

# **Patient Advice & Liaison Service (PALS)/Compliments, Concerns and Complaints**

An information guide



# **Patient Advice & Liaison Service (PALS) / Compliments, Concerns and Complaints**

The Northern Care Alliance is committed to providing the best quality care in a friendly, pleasant and professional environment.

We welcome your suggestions as to how we can improve services and provide care which better reflects your needs.

We would like to hear from you if you think we have done something well, or if you have suggestions on how we could do something differently. Equally we want to know if you are unhappy with the service provided or have a complaint.

## **What is PALS?**

The Patient Advice & Liaison Service (PALS) is a free and confidential service for patients, their families, carers and friends.

They are there to respond to concerns about any aspect of your care or Trust services in the aim to resolve any problems as quickly and as easily as possible.

## **We welcome your opinions on the service we provide**

Every comment or complaint is seen as an opportunity to review the service, so that we can make sure we are offering what you need. Whether you are feeling unhappy, upset or angry, please be assured that we want to get to the bottom of the issue to your satisfaction, and to try and make sure it does not happen again.

Please be assured that your care will not be affected because you are voicing your concerns. After all, we can only improve our services if we know about the things that are not working as well as they should.

We also want to know what you think of our services generally; what your suggestions are for the future; and when you are pleased by the efforts of our staff.

### **Getting help**

You have several options, but first of all we would ask that you speak to the Ward Manager / Matron or Manager in the department involved. Many problems can be resolved by talking things over. Misunderstandings can easily happen and sometimes just as easily be put right.

If you have tried this and are not satisfied, ask to speak to the Lead Nurse, Assistant Director of Nursing Services or Service Manager at the time.

### **You have more options**

If you do not want to discuss your feelings with the staff or their manager, or if you have tried this and are unhappy with the response you received, you can:

Ask to speak to the PALS Officer (contact details for PALS are provided in this leaflet). The PALS Officer is available to assist with problems and will liaise with staff on your behalf.

Sometimes it may not be possible to speak to the PALS Officer immediately, so you may prefer to telephone. The line also has an answer machine service when the department is busy or out of hours.

## **How to contact PALS**

We have PALS Offices located on each of our hospital sites at Fairfield General Hospital, Rochdale Infirmary, Royal Oldham Hospital and Salford Royal Hospital.

You can contact the team by telephone or email:

**Telephone:** 0161 778 5665

**Email:** [pals@nca.nhs.uk](mailto:pals@nca.nhs.uk)

Or you can drop into one of the PALS Offices on site. The PALS departments are open between 09:30 and 16:30, Monday to Friday.

Alternatively, you can write to:

PALS Department

The Northern Care Alliance NHS Foundation Trust

Unit 7/8 Whitney Court,

Southlink Business Park,

Hamilton Street,

Oldham,

OL4 1DB

## **If you decide to make a complaint**

If you do not think PALS is right for your situation, or you are not satisfied with the outcome of discussions with the PALS Officer, you can contact the complaints service to make a formal complaint.

The NHS complaints procedure exists to investigate formal complaints. You should contact the complaints service to log your concerns within twelve months of the incident, or of it coming to your notice.

## **How to contact the Complaints Department**

**Telephone:** 0161 656 1141

**Email:** [office.complaints@nca.nhs.uk](mailto:office.complaints@nca.nhs.uk)

### **In writing:**

Complaints Department

The Northern Care Alliance NHS Foundation Trust

Unit 7/8 Whitney Court,

Southlink Business Park,

Hamilton Street,

Oldham,

OL4 1DB

Anyone can make a complaint about the NHS services or treatment they have received. If you are making a complaint on the behalf of someone else, written consent may be needed.

## **Help to make a complaint**

There are several independent complaint advocacy services which provide free, independent advice and help with making an NHS complaint.

For details of a service within your area please contact PALS.

## **Compliments**

Should you wish to tell us of something which you or your family were pleased with or you were impressed with a service or member of staff, please contact PALS. Your compliment will be noted and the service or individual will be informed of your feedback.



Copies of this leaflet are available in other formats (e.g. large print or easy read) upon request. Alternative formats may also be available via:

 [www.northerncarealliance.nhs.uk](http://www.northerncarealliance.nhs.uk)

In accordance with the Equality Act we will make reasonable adjustments to enable individuals with disabilities to access our services. Please contact the service or clinic you are attending by phone or email to discuss your requirements.

If you need this leaflet in a language other than English please contact the NCA Central Interpretation Booking Office via the following details:

 **0161 627 8770** or Email:  [Interpretation@nca.nhs.uk](mailto:Interpretation@nca.nhs.uk)

 **07966 003 540** Mobile Text

 **Northern Care Alliance NHS Foundation Trust**

Mayo Building,  
Salford Royal,  
Stott Lane, Salford, M6 8HD

 Main switchboard: **Salford - 0161 789 7373**

 Main switchboard: **Bury, Oldham & Rochdale - 0161 624 0420**

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