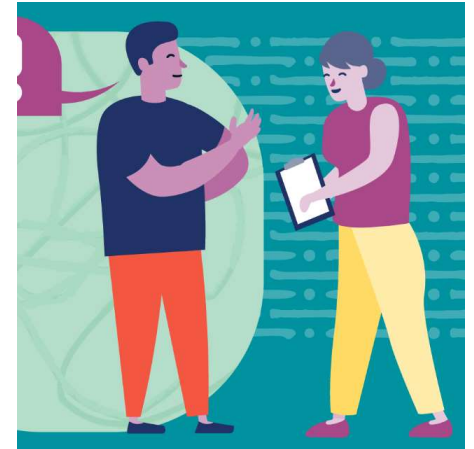
1 Corporate Services Officer

1 HR Executive (part-time)

1 Service Manager

Why PAS?

- Professional Advocates
- Certificate in Patient Safety and Complaint Advocacy
- Code of Practice and Policies
- Continuous Assessment - Case review and Performance Management
- Training, Practice development and peer learning
- HSE Memorandum of Understanding



CODE OF
PRACTICE



Role of Advocacy Officers/Advocates

- Accessing information
- Providing information
- Exploring options and outcomes
- Support person to write letters
- Support to make a YSYS complaint
- Support in the aftermath of a patient safety incident
- Attend meetings
- Support to make a complaint to a professional body, regulatory body or the ombudsman
- Referring to other services
- Empowering the person to represent themselves
- Representative advocacy support within Nursing homes



Your Service Your Say

Guide to Making a Complaint



**Make an
Informal
Complaint
(Stage 1)**



**Making a
Formal
Complaint
(Stage 2)**



**Internal HSE
Review of
Complaint
(Stage 3)**



**External
Review of
Complaint
(Stage 4)**

The Patient Advocacy
Service can assist
you to make a formal
complaint from this
Stage

Nature of Patient Advocacy Service Work

- To ensure a fair and balanced process
- That the person's views, concerns, and decisions are addressed
- To be independent of hospitals
- To inform the person of their rights
- To highlight social policy and systemic issues





The Patient Advocacy Service won't...

- Act on the person's behalf
- Provide mediation
- Initiate redress
- Overturn a complaint
- Provide a counselling service
- Provide legal or medical advice
- Replace the ombudsman
- Engage in campaigning or activism work

Benefits of Advocacy for Patients

- Adequate response following complaint
- Efficient process
- Enhance understanding for all
- Reduce confusion and delay
- Reduce further stress and trauma from the complaints process
- Ensure complaints process is managed compassionately and humanely
- Support for people in vulnerable situations



Feedback from Patient's

"I can't thank you enough for your guidance and support.....we have at least been able – with your help- to make our points, so thanks again for all your support."

"Thank you for your call and guidance. It has gone a long way to settling the storm in my head caused by the past seven weeks!"

"I felt enabled, empowered, in control. I was supported to have the confidence to deal with the issues I wanted to share after the experiences we had had. I felt able to make sense of it and make considered decisions through a difficult process. Thank you so much!"

Advocacy
works!



Case Example



At present how can we help?

- Provide advice, information and support to a patient to make a complaint in relation to care received within a HSE Public Acute hospital or HSE Nursing home.

An example of this may be:

- Delays in treatment
- Communication issues with a consultant
- Through complaints raise systemic issues.



Going forward

It is perceived that with the development of the Patient Advocacy Service our remit will expand to include:

- GPs
- Community Services
- Mental Health Services





patientadvocacyservice.ie



0818 293003



info@patientadvocacyservice.ie

