

What PALS does

The Patient Advice and Liaison Service (PALS) offers confidential and impartial advice, support and information. You may wish to use the service when you have concerns, complaints or questions about your care, which have not been resolved by talking to staff straight away.

We provide a point of contact for patients of all ages, their families, relatives and carers.

We want to hear from you about your experience of your care whether it is a complaint or praise.

How PALS will work with you

- Take your complaint or concern seriously
- Re-assure you about confidentiality
- Explain the support we can give you and the steps we can take
- Agree with you what actions you wish us to take including arranging resolution meetings with staff or managers
- Provide advice on how to contact independent advocacy services
- Agree how we keep in touch

- Where required send an acknowledgement letter confirming issues, timescales and what actions we have agreed
- Provide a response detailing what we found out and any actions taken to prevent the same thing happening to someone else
- To consider offering a meeting to discuss the response and explain our findings

Why we want to hear from you

All forms of feedback from patients is appreciated as it is an important way to learn what works well and what needs improvement. Your experience is used to make a real change to our services and procedures. This will ensure future care for patients improves. If you wish to also give praise and compliment staff, it will be passed on to the ward, service or person in question.

IMPORTANT: Raising a concern or complaint will not negatively affect your care in any way. All issues are taken seriously.

If your concern cannot be resolved informally to your satisfaction.

At the end of the PALS process you may wish to consider the formal complaints process if you consider you still have outstanding concerns.

What will happen during the complaints process?

- We will contact you to discuss the options and agree how your complaint will be looked at.
- We will send an acknowledgement letter confirming issues, timescales and what outcomes are wanted
- Provide a response detailing what our investigation has found out and any actions resulting from this are taken to improve our service so the same thing does not happen to someone else.
- Where appropriate offer a meeting to discuss the response and explain our findings.
- Due to the COVID 19 pandemic, virtual meetings will be offered in the first instance. Face to face meetings will be offered in line with government guidelines in relation to social distancing at the time of the meeting.

Who can raise an issue?

- Anyone using services provided or funded by Torbay and South Devon Foundation Trust.
- Children and young people can contact us directly
- You can raise a concern or make a complaint on behalf of another person, providing you have their consent to do so.

Will anything change?

We will always endeavour to ensure that actions resulting from complaints, feedback or comments do make a real change to our services and procedures in the future.

PALS/Feedback and Engagement Team Contact details

Postal address

**Feedback and Engagement Team
Torbay and South Devon NHS
Foundation Trust
Bowyer Building
Torbay Hospital
Lowes Bridge
Torquay TQ2 7AA or email**

tsdft.feedback@nhs.net

☎ (01803) 655838

✉ tsdft.feedback@nhs.net

📘 TorbayAndSouthDevonFT

🐦 @TorbaySDevonNHS

www.torbayandsouthdevon.nhs.uk/

For further assistance or to receive this information in a different format, please contact the department which created this leaflet.

PATIENT INFORMATION

Patient Advice and Liaison Service

PALS – We're here to help

