

Patient Advice and Liaison Service (PALS) & Formal complaints

PALS Department



Patient information leaflet

What does this leaflet cover?

- How to get information and advice from the Patient Advice and Liaison Service (PALS). Page 3
- How to make a formal complaint. Page 5

The hospital recognises that problems sometimes occur and we welcome feedback from our service users to allow us to learn from your experience.

Patient Advice and Liaison Service (PALS)

Can the issue be resolved without coming to PALS?

In the first instance you should discuss your concerns with

- The nurse or doctor looking after you or,
- The ward Sister or Matron or clinic.

If you would like to speak to a member of the doctor's team including the Consultant, you can ask a member of the nursing staff or reception staff to arrange an appointment for you. Some wards have relatives' clinics to facilitate communication with the doctors caring for you or your relative.

If you still have concerns our PALS service can offer information and advice on how we can help in resolving your concerns.

When should I approach PALS?

If you have a concern we would appreciate you raising it with us at the earliest opportunity to give us the chance to address your concerns promptly. It is much easier to resolve issues as they occur, rather than trying to resolve them once you have gone home or been discharged.

What does PALS do?

- Provides customer care support
- Help address any concerns about the service provided by the Trust.
- Provide impartial advice and guidance on all NHS services.
- Advice and support patients, relatives and carers to enable speedy resolution of problems.
- Assist in the communication process, by having access to staff throughout the Trust.

- Provide advice on how to make a formal complaint.
- If you wish to compliment our staff or service we can deal with that too!

If you are unhappy or unsure about your treatment and care, or that of a relative, a member of the PALS team will be happy to listen to your concerns and provide assistance when appropriate. PALS aims to resolve 80% of cases within 3 working days.

What happens out of hours?

If you wish to speak to someone out of hours (i.e. 3pm to 9am weekdays or at the weekends) there is a Clinical Site Manager available who will be able to deal with your concerns. They can be contacted via the Main reception.

Formal complaints

How do I make a formal complaint?

We will take concerns and complaints seriously and will aim to resolve them without access to the formal complaints process. However if we cannot resolve your concerns you may wish to make a complaint under the Trust's Formal Complaints Procedure.

In order to have a complaint investigated under the Trust's complaints procedure, please write to the Chief Executive at the address overleaf. In your letter outline your concerns. An investigation will then be initiated and the Chief Executive will advise you of the results of his investigations.

If you are making enquiries or have a complaint on behalf of another person (whether they are a relative or not) we are obliged to obtain the consent of the patient before we can disclose the results of our investigation.

Will making a complaint affect my care?

We would like to assure you that raising a concern or complaint will not affect adversely the on-going care you receive.

In what way does the Trust view complaints?

Complaints and concerns are viewed constructively by the Trust to:

- Gain a service users perspective.
- Highlight issues and events that concern service users.
- Rectify mistakes and enabling service improvements.

Contact information

Royal Surrey County Hospital

Email: rsc-tr.pals@nhs.net

Telephone: 01483 402757

Office opening hours: Monday–Friday, 9am–3pm

Formal complaints

Email: rsc-tr.complaints@nhs.net

Complaints by letter to:

The Chief Executive
Royal Surrey County Hospital
Egerton Road
Guildford
Surrey
GU2 7XX

Notes

If you would like information documents in large print, on tape or in another language please contact us on:

Telephone: 01483 402757

Po powielenie tego dokumentu większą czcionką lub na taśmę, proszę zgłosić się pod powyższy numer

Si vous souhaitez recevoir ce document en gros caractères, sur cassette, ou dans une autre langue, veuillez nous contacter au numéro cité ci-dessus.

Nëse dëshironi që ky dokument të jetë me shkronja të mëdha, në kasetë ose në një gjuhë tjetër, ju lutemi n'a telefononi në një nga numrat e mësipërm.

আপনি যদি এই ডকুমেন্ট বা নথি বড় ছাপার অক্ষরে, টেপে বা অন্য কোন ভাষায় পেতে চান, তাহলে দয়া করে উপরের যে কোন একটি নম্বরে আমাদের সাথে যোগাযোগ করুন।

Si desea este documento impreso en letra grande, en casete o en otro idioma, rogamos que se ponga en contacto con nosotros llamando a uno de los números anteriores.

如欲索取本文的大字體版本、錄音帶版本或另一語言版本，請撥以上任一一個電話號碼，與我們聯絡。

إذا كنت ترغب بالحصول على هذه الوثيقة في طباعة مكبرة، أو على شريط مسجل أو في لغة أخرى، فنرجو الاتصال بنا على أحد الأرقام المدونة أعلاه.

اگر آپ کو یہ دستاویز بڑے حروف کی چھپائی میں، ٹیپ پر یا کسی دوسری زبان میں درکار ہو، تو برائے مہربانی اوپر دیئے ہوئے کسی ایک نمبر پر ہم سے رابطہ کریں۔

PALS and Advocacy contact details

Contact details of independent advocacy services can be provided by our Patient Advice and Liaison Service (PALS) who are located on the right hand side as you enter the main reception area. PALS are also your first point of contact for health related issues, questions or concerns surrounding RSCH patient services.

Telephone: 01483 402757

Email: rsc-tr.pals@nhs.net

Opening hours: 9.00am–3.00pm, Monday to Friday

If you would like information documents in large print, on tape or in another language or form please contact PALS.

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