

PALS and Complaints

Patient Advice and Liaison Service



Whether you want confidential help and advice about the services we provide, or have a compliment, concern or complaint

We want to hear from you



Tell us what you think!

Listening • Responding • Improving

Patient Advice and Liaison Service

PALS is a free, informal, confidential help and advice service for patients, carers and their families. It is there to help you when you need advice, have concerns or don't know where to turn.

How can PALS help me?

- Help you get the information you need about the NHS
- Listen and respond to your concerns, suggestions or queries
- Sort out problems quickly on your behalf in an informal and friendly manner
- Use your feedback to help improve the services we commission.

Compliments

If you are pleased with the care and services you receive from us – please let us know. These comments are important because they tell us what we are doing right and which services are providing you with a good experience.

Complaints

NHS staff try to get things right, but sometimes things do not go as well as we would like them to. If you are unhappy with your care or local services, please let us know so that we can try to put things right quickly. We can learn from you to improve services and prevent any future issues.



How do I make a complaint?

- In the first instance, you may wish to speak to a health professional if you feel able to do so, or you can contact the the Patient Advice and Liaison Service (see “How to contact us” section)
- You can write a letter to the Patient Services Team (see “How to contact us” section)
- You can submit a complaint via email to:
customer.care@shropshireccg.nhs.uk

I need help in making a complaint

If you would like help making your complaint (including help with writing your letter), you can contact the Independent NHS Complaints Advocacy Service. POhWER provides free, independent support for people wanting to take a complaint through the NHS complaints procedure:

Helpline: 0300 456 2370

Email: pohwer@pohwer.net

Website: www.pohwer.net

How will you deal with my complaint?

We will contact you within three working days of receiving your complaint. We will then agree with you how we will look into your complaint and what you can expect. We will also propose a timescale for completion of the investigation.

After your complaint has been thoroughly investigated, we will send you a full written response from the Accountable Officer.

Will I be treated fairly?

We understand that some people worry whether their treatment will be adversely affected because they have raised a complaint. Please do not worry about this.

We also appreciate that those using our services have different needs and we want to make sure that you do not face any unnecessary barriers to raising a complaint. Staff will be happy to discuss this with you to ensure that you are not disadvantaged in any way.

When should I make a complaint?

You should raise your complaint as soon as possible and within twelve months of you becoming aware of an issue. We appreciate that this is not always possible. Therefore, if this time period has passed, we would still like you to speak to us.

What if I am unhappy with the way the NHS handled my complaint?

You can ask the Parliamentary and Health Service Ombudsman to consider it further:

Helpline: **0345 015 4033**

Textphone: **0300 061 4298** (if you are deaf or have problems using a standard telephone)

Email: phso.enquiries@ombudsman.org.uk

Website: www.ombudsman.org.uk

The ombudsman will however expect us to have had the opportunity of resolving the issue locally first.

How to contact us

Any information you give us will be treated as strictly confidential. We may need to collect personal information from you in order to provide the best possible service. However, we will not give your personal details to anyone without your consent.

Patient Advice and Liaison Service (PALS)

PALS is open **Monday to Thursday, 9am - 5pm, Friday, 9am – 4pm** (excluding bank holidays).

There is also a 24 hour answer phone service.

Freephone: 0800 032 0897 Tel: 01743 277 586

Email: customer.care@shropshireccg.nhs.uk

Written complaints should be sent to the following address (on behalf of Shropshire CCG):

*Shropshire CCG
Somerby Suite, William Farr House Site
Mytton Oak Road
Shrewsbury
Shropshire
SY3 8XL*

If you would like to discuss the process and your concerns please telephone us on **0800 032 0897**

The information that the organisation collects about you will be stored on the NHS Staffordshire and Lancashire Commissioning Support Unit's (an arm's length organisation of NHS England who will be the legal owner of the data) secure database and shared with Shropshire Clinical Commissioning Group (CCG). This system allows us to record when we have contact with you, whilst using the information provided for statistical analysis. The database is hosted by a private company (known as the Data Processor), which stores the data on the organisation's behalf. The system supplier does not routinely have access to the information that is recorded in the database. If they do require access to this information, for the purpose of site maintenance for example, then the organisation's consent will always be sought. The organisation takes confidentiality and information security very seriously and ensures all legislative requirements are met when entering in to a contract with a Data Processor.

The information you supply will be held securely and in accordance with the Data Protection Act 1998. You can request, at any time, that your information is not recorded in this way by contacting us on **0800 032 0897**.

Please note we will never pass on your details to anyone outside the NHS Staffordshire and Lancashire Commissioning Support Unit and and Shropshire CCG without your permission.

