

# Patient Advice and Liaison Service (PALS) - compliments, comments, concerns and complaints

Information for people using services at  
Leicester's Hospitals

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## Introduction

We are a confidential advice, support and information service.

We value the feedback you give about the care we offer in our hospitals.

Your comments, concerns and compliments help us make sure the patient experience is as good as it can be.

When we listen to our patients, carers and relatives it helps us improve the services that we offer. We are here to listen, so that we can learn from you what has happened to you.

It is also helpful when we get feedback when things go well or not so well. We can use this to build on good practice and keep on making improvements.

## How to give a compliment

If you have been pleased by the care that you have had, please do take the time to let our staff know by contacting our Patient Advice and Liaison Service. It gives a real boost and a thank you goes a long way

## How to pass on a comment

You can also leave comments about the care you or a loved one has had by contacting us. We will make sure that your comments are passed onto the right team to help them keep on improving our services.

**Health information and support is available at [www.nhs.uk](http://www.nhs.uk)  
or call 111 for non-emergency medical advice**

Visit [www.leicestershospitals.nhs.uk](http://www.leicestershospitals.nhs.uk) for maps and information about visiting Leicester's Hospitals  
To give feedback about this information sheet, contact [InformationForPatients@uhl-tr.nhs.uk](mailto:InformationForPatients@uhl-tr.nhs.uk)

## How to raise a concern

We know that raising a concern can be difficult, mainly when you do not know who to turn to. If you are unhappy about the treatment or care that you or somebody you care for is getting, it may help to talk to somebody directly involved. This might be the ward matron or doctor who will try to resolve your concerns.

If you do not feel you can talk about your concerns with a member of staff or would like to talk to someone neutral in confidence, you can contact our PALS team. We are here to support you.

Our PALS office is based at the Leicester Royal Infirmary, Balmoral Building, Level 1.

We are open Monday to Friday 09:00am to 3:00pm (except bank holidays).

Our PALS team can also go to our other hospital sites to visit patients on our wards and departments.

We can also be contacted by email or phone. Our email is [pals@uhl-tr.nhs.uk](mailto:pals@uhl-tr.nhs.uk) and our telephone number is 08081788337.

## What can we do?

### We can talk to the Leicester Hospitals services for you:

PALS at University Hospitals of Leicester (UHL) is an informal, friendly, and easy-to-access service. It offers you advice and information and help if you are having problems with our services.

We can support you with ward concerns and can help sort out issues like outpatient appointment cancellations, delayed tests, and communication problems.

We can signpost you to other organisations, if needed.

We can advise you and tell you how to make a formal complaint about our services.

Here at PALS, we will:

**Listen:** We will listen to any comments, questions, or complaints you may have about our services at Leicester's Hospitals.

**Respond:** PALS is a less formal route to offer you advice and help if you are having problems with hospital services.

**Liase:** PALS can advise and inform you about our services. We can liaise with and signpost you to other organisations.

**Resolve:** PALS can help you get things right!

## When to use PALS?

If you have a concern about yourself or a relative or friend in our care, we recommend that you talk to the people who are giving the care for you or your relative first. They will usually be best placed to help you and to put things right as soon as possible when they go wrong. If you want help with doing this, PALS can help you.



If you are not satisfied after you have raised your concerns, PALS staff can let you know about the next steps.

If you have a question about your care or the University Hospitals of Leicester and do not know who to ask, PALS may also be able to help you.

## Contact us

Freephone: 0808 178 8337

Email: [pals@uhl-tr.nhs.uk](mailto:pals@uhl-tr.nhs.uk)

اگر آپ کو یہ معلومات کسی اور زبان میں درکار ہیں، تو براہ کرم مندرجہ ذیل نمبر پر ٹیلی فون کریں۔  
على هذه المعلومات بلغةٍ أخرى، الرجاء الاتصال على رقم الهاتف الذي يظهر في الأسفل

જો તમને અન્ય ભાષામાં આ માહિતી જોઈતી હોય, તો નીચે આપેલ નંબર પર કૃપા કરી ટેલિફોન કરો

ਜੇ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਹੇਠਾਂ ਦਿੱਤੇ ਗਏ ਨੰਬਰ 'ਤੇ ਟੈਲੀਫੋਨ ਕਰੋ।

Aby uzyskać informacje w innym języku, proszę zadzwonić pod podany niżej numer telefonu

If you would like this information in another language or format such as EasyRead or Braille, please telephone 0116 250 2959 or email [equality@uhl-tr.nhs.uk](mailto:equality@uhl-tr.nhs.uk)