

**Patient Advice and Liaison Service (PALS) at
Northern Lincolnshire and Goole NHS Foundation Trust**

INFORMATION SHEET

About the PALS service

The Patient Advice and Liaison Service, known as PALS, is available to ensure that the NHS listens to patients, their relatives, carers and friends, and answers their questions and resolves their concerns as quickly as possible. PALS also help the NHS to improve services by listening to what matters to patients and their loved ones and making changes, when appropriate. PALS offers confidential advice, support and information on health-related matters. They provide a point of contact for patients, their families and their carers.

How can the PALS service help?

PALS provide help in many ways. For example, it can:

- help you with health-related questions
- help resolve concerns or problems when you're using our Trust
- tell you how to get more involved in your own healthcare

PALS can give you information about:

- this Trust
- the NHS
- the NHS complaints procedure, including how to get independent help if you want to make a complaint
- support groups outside the NHS

PALS also helps to improve the organisation, by listening to your concerns and suggestions. If you're not happy with a service within this Trust, you can raise a PALS concern.

Raising a PALS concern

If you have a concern about your care or treatment or any aspect of your stay with us, please raise this in the first instance with a member of staff in the ward or department you are visiting. If your concern cannot be dealt with by the ward or department involved, or you are not satisfied with the response, please then contact the PALS team.

Whether you are happy or unhappy with the care and treatment that you or your loved one has received, we would like to know about it. Compliments and comments can be passed directly to the ward or department manager or you can share them with the PALS team.

You may ask a friend or relative to contact PALS on your behalf but we must have permission before we can discuss your personal circumstances, to ensure their confidentiality is safeguarded.

So we can start investigating your concerns and respond appropriately to you, we will need to talk to you to confirm the issues you would like us to address. You can visit the PALS office at Diana Princess of Wales Hospital or Scunthorpe General Hospital, contact us on the telephone or send us your concerns in writing via letter or email.

Your concerns will then be passed on for investigation to a member of the Trust's senior management team, such as a ward/department manager, Matron or Team Leader for the services you have raised concerns about. The investigating member of staff will aim to respond to you within 3 – 5 working days. If your concern cannot be dealt with within 3 – 5 working days, the investigating staff member will discuss this with you.

The PALS team can also advise you how to register a formal complaint under the Trust Policy and Procedure for the Management of Complaints, Concerns, Comments and Compliments, set out in accordance with the Local Authority Social Services and National Health Service Complaints (England) Regulations 2009. This process deals with more serious or complex complaints that might require an investigation, including a meeting with the staff involved in your care and treatment.

You can also register a formal complaint by writing to the PALS team.

Alternatively, you can complain to the commissioner of that service – either NHS England or the area clinical commissioning group (CCG). In general, NHS England commissions most primary care services, such as GP and dental services. CCGs oversee the commissioning of secondary care, such as hospital care and some community services.

Independent Advice

If you feel it would help to have the assistance of someone outside the Trust with your concerns, the Independent Complaints Advocacy Service (ICA) is available free of charge. For confidential advice ICA can be contacted on telephone number 0300 456 8349.

Contact details

You can visit the PALS office at Diana Princess of Wales Hospital and Scunthorpe General hospital or get in touch via phone, email or letter:

Diana, Princess of Wales Hospital: (01472) 875403
Scunthorpe General Hospital: (01724) 290132
Goole & District Hospital: (01724) 290132.
Email: nlg-tr.PALS@nhs.net

Write to us:

Patient Advice and Liaison Service
Diana, Princess of Wales Hospital
Scarcho Road
Grimsby
North East Lincolnshire
DN33 2BA

Patient Advice and Liaison Service
Scunthorpe General Hospital
Cliff Gardens
Scunthorpe
North Lincolnshire
DN15 7BH

