

Can I get help to make my complaint?

You can contact ICAS (Independent Complaints Advocacy Service) for assisting with making your complaint.

ICAS for Coventry

Telephone: **0300 456 2370** or **024 7625 2011**

Email: info@healthwatchcoventry.co.uk

www.healthwatchcoventry.co.uk

ICAS for Warwickshire Area

Telephone: **0300 456 2370**

Email pohwer@pohwer.net

www.pohwer.net

GP and Community Patient Advice and Liaison Service (PALS)

For assistance with GP, Dentist and Optician care, please contact: england.contactus@nhs.net or telephone on **0300 3112 233**

For other Community and Mental Health Services please contact Coventry and Warwickshire Partnership Trust on pals@covworkpt.nhs.uk or telephone on **0800 212 445**

How to contact PALS?

Write to

Patient Advice and Liaison Service
University Hospital Coventry & Warwickshire
NHS Trust
Clifford Bridge Road
Coventry
CV2 2DX

Email us

feedback@uhcw.nhs.uk

Start your subject line with **FAO: PALS**

Call us

Freephone 0800 028 4203

Monday to Friday

9.00am – 12.30pm and 1.00pm – 4.00pm

(24 hour voicemail available)

We will return your call as a matter of priority.

Trust Website

www.uhcw.nhs.uk

The trust has access to interpreting and translation services. If you need this information in another language or format please contact 024 7696 7514/15 and we will do our best to meet your needs.

Document History

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The Trust operates a smoke free policy

Patient Engagement

PALS: Patient Advice and Liaison Service

Here to help you
with your comments,
compliments,
concerns or
complaints



University Hospitals
Coventry and Warwickshire
NHS Trust



Introduction

University Hospitals Coventry and Warwickshire (UHCW) NHS Trust are committed to putting patient care at the centre of all we do, through our focus on patient satisfaction and outcomes.

Improving patient experience is a key aim for our Trust and we actively encourage feedback from all services users and the public at large. We are constantly striving to make sure you receive the right treatment, at the right time, whilst maintaining the highest of standards – at all times.

We are always looking at ways to improve and learn from our services in order to ensure that you receive the best possible experience with us.

We regard all compliments, comments, complaints and suggestions for improvement (whether from patients, relatives or visitors) as a valuable opportunity to learn and guide efforts to improve our services. We will listen to patients/relatives or visitors who raise concerns, respond to them and learn from them.

If you or your relatives have queries or concerns, or you are unhappy with any aspect of your care, or the service you receive whilst you are staying in hospital, or attending an outpatient clinic, please speak to a member of ward or clinic staff as soon as possible.

Very often problems can be resolved straight away. If you feel they cannot help or you are not comfortable talking to them; you can contact PALS.

What is PALS?

PALS is a Patient Advice and Liaison Service for people using the NHS. It is there to help patients, carers, relatives and friends to provide information in response to their queries and resolve any problems as quickly and as easily as possible. Patients can ask a friend or relative to speak on their behalf, but we must have the permission of the patient before we can discuss any personal circumstances with anyone else. PALS will:

- Provide confidential advice and support to patients, carers, relatives and friends
- Listen to your comments, compliments, concerns or complaints
- Provide information on the NHS and health related matters
- Offer confidential assistance in resolving problems and concerns quickly
- Offer information on how to make a complaint

What happens if PALS cannot resolve my concern?

PALS aims to resolve your concerns quickly before they become something more serious however some concerns may take longer and require a more detailed investigation.

Compliments, Comments and Suggestions

If you have had a positive experience, we would like to hear from you. Praise for a particular department or service is fed back to the relevant team. You can do this by emailing feedback@uhcw.nhs.uk, sending a card directly to the ward/department, completing our online feedback questionnaire or by accessing national websites such as Patient Opinion or NHS Choices.

Suggestions and comments help drive improvements to the services we provide.

Making a formal complaint

If you still feel dissatisfied and wish to make a formal complaint; we have a separate leaflet explaining this process. This leaflet is called 'Making a Complaint'. You can ask a member of staff for a leaflet, request this from PALS or download the leaflet from our website: www.uhcw.nhs.uk.

Anyone can make a complaint about NHS services or treatment you receive, or you can complain on behalf of someone else. If you are making a complaint on behalf of another person, written consent is required for concerns investigated through the NHS Complaints Procedure.