Patient Advice and Support Service (PASS)

NHSGGC has in place arrangements with Citizens Advice Scotland to provide a Patient Advice and Support Service (PASS) for all NHS users. The service is free, confidential, independent of NHSGGC, and fully impartial.

PASS may be contacted by phone via the National Citizens Advice Bureau on 0808 800 9060 or through your local Citizens Advice Bureau.

www.cas.org.uk/patientadvice
Treatment Time Guarantee

The Patient Rights (Scotland) Act advises that once a patient has been diagnosed as requiring inpatient, or day case treatment and has agreed to that treatment, that patient’s treatment must start within a maximum of 12 weeks of the treatment having been agreed.

We will offer a treatment date within this guarantee to all eligible patients. There are some exemptions to this guarantee, detailed below:

- Assisted reproduction.
- Obstetrics services.
- Organ, tissue or cell transplantation whether from living or deceased donor.
- Designated national specialist services for surgical intervention of spinal scoliosis.

As a patient you have a responsibility to:

- Keep your agreed hospital appointments and admissions.
- Let us know if you need to cancel an appointment or admission.
- Let us know if you’re going to be unavailable for a period of time.
- Let us know if you change your name, address or telephone details.

Reasonable Offer

We will offer all patients two reasonable offers of an appointment. If you do not accept either of these offers we may remove you from our waiting list and return you back to the care of your GP.

A reasonable offer includes an offer, either written or verbal, of treatment in any NHS Greater Glasgow and Clyde (NHSGGC) hospital (see below). We will give you a minimum of 7 days notice of this appointment.

- Glasgow Royal Hospital
- Gartnavel General Hospital
- New Stobhill Hospital
- Queen Elizabeth University Hospital, Glasgow
- New Victoria Hospital
- Royal Alexandra Hospital
- Inverclyde Royal Hospital
- Vale of Leven Hospital
- Royal Hospital for Children, Glasgow

A reasonable offer will also include an offer of treatment at the Golden Jubilee National Hospital.

NHSGGC will also recognise Independent Sector facilities across Scotland, NHS Scotland Health Boards and NHS England facilities if required.

Feedback and Complaints

NHS Greater Glasgow and Clyde (NHSGGC) aims to deliver high quality healthcare. We use the views and experiences of people who use our services to make continuous improvements, and we welcome all types of feedback.

If you would like to make a comment or suggestion please visit our website at www.nhsggc.org.uk where you can leave feedback using the 'Patient Feedback' link.

For advice on how to make a complaint contact us either by telephone or email using the details below:

Phone: 0141 201 4500
E-mail: complaints@ggc.scot.nhs.uk

Continues overleaf