

PATIENT ADVICE & LIAISON SUPPORT SERVICE (PALS)



Our PALS team is here to help you.



We are here to listen if you:

- Have a problem but don't know who to ask.
- Want to talk to someone not directly involved in your care.
- Want to compliment services or individual members of staff.
- Have a suggestion on how we can make improvements.

What we can do:

- Listen to your comments, suggestions, compliments and queries and make every effort to resolve issues as quickly as possible.
- Offer impartial advice and support to patients, families, carers and friends.
- Make contact with our staff and, if appropriate, other organisations to assist you.
- Provide information on other organisations that can provide information or advice.
- Assist service improvement by reporting on themes and trends raised by our service users.
- Keep your information confidential unless there is an exceptional reason - for example to protect children, yourself or another person.

Resolving your inquiries:

The PALS Officer will do their best to resolve issues and problems quickly and directly with the staff concerned. They have access to senior managers in the Health Board for assistance in resolving matters should that be necessary.

NHS complaints procedure:

We hope that the inquiries you raise with PALS will be able to be resolved quickly and to your satisfaction. However, if not, PALS staff will explain the complaints procedure which BCUHB operates, and can make a referral on your behalf.

Your views about us:

It is very important for us to know whether we are meeting the needs of those people who contact the PALS service. We will send or hand out an evaluation form to you to ask about your experience and whether you were satisfied with our service after we have given you a response to your PALS inquiry. Any information you give will be treated in confidence, and anything published about the service will be of a general nature and will not identify individuals.

Contact information:



03000 851234

BCU.PALS@wales.nhs.uk

Complaints:

You may feel that the best course of action is to register a formal complaint. The PALS team can advise you on this process or you may wish to contact the Concerns Team on:

Telephone: 01248 384194

Email: BCU.ConcernsTeam@wales.nhs.uk

Address: Concerns Team, Betsi Cadwaladr University Health Board, Ysbyty Gwynedd, Ban-