

# Patient Advice & Liaison Service (PALS)/Compliments, Concerns and Complaints

An information guide



# **Patient Advice & Liaison Service (PALS) / Compliments, Concerns and Complaints**

The Northern Care Alliance is committed to providing the 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.

We would like to hear from you if you think we have done something well, or if you have suggestions on how we could do something differently. Equally we want to know if you are unhappy with the service provided or have a complaint.

## **What is PALS?**

The Patient Advice & 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 in the aim to resolve any problems as quickly and as easily as possible.

## **We welcome your opinions on the service we provide**

Every comment or complaint is seen as an opportunity to review the service, so that we can make sure we are offering what you need. Whether you are feeling unhappy, upset or angry, please be assured that we want to get to the bottom of the issue to your satisfaction, and to try and make sure it does not happen again.

Please be assured that your care will not be affected because you are voicing your concerns. After all, we can only improve our services if we know about the things that are not working as well as they should.

We also want to know what you think of our services generally; what your suggestions are for the future; and when you are pleased by the efforts of our staff.

### **Getting help**

You have several options, but first of all we would ask that you speak to the Ward Manager / Matron or Manager in the department involved. Many problems can be resolved by talking things over. Misunderstandings can easily happen and sometimes just as easily be put right.

If you have tried this and are not satisfied, ask to speak to the Lead Nurse, Assistant Director of Nursing Services or Service Manager at the time.

### **You have more options**

If you do not want to discuss your feelings with the staff or their manager, or if you have tried this and are unhappy with the response you received, you can:

Ask to speak to the PALS Officer (contact details for PALS are provided in this leaflet). The PALS Officer is available to assist with problems and will liaise with staff on your behalf.

Sometimes it may not be possible to speak to the PALS Officer immediately, so you may prefer to telephone. The line also has an answer machine service when the department is busy or out of hours.

## **How to contact PALS**

We have PALS Offices located on each of our hospital sites at Fairfield General Hospital, Rochdale Infirmary, Royal Oldham Hospital and Salford Royal Hospital.

You can contact the team by telephone or email:

**Telephone:** 0161 604 5897

**Email:** [pals@pat.nhs.uk](mailto:pals@pat.nhs.uk)

Or you can drop into one of the PALS Offices on site. The PALS departments are open between 09:30 and 16:30, Monday to Friday.

Alternatively, you can write to:

The Northern Care Alliance,  
PALS Department,  
IM&T Building,  
North Manchester General Hospital,  
Delaunays Road,  
M8 5RB

## **If you decide to make a complaint**

If you do not think PALS is right for your situation, or you are not satisfied with the outcome of discussions with the PALS Officer, you can contact the complaints service to make a formal complaint.

The NHS complaints procedure exists to investigate formal complaints. You should contact the complaints service to log your concerns within twelve months of the incident, or of it coming to your notice.

## **How to contact the Complaints Department**

**Telephone:** 0161 604 5800

**Email:** [complaintsoffice.trust@pat.nhs.uk](mailto:complaintsoffice.trust@pat.nhs.uk)

### **In writing:**

The Northern Care Alliance  
Complaints Department,  
IM&T Building,  
North Manchester General Hospital,  
Delaunays Road,  
Crumpsall,  
Manchester  
M8 5RB

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

## **Help to make a complaint**

There are several independent complaint 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.

## **Compliments**

Should you wish to tell us of something which you or your family were pleased with or you were impressed with a service or member of staff, please contact PALS. Your compliment will be noted and the service or individual will be informed of your feedback.



**If English is not your first language and you need help, please contact the Interpretation and Translation Service**

Jeśli angielski nie jest twoim pierwszym językiem i potrzebujesz pomocy, skontaktuj się z działem tłumaczeń ustnych i pisemnych

اگر انگریزی آپ کی پہلی زبان نہیں ہے اور آپ کو مدد کی ضرورت ہے تو ، براہ کرم ترجمانی اور ترجمہ خدمت سے رابطہ کریں

Dacă engleza nu este prima ta limbă și ai nevoie de ajutor, te rugăm să contactezi Serviciul de interpretare și traducere

ইংরাজী যদি আপনার প্রথম ভাষা না হয় এবং আপনার সাহায্যের প্রয়োজন হয় তবে অনুগ্রহ করে দোভাষী এবং অনুবাদ পরিষেবাটিতে যোগাযোগ করুন

إذا لم تكن الإنجليزية هي لغتك الأولى وتحتاج إلى مساعدة ، فيرجى الاتصال بخدمة الترجمة الشفوية والتحريرية

☎ : 0161 627 8770

@ : interpretation@pat.nhs.uk

To improve our care environment for Patients, Visitors and Staff, **Northern Care Alliance NHS Group** is Smoke Free including buildings, grounds & car parks.

For advice on stopping smoking contact the Specialist Stop Smoking Service on 01706 517 522

**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**

The Northern Care Alliance NHS Group (NCA) is one of the largest NHS organisations in the country, employing 17,000 staff and providing a range of hospital and community healthcare services to around 1 million people across Salford, Oldham, Bury, Rochdale and surrounding areas. Our Care Organisations are responsible for providing our services, delivering safe, high quality and reliable care to the local communities they serve.

The NCA brings together Salford Royal NHS Foundation Trust and the hospitals and community services of The Royal Oldham Hospital, Fairfield General Hospital in Bury, and Rochdale Infirmary (currently part of The Pennine Acute Hospitals NHS Trust).

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**Date of publication: February 2016**

**Date of review: May 2021**

**Date of next review: May 2023**

**Ref: PI(C)980**

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