



Patient Advocacy Service

INFORMATION | SUPPORT | EMPOWERMENT

Open Disclosure Office
9th February 2022

Lisa Walsh, Advocacy Team Lead

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



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

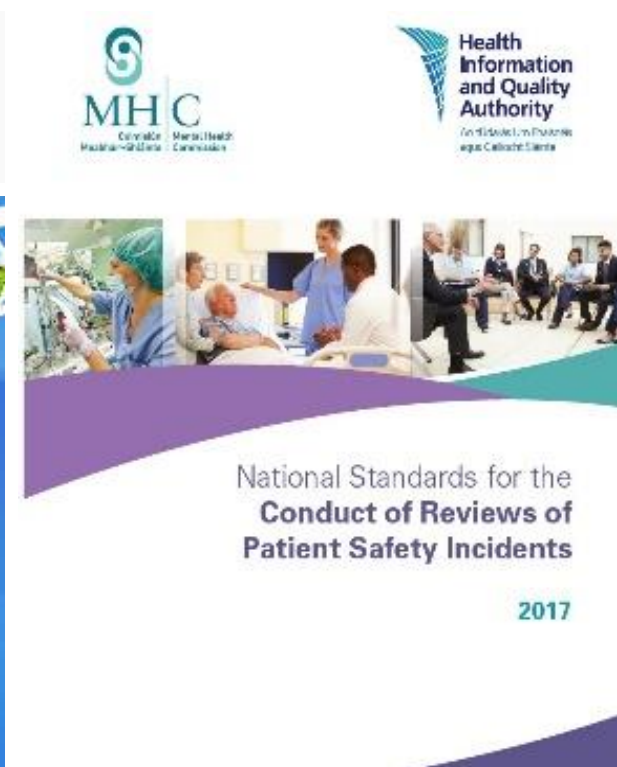


Funded by The Department of
Health



An Roinn Sláinte
Department of Health

PAS Origins



Vision Statement

We recognise the right of all people to support, guidance and information when issues arise in relation to their care and treatment which may lead to their wish to complain about their treatment or care or seek answers in the aftermath of a patient safety incident.

We identify the core human rights as being dignity, autonomy, equality and independence.

Patient Advocacy Service

Remit:

To provide a **free, independent & confidential information, support & empowerment** advocacy to users of **public acute hospitals & HSE operated Nursing Homes** wishing to make a **formal complaint** about the **care** they have received and in the aftermath of a **Patient Safety Incident**.



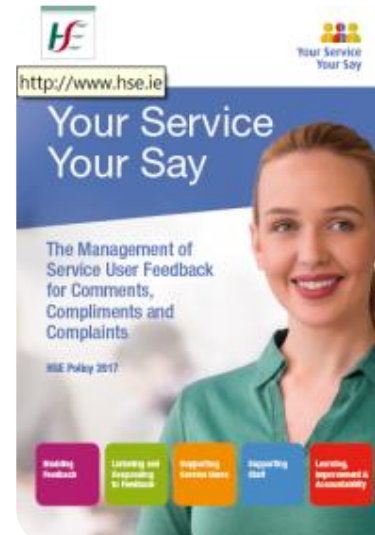
PAS Staff Governance & Support

- National Service
- Professional Advocates
- Certificate in Patient Safety and Complaint Advocacy
- Code of Practice and Policies
- HSE MoU



Role of the Advocate

- 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 and **when required provide representative advocacy**



Nature of Patient Advocacy Service Work

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



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



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

Why an Independent Advocate

- Person has a **right** to advocacy support
- Person **requested** an independent person
- **Avoid Conflict** of Interest whether perceived or real
- Brings **balance** to the process
- Improve quality of **complaint information** received
- **Limited natural supports**
- **Enhance** understanding for all
- **Systemic failures** recognised
- **Avoid repeat** of system failures, mistakes or behaviours



Case Example



Advocacy & Open Disclosure

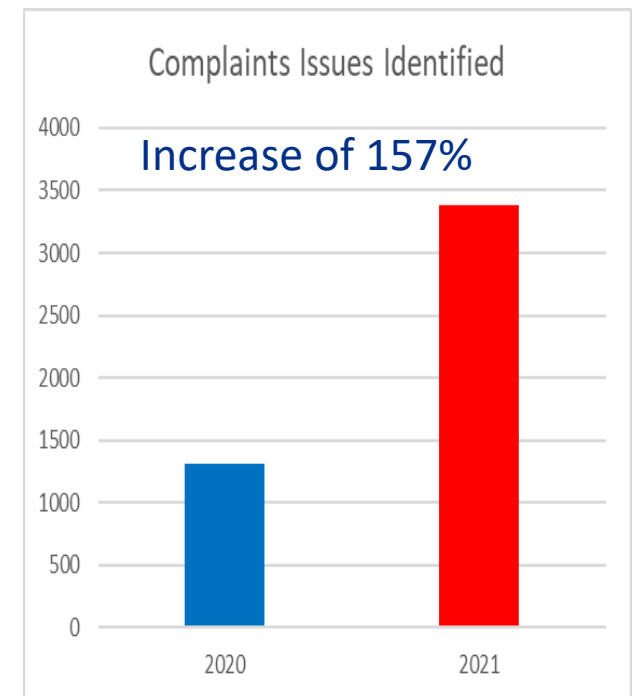
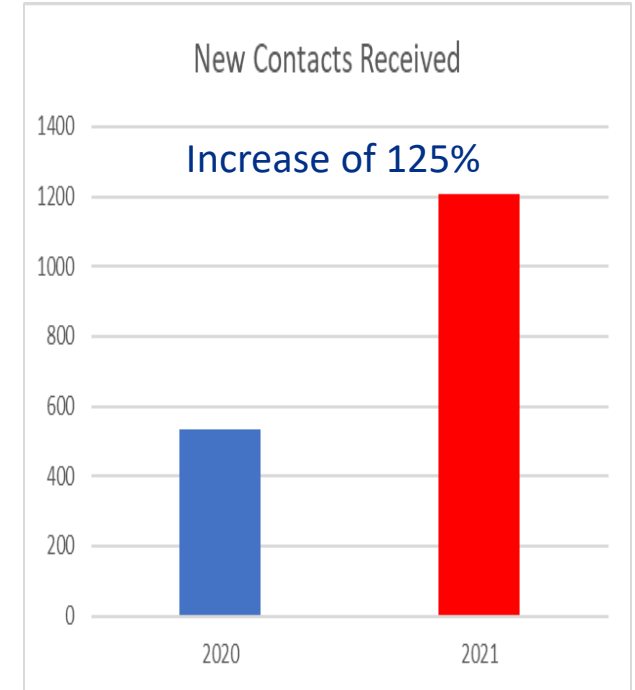
PAS will offer support to:

- Explain the IMF process.
- Explain the Open Disclosure Policy.
- Explain where in the process a person may be.
- Seek files including non-clinical, IMF, Open Disclosure under FOI



PAS Highlights 2021

- 1205 New Contacts, 313 have covid related complaints
- 3382 Separate Complaint Issues Identified
- PAS joined NAS to launch the four 'Advocacy Matters' reports. The reports highlighted the experiences of people supported by the Services during the Covid-19 crisis.
- PAS remit extended to users of HSE operated nursing homes
- PAS evaluation of the service.
- Over 12,144 New Users to Website with over 32,161 page views
- 2494 Facebook followers
- 520 Twitter followers



Going Forward

- PAS does not replace existing advocacy services in hospitals
- Collaboration needed for referrals
- PAS leaflets available to offer people using your service
- Posters available for your service
- Presentations





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