

## Here to help when you need advice, have concerns or don't know where to turn.

As a patient, relative or carer sometimes you may need to turn to someone for help, advice and support – this is where PALS can help.

PALS is a confidential advice and support service that can help you sort out any concerns that you may have about any aspect of your or your loved ones care.

### PALS can:

- ✔ Listen to you and talk to staff on your behalf to try to resolve any concerns, issues, problems or difficulties
- ✔ Provide information about the service we provide and about the NHS
- ✔ Signpost you to other support organisations who can help
- ✔ Listen to your suggestions and comments, provide support and take action to improve our services
- ✔ Hear from your positive experience and share compliments with those involved
- ✔ Listen to your concerns, suggestions or queries
- ✔ Help sort out problems quickly on your behalf

We want to make it easy for you to talk to us so that we can understand your experience of our services, and identify where changes or improvements are needed, and try to put things right as quickly as possible.



## 1 Talk to us:

If you have a concern or comment the first step is to contact the person you know from the service you are using and tell them what the problem is. They can usually address any concerns you have quickly.

You can also ask a member of staff to get in touch with PALS on your behalf. Or you can approach us directly.

We can provide information and work with you to solve any problems you are having accessing or using our services.

We will listen and work with you to find the best solution to your problem. If we cannot answer your questions or resolve your concern we will know someone who can.

We act independently when handling patient and family concerns, liaising with staff, managers and, where appropriate, relevant organisations, to get solutions as quickly as possible.

## 2 Tell us what has been good

It is vital we are made aware of when things have gone well, so we can promote examples of good practice and share them with other teams and services. In any service, there is always scope for improvements. We would welcome any comments, suggestions or compliments you may have. We can then use your points to help improve our services.

## 3 When things don't go right

Unfortunately, sometimes things can go wrong. It is equally important that we know about this. This is so we can try to put things right, and stop them from going wrong again in the future.

## 4 Contact PALS

We are available **Monday to Friday**, from **9am to 5pm**. If there is no one available to take your call or it is outside of these hours, you can leave a confidential message on our answer machine and you will be contacted as soon as possible.

Phone: **0300 304 2198**

Email: **pals@sussexpartnership.nhs.uk**

Web: **www.sussexpartnership.nhs.uk/pals**

Post: **PALS, Sussex Partnership NHS Foundation Trust, Swandean, Arundel Road, Worthing, West Sussex, BN13 3EP**