

How do I

... give you a compliment?

... tell you my concerns?

... make a complaint?



Patient Advice and Liaison Service (PALS)



We are here to listen

We care about all our patients – and their families. We want to know what you think of our services.

Our PALS service will listen to your views.

PALS stands for ‘Patient Advice and Liaison Service’. That means we give patients advice and listen to them, and help patients give their views to the services that look after them. We can also provide information to patients and their families.

You can contact us by telephone, letter or in person.

However you communicate with us, we will reply as soon as possible.

How do I say ‘well done’ or thank you’?

Please tell us when we get it right!

Tell the people looking after you - or contact the PALS team.

We are always delighted to receive thank you notes, or comments and letters from patients and carers.

How do I ask a question about my care?

Sometimes you might have a question or worry about your care.

It might be about care that has already happened, or it might be about how you can look after yourself better in the future.

We can help by giving you answers or information.

We can help by dealing with your concerns quickly. We can talk about possible solutions to problems and offer advice. We can talk to staff on your behalf in order to help.

How do I raise a concern?

Sometimes we don't get things right.

If you are unhappy with the service you have received, it is important to let us know so that we can improve.

If you are unhappy, please talk to any member of staff who is looking after you. You can also ask for the service manager, and speak to them directly. If you raise an issue directly with a member of staff, they may be able to sort it out immediately.

However, if you are worried about doing this, or if you want to do this when you are back at home, you can contact the PALS service.

If you are unhappy with your diagnosis or treatment, you also have the right to ask for a second opinion with a different member of staff.

How do I complain?

You can make a complaint by telephone, letter, email or face to face. We will send a letter to acknowledge your complaint within three working days.

We will then investigate your complaint. We will try to respond within 25 working days where this is possible. Some issues may take longer to investigate. If that is the case, we will write to you to explain the delay as soon as possible. When we have investigated, you will receive a letter explaining the findings or our investigation. You can also meet with a manager at any time, if you feel this would help.

How to contact us

By telephone: 01278 432022
By email: pals@sompar.nhs.uk
By post: Freepost RSXK-USUL-SUHY
Somerset Partnership NHS Foundation Trust
PALS, Mallard Court, Express Park, Bristol
Road, Bridgwater, Somerset TA6 4RN



We welcome your feedback

- I want to say well done
- I want to offer my suggestion(s) about how services could be improved
- I want to highlight a difficulty or concern about your services

Hospital Ward/Service/Department

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Comments:

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Date

Please provide details below if you would like us to contact you:

Your name

Your telephone no

Your e-mail

Please post to PALS using the Freepost address overleaf.