



**National Advocacy
Service**

For people with
disabilities

Annual Report 2023



What is NAS?



NAS is the National Advocacy Service for People with Disabilities. It is called NAS for short.



NAS works to protect the rights and choices of people with disabilities. NAS supports people with disabilities to have their voice heard.



NAS supports people with disabilities who may not have a lot of other supports or who may find it difficult to be a part of their community.



NAS supports people with disabilities including people who communicate in different ways.



The people who work for NAS to provide this support are called Advocates.

The Patient Advocacy Service





NAS also provides another important service called the Patient Advocacy Service.




The Patient Advocacy Service gives information and support to people who want to make a complaint about something that happened to them in hospital or a nursing home. They also help people after a patient safety incident.


Who Supports NAS?


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|  <p>Citizens Information Board information · advice · advocacy</p> | <p>The government gives money to the Citizens Information Board and then the Citizens Information Board gives this money to NAS.</p> |
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|  | <p>NAS uses this money to fund its work.</p> |
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Who Supports the Patient Advocacy Service?

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|  <p>Rialtas na hÉireann Government of Ireland</p> | <p>The Patient Advocacy Service is paid for by the Department of Health.</p> |
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|  | <p>They give money to NAS to run the service</p> |
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|  <p>Patient Advocacy Service</p> | <p>The Patient Advocacy Service is an independent service. It does not get money from the HSE.</p> |
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How NAS Advocates Work



NAS Advocates work alongside people with disabilities. They work out together what the person wants and make a plan called an advocacy plan.

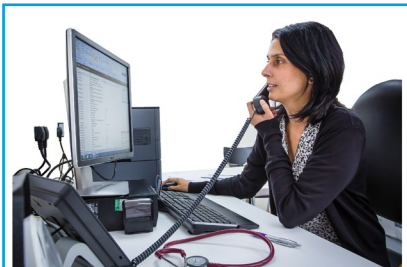


We all have different ways of showing what we want. NAS Advocates watch and learn the different ways people communicate.

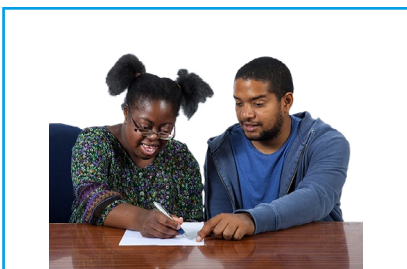


Advocates also talk to friends, family and staff to find out more about what the person wants.

How Patient Advocacy Service Advocates Work



The Patient Advocacy Service offers information, support, and guidance to a person about their issue or complaint. They also help people after a patient safety incident.



This is called empowerment advocacy.



Patient Advocacy Service Advocates also support people with their complaints and can attend meetings.

NAS Work in 2023



NAS Advocates worked on 1,775 advocacy cases in 2023. NAS waiting list ended 2023 at 248 from 250 in 2022.



NAS Advocates helped people speak up, write letters, make phone calls, attend meetings and think about important decisions.



NAS also provided information and full empowerment advocacy to 936 people in 2023.



NAS has a telephone number people can call for help with their issue on 0818 07 3000.



2,217 people called this number in 2023 up from 1,367 in 2022.

Patient Advocacy Service work in 2023



The Patient Advocacy Service provided support to 2012 people in 2023.



Advocates worked on 5617 complaint issues for the people they supported.



Advocates supported people to write letters, attend meetings and to speak up for themselves.



In November 2022, the Patient Advocacy Service began to support residents in private nursing homes. This continued in 2023



The Patient Advocacy Service has a website and it was visited by over 16612 new users in 2023.



The Patient Advocacy Service has a telephone number people can call for help with their issue on 0818 293003

Key Issues for NAS in 2023



NAS dealt with a lot of important issues for people with disabilities in 2023.



The biggest issues were around capacity building, housing, residential and healthcare settings, decision making, and financial issues.



NAS helped people with disabilities to work on these issues to try and make things better.

Key Issues for the Patient Advocacy Service in 2023



The Patient Advocacy Service worked on important issues for people in 2023.



The top complaint issues were people feeling their anxieties were not listened to, not being able to visit hospitals, questions not answered, hospital staff not communicating care plans to the patient and staff being rude.

Who Contacted Us?



NAS was contacted by people with many different types of disabilities. Some people had more than one disability.



Many people who were connected with NAS lived in residential services or attended day services.



People contacted NAS themselves or were supported by family, friends or support staff to be connected with an Advocate.



People contacted the Patient Advocacy Service in different ways such as themselves or through hospitals and nursing homes.

Other Important Work in 2023



NAS and the Patient Advocacy Service were members of groups that looked at important issues.



NAS and the Patient Advocacy Service also wrote papers called Policy Submissions. These were sent to the government and other expert groups.



NAS and the Patient Advocacy Service carried out a lot of work about the Assisted Decision Making (Capacity) Act and the Decision Support Service.



NAS managers spoke at important meetings about disability issues.

Telling People About Us



NAS and the Patient Advocacy Service took part in lots of events to talk about the work of the Advocates.



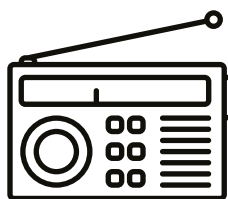
We told people how both services could support people with their advocacy issues.



We also used social media like Facebook and Twitter to tell people about work both services do.



The Patient Advocacy Service had two advertising campaigns in 2023.



This meant going on the radio to tell people about how they could support them.



NAS is funded & supported by the
Citizens Information Board



The Patient Advocacy Service is funded and
supported by the Department of Health



An Roinn Sláinte
Department of Health

**National Advocacy Service (NAS) for People with Disabilities
& Patient Advocacy Service**

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