

TO PROVIDE **THE VERY BEST CARE** FOR EACH PATIENT ON EVERY OCCASION

# **Patient Advice & Liaison Service (PALS)**

An information guide



# **Patient Advice & Liaison Service (PALS)**

**This leaflet explains how PALS can help if you have comments or concerns about the service provided by our hospitals.**

At Pennine Acute Hospitals NHS Trust we are committed to providing the very best quality care in a friendly, pleasant and professional environment. We welcome your suggestions as to how we can improve services and provide care which better reflects your needs. Through listening to your views we can continue to develop and improve our services.

By making comments whether as a compliment or complaint, you help us to understand how patients see our services and where improvements can be made. We will listen to patients, relatives or visitors who raise concerns, respond to them and learn from them.

If you or your relatives or carers have queries or you are unhappy with any aspect of your care, in the first instance, please speak to a member of the ward or clinic staff as soon as possible. Very often problems can be resolved at this point. If you feel they cannot help or you are not comfortable talking to them, you can contact PALS.

## **What is PALS?**

The Patient Advice and Liaison Service (PALS) is a free and confidential service for patients, their families, carers, and friends. They are there to respond to concerns about any aspect of your care or Trust services and aim to resolve any problems as quickly and as easily as possible.

## **What PALS can do...**

- We listen to your comments, compliments, and suggestions about the hospital services
- We provide confidential advice and support to resolve problems and difficulties
- We liaise with clinics and wards on your behalf
- We offer information on how to make a complaint.

Raising concerns will not affect the care or treatment that you, or the person you care for, is given.

Patients can ask a friend or relative to speak on their behalf, but we must have the permission of the patient before we can discuss any personal circumstances with anyone else.

PALS aims to resolve your problem/issue within five working days, but some things may take longer to deal with.

## **How to contact PALS**

Call 0161 604 5897 between 09.30 hours and 16.30 hours Monday to Friday or drop into one of the PALS offices near the Main Entrance at each hospital site. Opening hours are 9.30am - 4.30pm on all sites.

You can also email PALS at: [pals@pat.nhs.uk](mailto:pals@pat.nhs.uk).

Alternatively, you can write to PALS at the following address:

PALS Department, Ground Floor, IM&T Building, North Manchester General Hospital, Delaunays Road, Crumpsall, M8 5RB.

## **Making a formal complaint - NHS complaints process**

If you feel you need to make a formal complaint, the NHS complaints procedure exists to investigate formal complaints.

We have a separate leaflet 'Making a Complaint' which gives more information. You can ask a member of staff or PALS for this, or download it from: [www.pat.nhs.uk](http://www.pat.nhs.uk). The Complaints Department can be contacted on 0161 604 5800 or email [complaintsoffice.trust@pat.nhs.uk](mailto:complaintsoffice.trust@pat.nhs.uk).

Anyone can make a complaint about NHS services or treatment they have received. If you are making a complaint on behalf of someone else written consent is needed.

## **Help to make a complaint**

There are several independent complaints advocacy services which provide free, independent advice and help with making an NHS complaint.

For details of a service within your area, please contact PALS.

## Notes

## Notes

If English is not your first language and you need help, please contact the Ethnic Health Team on 0161 627 8770

اگر انگریزی آپ کی مادری زبان نہیں ہے اور آپ بات چیت کرنے میں دقت محسوس کرتے ہیں، تو ہم آپ کو مدد کرنے کے لیے آپ سے رابطہ کر سکتے ہیں۔ ہمارے نمبر پر رابطہ کریں۔

0161 627 8770

若英語並非閣下的第一語言和需要幫忙的話，請致電 0161 627 8770 聯絡少數民族健康組。

ইংরেজী যদি আপনার মাতৃভাষা না হয় অথবা ইংরেজী বলতে ও বুঝতে আপনার অসুবিধা হয় তাহলে এথনিক হেলথ টিমের সাথে নীচের টেলিফোন নাম্বারে যোগাযোগ করুন।

0161 627 8770

જો અંગ્રેજી આપની પહેલી ભાષા ન હોય અને આપને મદદની જરૂર હોય તો મહેરબાની કરીને અથનિક હેલ્થ ટીમનો ૭૨૭-૮૭૭૦ નંબર પર સંપર્ક કરો.

Jeżeli angielski nie jest twoim pierwszym językiem i potrzebujesz pomocy proszę skontaktować się z załogą Ethnic Health pod numerem telefonu 0161 627 8770

**For general enquiries please contact the Patient Advice and Liaison Service (PALS) on 0161 604 5897**

**For enquiries regarding clinic appointments, clinical care and treatment please contact 0161 624 0420 and the Switchboard Operator will put you through to the correct department / service**

Date of publication: February 2016

Date of review: June 2017

Date of next review: June 2019

Ref: PI\_C\_980

© The Pennine Acute Hospitals NHS Trust



Wood pulp sourced from sustainable forests

[www.pat.nhs.uk](http://www.pat.nhs.uk)