

# Patient Advice and Liaison Service (PALS)

## How we can help you



## Easy read booklet

# Who we are and what this booklet is about



We are the **Patient Advice and Liaison Service**. We are also called **PALS**.

We are part of the Great Western Hospitals NHS Foundation Trust.



This booklet tells you about what we can **help** you with and how you can **talk** to us about a **concern** or make a **complaint** about NHS services.



A **concern** is something that worries or upsets you. We try to **fix** the concern **quickly**.



A **complaint** is when you tell us something makes you **unhappy**. **We look** at what you tell us and use it to make the **service better**.



We **want to hear** about the **good things** and **bad things** that happen when you visit the **hospital**. We use what you tell us to make things better



It is **our job** to

- **listen** to what you tell us.
- **understand** your concern or complaint so that we can try to fix the problem.
- **ask** you how you want the problem to be fixed.
- make sure you **get an answer.**
- make sure that the **NHS learns** from mistakes.



# How we can help

We can **help you**



- **find** information and answers to questions you have about your health.



- **fix problems** you have when you use the hospital services.



- **get involved** in your care.



We can give you **information** about the services that Great Western Hospital Trust look after.

# How to tell us if you have a concern or a complaint



If you have a **problem**, you should always **tell someone** straightaway so that we can try to fix it quickly.

**Talk** to the person who is looking after you.



If you are in **hospital**, you can speak to the **person in charge** of the ward you are on. They are called the **Matron** or the **Ward Manager**.



If you **don't want** to talk to the person looking after you, you can **ask us** to talk to them for you



If you are **not happy** about something that happened, you can tell **PALS** you want to complain. This is called a **formal complaint**.



If you want to **complain for someone** in your family, or someone you care for, we need their **consent** to talk to you. You will need **their full name, date of birth and hospital number.**



**Consent** means they tell us that we are allowed to talk to you.

We will try to **tell you** we have got your complaint in **3 working days.**



We will **try to reply** to your complaint in **25 working days.** It might take us longer, but we will let you know if it will



If you didn't know there was a problem straightaway, you have **1 year to tell us** from when you find out about it.

# Other organisations who can help



## Independent Complaints Advocacy

**Advocacy** is about getting **help to speak up**.



An **Independent Complaints Advocate** **helps you** complain to us.

You can **ask for this help** from **organisations like**



- Healthwatch.
- The Advocacy People.



Their help is free and **confidential**.

**Confidential** means they will **only talk** to people who **need to know** about your complaint.

# Parliamentary and Health Service Ombudsman



This organisation is also called  
**PHSO.**

**If we don't fix** the problem you are complaining about, you **can ask** them to **look at your complaint.**

They can ask us to **look at your complaint again.**



You can contact them by

- phone on **0345 015 4033** between **8:30 am** and **5:30 pm.**

or

- go to their website at **[www.ombudsman.org.uk](http://www.ombudsman.org.uk)**





# How to contact us



- **Come to our office.** Our address is

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



We are open between **9:30 am** and  
**4:30 pm**. You do not need to book  
a time.



- Call us on **01793 604031**
- Email us at  
[gwh.pals@nhs.net](mailto:gwh.pals@nhs.net)



You can also **call or email us** to tell  
us if you need **this booklet** in a  
**different language or format.**