

PALS

Patient Advice and Liaison Service

The Royal Devon & Exeter NHS Foundation Trust (RD&E) aims to provide the best possible care for people who use our services, their families and carers.

However, we recognise there may be times when you need some advice and support. This is where PALS can help you.

We are based in the main foyer of the RD&E Hospital (Wonford) and our office is open Monday to Friday 9.30am to 4.30pm (excluding Bank Holidays).

We have a 24-hour answerphone service and messages are checked regularly during office hours and calls are returned as soon as possible.



Exeter (01392) 402093



rde-tr.PALS@nhs.net



The PALS Office

Royal Devon and Exeter Hospital
(Wonford)
Barrack Road
Exeter
EX2 5DW

Other useful contact details:

Independent Health Complaints Advocacy (IHCA)



0845 231 1900



devonadvocacy@livingoptions.org

Parliamentary & Health Service Ombudsman (PHSO)



Millbank Tower
Millbank
London
SW1P 4QP



0345 015 4033



phso.enquiries@ombudsman.org.uk



www.ombudsman.org.uk

This leaflet can be offered in other formats on request, including a language other than English and in Braille.

NHS

Royal Devon and Exeter
NHS Foundation Trust

PALS

PATIENT ADVICE & LIAISON SERVICE

We're here to help



HOME . COMMUNITY . HOSPITAL

We hope that the care you have received has met your needs. If so, we would be delighted to receive comments and compliments from you.

We also recognise, however, that you may not be satisfied with the service you have received and may wish to raise a concern or complaint. If so, please talk to a member of hospital staff, who will endeavour to resolve things for you at the time.

If they are unable to resolve your issues successfully you may wish to contact a member of the PALS team (please see contact details overleaf).

What will happen if you contact us?

Please be prepared to give us your full name and information about your concerns, including places and times, as this will enable us to help you more effectively.

We would like to hear from you soon after the event as, with the passage of time, it is more difficult for staff to recall what happened. We will need to hear from you within 12 months of the incident or when new information relating to the incident has come to your attention. We will discuss your concerns with you, what outcome you expect and the likely timescale for us to complete our investigations and respond to you. We will do all we can to provide support and information throughout the investigation.

We're here to help

PALS will:

- Provide confidential advice and support for patients, families and carers
- Listen to your suggestions for improving our services for patients
- Try to resolve your concerns as quickly as possible by liaising with relevant staff
- Provide information on NHS services and local support groups
- Assist you to raise concerns or complaints



Can I raise concerns on someone's behalf?

Yes if:

- You are a relative or friend and have the patient's written consent
- If you have parental responsibility or legal guardianship of a child under 16
- The patient has mental health/capacity issues and the Trust is satisfied that you are acting in their best interests

What happens if PALS are unable to resolve my concerns quickly?

In some cases, the concerns raised may be too complex to be resolved by PALS and a more detailed investigation may be required.

If this is the case your concerns will be dealt with in line with the Trust's policy and procedure for the management of complaints, concerns, comments and compliments. When the investigation is complete (providing we have received the written consent of the patient if you are raising this on their behalf), you will receive a response to the points you have raised.

If appropriate we will explain what actions we have taken to prevent the issue you have complained about happening again.

We will do everything we can to resolve your concern/complaint but if you remain dissatisfied you can ask the Parliamentary and Health Service Ombudsman (PHSO) to investigate the way this Trust has dealt with your complaint (contact details overleaf).

You can also use free and confidential support to make your concerns known to us by contacting the Independent Health Complaints Advocacy (IHCA) - please see contact details overleaf.

We cannot deal with your concern if the RD&E has not provided or funded the service.