



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 provide 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 the PALS team.

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

Working in partnership

Great Western Hospitals NHS Foundation Trust
Royal United Hospitals Bath NHS Foundation Trust
Salisbury NHS Foundation Trust

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.

There are many ways the Patient Advice and Liaison Service can help you. However there are some things we cannot help with:

- help you to claim financial compensation for clinical negligence.
- help get an NHS employee disciplined.
- give you legal advice.
- help with complaints about private medical treatment.
- give 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

SeAp provide independent advocacy support to health and social care service users. You can **phone SeAp** on **0300 3435733** and visit their website at www.seap.org.uk

The Health Service Ombudsman

It is the Parliamentary and Health Service Ombudsman's 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 Parliamentary and Health Service Ombudsman's (PHSO) 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

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.

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

Contact

Wiltshire Health and Care Patient Advice and Liaison Service

Email: whc.pals@nhs.net

Phone: 0300 123 7797

Write: Patient Advice and Liaison Service (PALS),

Room 2060 Rowan West, Chippenham Community Hospital, Chippenham, Wiltshire SN15 2AJ