Your local bureau is:

- Bridgeton CAB 0141 554 0336
- Castlemilk CAB 0141 634 0338
- Drumchapel CAB 0141 944 2612
- Easterhouse CAB 0141 771 6654
- East Dunbartonshire CAB 0141 775 3220
- East Renfrewshire CAB 0141 881 2032
- Glasgow Central CAB 0141 552 5556
- Greater Pollok CAB 0141 876 4401
- Maryhill & Possilpark CAB 0141 948 0204
- Parkhead CAB 0141 554 0004
- Renfrewshire CAB 0141 889 2121
- Rutherglen & Cambuslang CAB 0141 646 3191
- West Dunbartonshire CAB 01389 744 690

www.cas.org.uk/patientadvice
info@cas.org.uk

Patient Advice & Support Service

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

Produced by The Scottish Association of Citizens Advice Bureaux -
Citizens Advice Scotland (Scottish charity number SC016637)
Spectrum House, 2 Powderhall Road, Edinburgh EH7 4GB
Tel: 0131 550 1000

Copyright © Citizens Advice Scotland 2012
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.