



Patient Advice and Liaison Service

Patient Advice and Liaison Service (PALS)



We are here to help:

- ✓ If you need advice
- ✓ If you have problems with treatment
- ✓ If you need help but don't know who you can talk to.



We are a service to help patients and their family and friends solve their problems.



Patient Advice and Liaison Service



We can take action **in your place** to help solve problems for patients and families. We can speak with doctors, nurses and managers so you don't have to.



We want to hear what patients, their family and carers think about our service.



When you tell us what you think about the hospital, we can then improve our services.



Telling us what you think, even if it is bad, **does not** mean we will treat you any differently.



Patient Advice and Liaison Service



We will ask you what you want us to do to solve your problem.

At our hospital we work hard to give you many different choices so we can solve your problem in the best way.

We can also help you get in touch with organisations which can help solve your problem.

For example, we can talk about the different services in the NHS.



What can I do if I have a problem with my treatment?

Or if I have a problem with the hospital's treatment of a family member?



The first thing to do is speak with your nurse or doctor as soon as possible.

They can look into the problem for you and find someone to help you.



You can also ask to speak with a **matron** or **ward manager**.

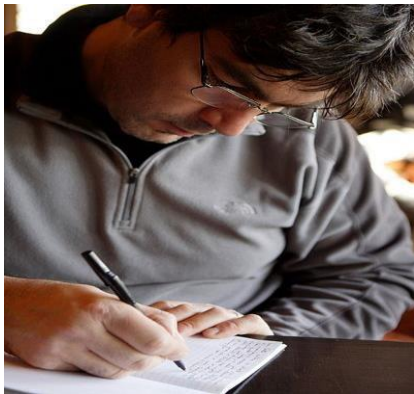
The matron is the head nurse responsible for your part of the hospital.



Making a complaint



If you don't want to speak with a doctor or nurse, you can contact PALS and we will try to help you with your problem.



If you want to make a complaint please write to PALS.

Or you can **phone us on 01793 604031.**

Who can make a complaint?



Family members or close friends can make a complaint for a patient.

In this case the hospital will need the patient to sign papers or tell PALS that they are happy for other people to view private information about them.



When can I make a complaint?



You need to make a complaint in 12 months after the problem happens.

Or, you need to make a complaint in 12 months after you become aware of the problem.



When you make a complaint, **we will write to you within three days** saying we are aware of it and are working to solve the problem.

We will speak with you about how long we think it will take us to deal with.

We will set a date with you to solve the problem by.



Patient Advice and Liaison Service

There are many ways PALS can help you.



However **there are some things we cannot help with.**

For example:

- ✓ Making claims about money you are owed because of **clinical negligence.**
- ✓ Getting an NHS employee in trouble at work.
- ✓ Giving you legal advice.
- ✓ Help with complaints about treatment you received from a private service.
- ✓ Giving you medical advice.

Who else can help me?



If you live in Wiltshire, you can phone SEAP on 0300 3435733.



Patient Advice and Liaison Service



If you live in Swindon,

you can **phone Healthwatch** on **01793 497777**.



What can I do **if I am not happy with PALS's solution** to my problem?



PALS will give you advice on what happens when you make a complaint.



The Health Service Ombudsman

This person's job is to look into complaints about NHS treatment and service. He is not on your side or on the NHS's side. He is completely independent.



Patient Advice and Liaison Service

If a complaint cannot be solved with the hospital, then the ombudsman will get involved.

You can contact the **Health Service Ombudsman** on **0345 015 4033**.



You can also visit their website:

www.ombudsman.org.uk

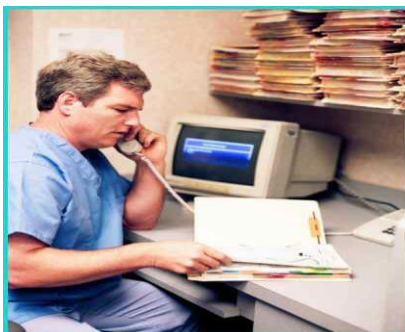
Do you have any questions?



If you have any questions, you can phone **PALS** on **01793 604031**.

Or send us an email:

gwh.pals@nhs.net



Sometimes we are busy and cannot take your call.



Patient Advice and Liaison Service

Leave your name and number and we will call back as soon as we can.



Do you need someone who speaks your language?

Do you need a Qualified BSL interpreter to communicate for you?

If so, PALS can find you someone.

How to contact PALS



PALS are open from Monday to Friday from 8.30am – 5pm.

You do not need to make an appointment.

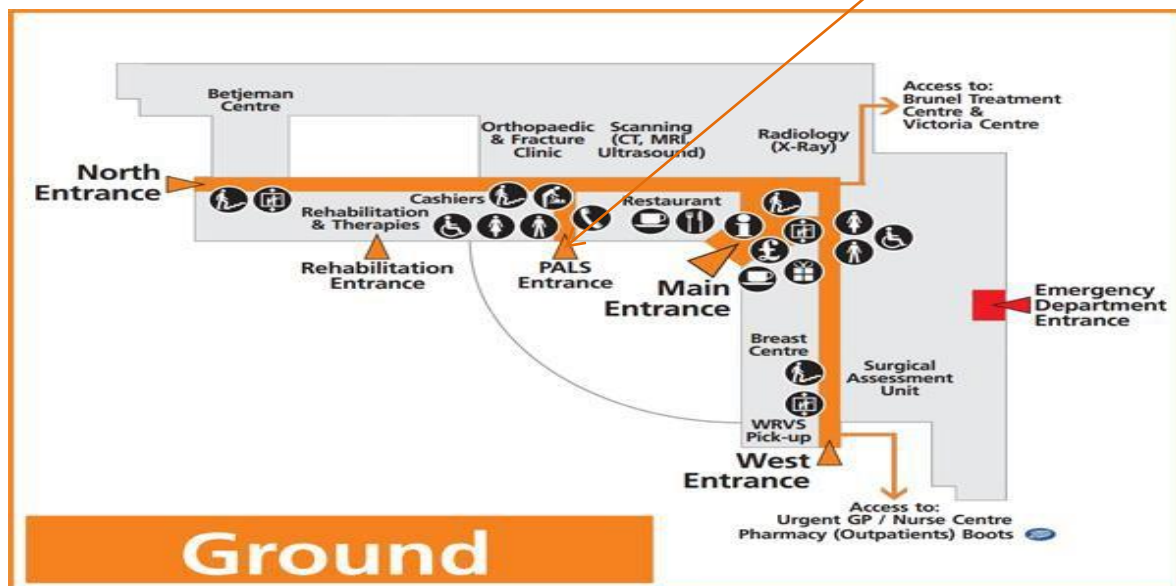


Patient Advice and Liaison Service



Here is where you can find us:

PALS, Ground Floor
Great Western Hospital
Marlborough Road
Swindon
SN3 6BB



This information sheet is available in other languages and formats. If you would like a copy, please contact us on 01793 604031 or email gwh.pals@nhs.net

Document Control
Division: Corporate
Department: Patient Advice and Liaison Service
Approved Date: 08/09/16
Next Review Date: August 2021
Document Number: Corp – PIL0046