

Patient Advice and Liaison Service (PALS)

We are here to help if you:

- have any comments, compliments or suggestions about our services
- need advice
- have concerns
- don't know where to turn.

Information for patients, relatives, carers or friends at University Hospital of North Tees University Hospital of Hartlepool Peterlee Community Hospital

This leaflet is available in other formats including large print, audio tape, CD and braille, and in languages other than English, upon request from the Quality Assurance Lead telephone: 01642 624115

Corp/215 (2006)

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For Review Summer 2008

This leaflet tells you about the Patient Advice and Liaison Service (PALS).

What is PALS?

Pals offers a free and confidential service giving advice and support to help you to sort out any concerns you may have about the care or treatment we provide. It can also give information about the different services available from the NHS, our hospitals, GP and community health services.

PALS is here to:

- listen to you
- give on the spot advice or support
- answer your queries or concerns or to find someone who can.

How can PALS help?

PALS can help with:

- listening to and helping with your queries and concerns
- information about our services
- information about other local health services
- information, help or advice on a wide range of health and other related issues
- information on independent advocacy
- information about how to make a complaint
- contact details for local support and voluntary organisations

PALS can not offer:

- diagnosis or any detailed medical information
- counselling
- advocacy services
- formal complaints services

They can give you information about other agencies that provide these services.

Patient Advice and Liaison Service (PALS)

Can anyone use PALS?

Yes. The service is here to help anyone with a query or concern. If your question cannot be sorted out on the spot we may need to take your details and get back to you.

Is the service confidential?

Yes, we won't share information without your permission. We keep records of enquiries to make sure that our services are improved as a result of listening to your views.

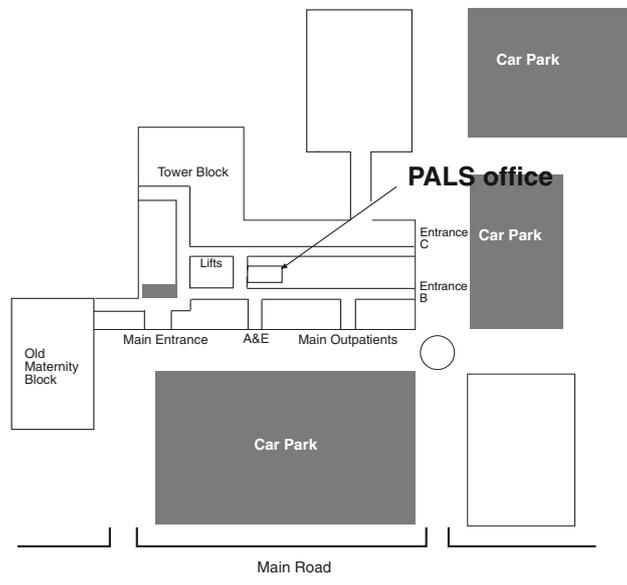
Your views and concerns are important to us and will be used anonymously to help us to improve our services.

How can I contact PALS at University Hospital of North Tees?

You can either:

- pop in or make an appointment to see a PALS officer
- ask a member of staff to contact PALS for you
- telephone PALS on 01642 624719, mobile 07796 958658 or freephone 0800 092 0084. If we are not available leave a message on the answerphone and we will ring you back as soon as possible. This may be the next working day.
- send an e-mail to PALS.NT@nth.nhs.uk
- ask at main reception

The PALS office is near the lifts in the main tower block (see diagram below)



The PALS officer is available between 9.00am - 4.00pm Monday - Friday.

Outside of these hours, if your concern is urgent, ask to speak to the Senior Clinical Nurse (Modem Matron) or Patient Services Manager.

