

GP and Community Patient Advice and Liaison Service (PALS)

For assistance with GP, Dentist and Optician care, please contact: england.contactus@nhs.net or telephone on 0300 3112 233.

For other Community and Mental Health Services please contact Coventry and Warwickshire Partnership Trust: pals@covwarkpt.nhs.uk or telephone on 0800 212 445.

Compliments, Comments and Suggestions

If you have had a positive experience, we would like to hear from you. Praise for a particular department or service is fed back to the relevant team. You can do this by emailing: Feedback@uhcw.nhs.uk, sending a card directly to the ward/department, completing our online questionnaire Impressions, or by accessing national websites such as Patient Opinion or NHS Choices.

Suggestions and comments help drive improvements to the services we provide.

How to contact PALS

Write to:

Patient Advice and Liaison Service
University Hospitals Coventry and
Warwickshire NHS Trust
Clifford Bridge Road
Coventry
CV2 2DX

Email us:

feedback@uhcw.nhs.uk

Start your subject line with FAO: PALS

Call us

Freephone 0800 028 4203
Monday to Friday
8.00am - 5.00pm
(24 hour voicemail available) We will return your call as a matter of priority.

Trust Website

www.uhcw.nhs.uk

Further information

The NHS Constitution establishes the principles and values of the NHS in England including the right for NHS users to make a complaint and for this to be investigated if they are unhappy with the level of care they have received from an NHS provider. To find out more about the rights to which patients, public and staff are entitled under the NHS Constitution please visit: www.nhs.uk/choiceintheNHS/Rightsandpledges/NHSConstitution.

More Information about the NHS Complaints Procedure can be found on this link:

www.nhs.uk/choiceinthenhs/rightsandpledges/complaints/pages/nhscomplaints.aspx.

The Trust has access to interpreting and translation services. If you need this information in another language or format please ask and we will do our best to meet your needs.

The Trust operates a smoke free policy.

Document History

Department	PALS
Published	March 2007
Reviewed	October 2015
Version	11
Reference No	HIC/LFT/410/07



The Trust operates a smoke free policy

Patient Engagement

PALS: Patient Advice and Liaison Service

Here to help you with your comments, compliments, concerns or complaints



University Hospitals
Coventry and Warwickshire
NHS Trust



Introduction

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

University Hospitals Coventry and Warwickshire (UHCW) NHS Trust is committed to providing a high quality service to all our patients and we put patient care at the centre of all we do.

We strive constantly to maintain the highest standards of care to ensure you receive the right treatment, at the right time. We actively encourage feedback and value your views about the service you have received.

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 – we will let you know if this is the case.

Making a formal complaint NHS complaints process

If you feel that PALS cannot help and/or 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.uhcw.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

The Independent Complaints Advocacy Service (ICAS) provides free, independent advice and help with making an NHS complaint.

ICAS for Coventry is provided by Healthwatch Coventry

Telephone: 024 7625 2011

Email: info@healthwatchcoventry.co.uk
www.healthwatchcoventry.co.uk

ICAS for Warwickshire is provided by POhWER

Telephone: 0300 456 2370

Email: pohwer@pohwer.net
www.pohwer.net

