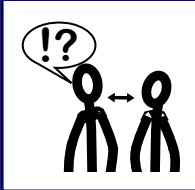




Compliments



Concerns and



Complaints





PALS is the 'Patient Advice and Liaison Service'



We support you, your family and friends by:



Listening to you.



Giving information and advice.



We want you to tell us what you think our services.
Tell us when:



You want to say 'thank-you' because we got things right and gave you good support. This is called a Compliment.



You are worried or have questions about how we support you. This is called a concern.



We got things wrong and gave you bad support. This is called a complaint.



When you tell us about a compliment, concern or complaint it helps us make our services better. This means we can support you better.







You can talk to:



The staff looking after you.



Us - The PALS team.

	<p>You can tell the PALS team by:</p>	
	 Phone	01278 432022
	 Email	complaints@sompar.nhs.uk or pals@sompar.nhs.uk
	 Post	Freepost RSXK-USUL-SUHY Somerset Partnership NHS Foundation Trust, Mallard Court, Express Park, Bristol Road, Bridgwater, Somerset TA6 4RN

 <p>Tell us what you think.</p>		
	<p>I want to say:</p>	 Please tick box
		<p>I want to say 'thank-you'</p>
		<p>I am worried or have questions .</p>
		<p>I want to tell you something was wrong</p>



About you.



Name



Address



Telephone no.



Email address



Name of
hospital ward or
type of service



What you want to tell us:

A large empty rectangular box with a purple border, intended for the user to write their response to the question "What you want to tell us?".