

Patient Advice and Liaison Service (PALS)

Zone B, location B4



We are here to help you sort out any problems you may have about your health care.

We do this in a confidential way.

**Raising a concern will not adversely affect
your ongoing or future care.**

We aim to solve your problems, or answer your questions, as quickly as possible.

What does the Patient Advice and Liaison Service do?

We work to improve the service to NHS patients, their relatives and friends. We can:

- Listen to your concerns, comments or compliments and pass them on to managers and staff.
- Help sort out your problems quickly on your behalf:
- Advise and support you and your relatives and friends
- Provide you with information on NHS services
- Advise you about the Complaints Procedure and the support you can get if you decide to formally complain
- Help you to get in touch with local or national support groups

How can you help me?

We are employed by Airedale NHS Trust but we have your best interests at heart. We are able to talk to the managers and staff about your problems and help get things sorted out. You can talk to us in confidence. We will not speak to anyone about your concerns unless you say it's OK to do so.

How do I get in touch?

You can ring us on 01535 294019 / 294015 or ask a member of staff to help you get in touch with us. We will visit you on the ward, or you can come to our private office in the hospital.

You can also email us at pals.office@anhst.nhs.uk or you can use the other half of this leaflet to send us your comments.

Need an interpreter?

Please ask the PALS Office or a member of staff to contact the Interpreting Service and book an interpreter to help you with your problem or query.

How can I give you my feedback?

We would like to know what you think. Please tell us by using this half of the leaflet to write down your comments. Then tear it off and return it to us. We have a FREEPOST address that you can use so you do not have to use a stamp. You should post the comment sheet to:

Patient Advice and Liaison Service
Airedale General Hospital
FREEPOST NAT14931
Steeton
Keighley BD20 6BR

We have comment boxes around the hospital. You can also put your comments into those boxes, or give the form to a member of staff.

What do you do with all these comments?

Your comments are used to help plan better services. Managers and staff take them into account when they are thinking about the future. We also use the comments as part of our staff training. It is often very useful having real comments when teaching staff about customer care. We do not use these in a way that would identify the person who gave the comments.

Large Print Version

This leaflet is available in large print, Easy Read, audio and other languages.

If this is needed then please telephone us on:

01535 294019

PALS comment sheet

Please use the space below to make any comments you wish. You can tell us about a problem you have had or make a comment about your care, good or bad.

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If you would like someone to contact you about your comments please complete the boxes below:

Name:
Address:
Postcode:
Telephone:
Email (optional):

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