

Patient Advice and Liaison Service (PALS)

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

In person: At the PALS Centre in University Hospital, Coventry

Call us: Freephone 0800 028 4203

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

This leaflet explains how the Patient Advice and Liaison Service (PALS) can help if you have comments, concerns or need assistance with a service provided by our organisation.

University Hospitals Coventry and Warwickshire NHS Trust (UHCW) is committed to providing high-quality care and services.

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.



What you should do

Please tell staff from the ward or clinic area as soon as you can if you are unhappy with the care or services we provide. Our staff may be able to resolve your concerns quickly.

If you feel your concern has not been resolved, you can contact the UHCW Patient Advice and Liaison Service (PALS). You can also contact PALS if you do not want to directly raise concerns with the ward or clinic staff.

What do PALS do

PALS provide confidential advice and can help resolve your concerns.

- We listen to your comments, compliments, and suggestions about the services.
- We provide confidential advice and support to resolve problems and difficulties.
- We liaise with departments 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 their permission before we can discuss any personal information with anyone else.

PALS will try 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

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

Help when making a complaint

Advocacy Service

Voiceability provide free, independent support to people wishing to make an NHS complaint. You can contact Voiceability by:

Website: www.voiceability.org

Email: helpline@voiceability.org

Phone: 0300 303 1660 (calls are free from landlines and mobiles in the UK)

PALS opening times

Monday to Friday 9am to 5pm

By appointment only, Monday to Friday 5pm to 8pm

Saturday 10am to 6pm

Voicemail available 24 hours

Compliments, comments and suggestions

If you have had a positive experience, we would like to hear from you and this is then shared with the relevant team.

You can do this by:

Email: feedback@uhcw.nhs.uk

Sending a card directly to the ward or department

By accessing websites such as 'Patient Opinion' or the NHS website.

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

Patient Information

NHS information

The NHS Constitution sets out the principles and values of the NHS in England. This includes the right for NHS users to make a complaint and for this to be investigated.

For information about the NHS Constitution, please visit www.gov.uk/government/publications/the-nhs-constitution-for-england

For information about the NHS Complaints Procedure, please visit www.nhs.uk/contact-us/how-to-complain-to-the-nhs

The Trust has access to interpreting and translation services. If you need this information in another language or format, please contact 024 7696 5203 and we will do our best to meet your needs.

The Trust operates a smoke free policy.

Did we get it right?

We would like you to tell us what you think about our services. This helps us make further improvements and recognise members of staff who provide a good service.

Have your say. Scan the QR code or visit: www.uhcw.nhs.uk/feedback



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