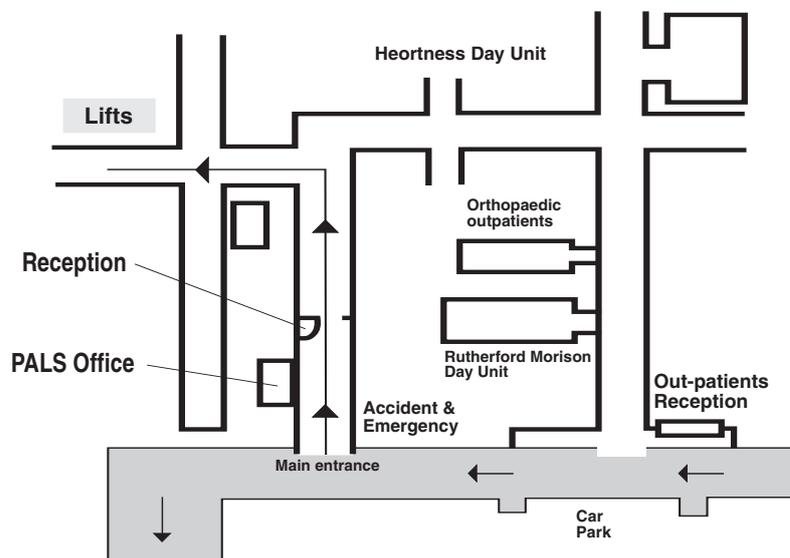
Patient Advice and Liaison Service (PALS)

How can I contact PALS at University Hospital of Hartlepool?

You can either:

- pop in or make an appointment to see a PALS officer
- ask a member of staff to contact PALS for you
- telephone PALS on 01429 522874, mobile 07796 957276 or freephone 0800 0153031. If we are not available leave a message on the answerphone and we will ring you back as soon as possible. This may be the next working day.
- send an e-mail to PALS.HP@nth.nhs.uk
- ask at main reception

The PALS office is near the lifts in the main tower block (see diagram below)



The PALS officer is available between 9.00am - 4.00pm Monday - Friday.

Outside of these hours, if your concern is urgent, ask to speak to the Senior Clinical Nurse (Modem Matron) or Patient Services Manager.

How can I contact PALS at other local NHS organisations?

Tees Esk and Wear Valleys NHS Trust

(Mental Health services)

telephone: 01642 516469 or

freephone: 0800 05202119.

South Tees NHS Trust

James Cook University Hospital

telephone: 01642 854807 or

freephone: 0800 0282451.

Patient Advice and Liaison Service (PALS)

Primary Care Trusts

for queries or concerns about GP, NHS dentist and community health services

North Tees Primary Care Trust

telephone: 01642 352992

mobile telephone: 07796 958658 or

freephone: 0800 0522863.

Hartlepool Primary Care Trust

telephone: 01429 287144

mobile telephone: 07979 495764 or

freephone: 0800 0920322.

Easington Primary Care Trust

telephone: 0191 5874845 or

freephone: 0800 3287507.

Sedgefield Primary Care Trust

telephone: 0191 3013820 or

freephone: 0800 3289155.

Ambulance Services

Tees, East & North Yorkshire Ambulance Services

telephone: 01642 301611

North East Ambulance Service

telephone: 0800 0320202

Further information is available from:

PALSONline

www.pals.nhs.uk

NHS Direct 24 hour helpline 0845 4647

or via the website www.nhsdirect.nhs.uk

Patient Advice and Liaison Service (PALS)

This leaflet has been produced in partnership with patients and carers. All patient leaflets are regularly reviewed, and any suggestions you have as to how it may be improved are extremely valuable. Please write to Quality Assurance Lead, University Hospital of North Tees, or telephone: 01642 624115.

Comments or complaints

We are continually trying to improve the services we provide. Please let us know about things we are doing well, or if you have any suggestions about how services can be improved.

Our Patient Advisory Liaison Service (PALS) is here to try to deal with any problems on the spot and give information about local services. If you would like to contact or request a copy of our PALS leaflet please telephone:

University Hospital of North Tees
telephone: 01642 624719 or 0800 092 0084

University Hospital of Hartlepool
telephone: 01429 522874 or 0800 015 3031

If you are unhappy with any aspect of your care, please speak to any member of staff, PALS, the Complaints Department or write to the Chief Executive. If you would like a copy of our complaints leaflet please telephone the Trust Complaints Department on:

telephone: 01642 624098

Data Protection and use of patient information

The Trust has developed a Data Protection Policy in accordance with the Data Protection Act 1998 and the Freedom of Information Act 2000. All of our staff respect this policy, and confidentiality is adhered to at all times. If you require further information please contact the Head of Patient and Public Involvement.

telephone: 01642 624512 or www.dataprotection.gov.uk

University Hospital of North Tees, Hardwick, Stockton-on-Tees TS19 8PE
Telephone: 01642 617617 Fax: 01642 624089

University Hospital of Hartlepool, Holdforth Road, Hartlepool TS24 9AH
Telephone: 01429 266654 Fax: 01429 235389