

Patient Advice and Liaison Service (PALS) – Help, advice and support



As a patient, relative or carer, sometimes you may need to turn to someone for help, advice and support. This is where the Patient Advice and Liaison Service (PALS) comes in.

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 free and confidential service for patients, their families and carers.



We will:

- Listen to your concerns, suggestions and queries
- Help sort out problems quickly and on your behalf
- Offer confidential support, advice and information
- Help you to get in touch with other local organisations which may be able to help
- Listen to your suggestions so that we can improve our services

Wiltshire Health and Care provides a range of community services across Wiltshire. If you are unsure who provides the care that you receive, PALS can help you with this too.

You will be treated with respect and without judgement at all times.

Sometimes, the easiest way to sort out a problem is to talk to the team who are caring for you. But if you don't want to do that, please contact PALS. We will ask you what you want us to do to solve your problem.

<p>Working in partnership Great Western Hospitals NHS Foundation Trust Royal United Hospitals Bath NHS Foundation Trust Salisbury NHS Foundation Trust</p>	<p>Follow Wiltshire Health and Care on social media:</p>   <p>@WiltsHC_NHS Wiltshire Health and Care www.wiltshirehealthandcare.nhs.uk</p>
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Raising a concern

What can I do if I have a concern about my treatment, or the treatment of a relative?

In the first instance please raise this with the member of staff who is providing care as soon as possible. They should be able to resolve this directly with you or find someone to help you.

If you do not wish to discuss your concerns directly with staff involved in your care you can contact PALS who will help to resolve any concerns you may have.

If you wish to make a complaint, please contact PALS who will help guide you through the complaints process.

Making a complaint

Who can make a complaint?

A relative or close friend can complain on behalf of a patient; however we will require the patient's written permission or consent to provide information to other parties.

When can I make a complaint?

A complaint can be made within 12 months of the problem occurring or within 12 months of it coming to your attention.

We aim to respond to all complaints within 25 working days. With more complex complaints it may take longer but we will keep you informed if this is the case.

What happens when I make a complaint?

- We will write to you within three days saying we are aware of your complaint and are working to solve the problem.
- We will talk with you about how long we think it will take us to investigate and agree a date with you.
- We will ask you how you would like us to contact you; by letter or email.

The Patient Advice and Liaison Service are unable to help you with:

- claiming financial compensation for clinical negligence.
- getting an NHS employee disciplined.
- giving you legal advice.
- complaints about private medical treatment.
- medical advice.

What can I do if I am not happy with the Patient Advice and Liaison Service solution to my problem?

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

Who else can help me?

Healthwatch Wiltshire provides independent health and care advice and support. If you live in Wiltshire you can contact Healthwatch Wiltshire on 01225 434218 and visit their website at www.healthwatchwiltshire.co.uk

There is also a free advocacy service provided by **The Advocacy People**. A free service for people of all ages who do not have anyone they already know who can support them. Advocacy is taking action to help people say what they want, secure their rights, represent their interests and to get the services they need. www.theadvocacypeople.org.uk Tel. 0330 4400 9000. Text PEOPLE to 80800.

The Health Service Ombudsman

It is the Parliamentary and Health Service Ombudsman's (PHSO) role to carry out independent investigations into complaints about treatment or service provided through the NHS.

If a complaint cannot be resolved locally, it is the PHSO's role to carry out an independent review. The PHSO Helpline number is **0345 015 4033**. Further information can be obtained from their website: www.ombudsman.org.uk

How can I give feedback on services provided by Wiltshire Health and Care?

There are opportunities for you to give feedback on our services through completing a short form provided by staff caring for you or online at www.wiltshirehealthandcare.nhs.uk. After responding to any formal complaint the Wiltshire Health and Care PALS will send you a short feedback document to understand your experience of the complaints process and whether any improvements can be made.

Do you have any questions?

If you have any questions, you can contact PALS – see below. PALS are open from Monday to Friday from 8.30am – 5pm. If lines are busy, we sometimes will not be able to take your call. If this is the case, please 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 signer to help you communicate?

If so, PALS can find you someone.

If you want to seek further information and advice or make a complaint please get in touch:

Wiltshire Health and Care Patient Advice and Liaison Service

Email: whc.pals@nhs.net

Telephone: 0300 123 7797

Write:

Wiltshire Health and Care PALS

Room 2026

Chippenham Community Hospital

Rowden Hill, Chippenham

SN15 2AJ

This information sheet is available in other languages and formats. If you would like a copy, please contact PALS

Safeguarding

Wiltshire Health and Care has a strong commitment to care that is safe, of a high quality and that upholds our patients' rights. All our patients have the right to live lives free from abuse or neglect and, where they are able, to make or be supported to make informed decisions and choices about their treatment, care and support. Where patients are not able to make their own decisions, Wiltshire Health and Care staff are committed to ensuring that treatment, care and support is undertaken in accordance with the person's best interests. In order to fulfil these commitments, Wiltshire Health and Care follow the Safeguarding principles and responsibilities laid out in Sections 42-46 of the Care Act (2014) and are informed by, and apply, the guiding principles and provisions of the Mental Capacity Act (2005).

If you or your carer have any concerns about abuse, neglect or your rights in relation to care provided by Wiltshire Health and Care or any other agency or individual, please raise this directly with any Wiltshire Health and Care staff or contact the Safeguarding Adults Team by telephone on: 0300 4560111.