



**The Dudley Group**  
NHS Foundation Trust

# **Patient Advice and Liaison Service (PALS) Department**

**Patient Information Leaflet**

## Introduction

Our Patient Advice and Liaison Service (PALS) is a free and confidential service for anyone who has concerns about aspects of care that you, a friend, or family member has received, and can assist if you feel unable to approach staff caring for you.

The PALS team are here to help you identify what to do, where to go and who to speak to for support.

## Raising a concern or complaint

We will do everything we can to make sure that you receive the best standards of care. However, sometimes we may not achieve this, and your expectations may not be met. If this happens, we will do our best to put things right and learn from your concern or complaint to improve our service to others. When you contact the PALS team, they will listen to your concerns and then discuss with you the best way to take them forward.

We understand that when you contact us, it may be a worrying or upsetting time, so our supportive team will aim to make the process as simple and straightforward as possible.

## The PALS team

The PALS team works in partnership with our patients and staff and are committed to providing impartial and confidential advice to support patients, their families, and carers.

PALS can:

- Listen to your compliments, concerns, queries, and suggestions.
- Help resolve problems on your behalf.
- Provide information about the NHS complaints procedure and how to get independent help.

## PALS contact details

**Freephone:** 0800 073 0510 (9am to 5pm, Monday to Friday)

**Email:** [dgft.pals@nhs.net](mailto:dgft.pals@nhs.net)

A 24-hour answerphone service is available, and staff will return your call as soon as possible.

If your concern or complaint is about a GP, family dentist, pharmacist, or optician, please speak to the individual practice or service in the first instance. Alternatively, contact the local commissioner or NHS England on 0300 311 22 33.

## When will I hear back?

Our team will aim to resolve your issues as quickly as possible. In cases where concerns, unfortunately, cannot be resolved by the end of the next working day, or need investigating further, the PALS team will refer your concerns on to the complaints team.

## Confidentiality

The PALS team act independently and confidentially when dealing with concerns on your behalf. They will contact people involved, including doctors, nurses, managers, or support organisations to seek answers to your questions and provide feedback. None of the information you share with us will be entered into patient records. If you are raising a query with us on someone else's behalf, we will need consent from the individual for their information to be shared with you.

If your concern or complaint also involves other organisations, we will liaise with the other healthcare organisations but will require your permission first.

**If you would like this information in an alternative language or format, for example in large print or easy read, please call us on 0800 073 0510 or email [dgft.pals@nhs.net](mailto:dgft.pals@nhs.net) or write to Patient Advice and Liaison Service.**