

Patient Information

## Patient Engagement

# PALS: Patient Advice and Liaison Service

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

## Introduction

This leaflet explains how the Patient Advice and Liaison Service (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 constantly strive 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 PALS is a free and confidential service for patients, their families,



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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 concerns within five working days, but some issues may take longer to deal with – we will let you know if this is the case.

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

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 our website [www.uhcw.nhs.uk](http://www.uhcw.nhs.uk).

### **Help to make a complaint**

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

#### **ICAS for Coventry is provided by Healthwatch Coventry**

Telephone: 024 7625 2011

Email: [info@healthwatchcoventry.co.uk](mailto:info@healthwatchcoventry.co.uk)

[www.healthwatchcoventry.co.uk](http://www.healthwatchcoventry.co.uk)

#### **ICAS for Warwickshire is provided by VoiceAbility**

Telephone: 0300 2225947

Email: [CWAdvocacy@voiceability.org](mailto:CWAdvocacy@voiceability.org)

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<https://www.voiceability.org>

### **GP and Community Patient Advice and Liaison Service (PALS)**

For assistance with GP, Dentist and Optician care, please contact: [england.contactus@nhs.net](mailto:england.contactus@nhs.net) or telephone 0300 3112 233

For other Community and Mental Health Services please contact Coventry and Warwickshire Partnership Trust: [pals@covwarkpt.nhs.uk](mailto:pals@covwarkpt.nhs.uk) or telephone 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](mailto: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 the NHS website.

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

### **How to contact PALS**

**Write to:** Patient Advice and Liaison Service, University Hospital Coventry & Warwickshire NHS Trust, Clifford Bridge Road, Coventry CV2 2DX

**Email:** [feedback@uhcw.nhs.uk](mailto:feedback@uhcw.nhs.uk) Start your subject line with **FAO: PALS**

#### **In person:**

- At the PALS Centre at University Hospital, Coventry.
- By request at main reception at the Hospital of St. Cross, Rugby.

**Call us:** Freephone 0800 028 4203

Monday to Friday: 9.00 a.m. – 8.00 p.m.

Saturday: 12.00 p.m. – 5.30 p.m.

Sunday: 1.00 p.m. – 5.30 p.m.

(24 hour voicemail available)

**Trust Website:** [www.uhcw.nhs.uk](http://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

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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:

<http://www.nhs.uk/choiceintheNHS/Rightsandpledges/NHSConstitution>.

More information about the NHS Complaints Procedure can be found on this link: [www.nhs.uk/chq/pages/1084.aspx](http://www.nhs.uk/chq/pages/1084.aspx)

The trust has access to interpreting and translation services. If you need this information in another language or format please contact 0800 028 4203 and we will do our best to meet your needs.

The Trust operates a smoke free policy

### Document History

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