



Patient Advice and Liaison Service

What is the Patient Advice and Liaison Service?

The Patient Advice and Liaison Service (PALS) is a service provided for patients, their carers and relatives and is there to deal with any concerns that may arise.

PALS staff will act as quickly as possible in order to support patients, their carers and relatives.

An important part of PALS is to allow patients, their carers and relatives the opportunity to talk through any concerns they may have and thus help resolve any concerns quickly and efficiently.

PALS provide a confidential environment in which any concerns or issues may be raised. Raising concerns will not negatively affect the care and treatment that you receive.

What do we do?

The Patient Advice and Liaison Service (PALS) will:

- Provide you with information about the NHS
- Help to resolve concerns or problems when you are using hospital services
- Provide you with information and assist you in contacting outside agencies and support groups
- Inform you on how you may become involved with your own healthcare
- By listening to concerns, suggestions and experiences, ensure that those who manage services are aware of the issues you raise
- Support patients, their carers and relatives during any aspect of treatment and during inpatient stays if they are feeling isolated
- Provide information on making a formal

complaint

Share your experiences

The PALS team is also eager to hear from patients who have had positive experiences at the hospital and a member of the team will always be happy to pass on these comments/compliments to the department/s involved. Similarly if you have suggestions that you would like to make, a member of the PALS team would like to hear from you.

Additionally if you would like to become involved with the hospital's Patient and Carers Forum, please contact the PALS Team on 0121 685 4128 and ask for a leaflet with details on how to join.

How to contact us

The PALS Office can be contacted Monday to Friday from 9.00 am to 4.00 pm on: 0121 685 4128

If the team are unavailable to take your call please leave your name, telephone number and a brief message and a member of the team will contact you as soon as possible. However, if your call is of an urgent nature between 9.00am to 4.00pm Monday to Friday, please telephone switchboard on 0121 685 4000 and ask them to bleep PALS. Outside of these hours, please speak to the person in charge of the area you are in for advice.

You can also contact PALS via email at:

roh-tr.pals@nhs.net

If you are already in the hospital and you would like to speak to a member of the team in person, please ask a member of staff to contact us. The PALS team are also happy to visit patients on the wards; please ask a member of the nursing staff to contact us. Please note that there may be a slight delay if there is no-one immediately available.



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Alternatively you can complete the attached form and return to the PALS Department either by post or by hand.

On receipt of your communication a member of the team will contact you.

Hospital contact information

The Royal Orthopaedic Hospital Trust
Bristol Road South
Northfield
Birmingham
B31 2AP

Tel:0121 685 4000

Website: www.roh.nhs.uk

Chief Executive:

Mrs Jo Williams

Chair:

Dame Yve Buckland

Confidentiality

The Trust is committed to keeping your information safe and secure, and to protecting your confidentiality. For more information about how we do this please read the Trust's leaflet "Ensuring Information Confidentiality" This is available in waiting areas, on the Trust website or by contacting the Communications team on 0121 685 4329.

If you would like a copy of this leaflet or require a copy in another language or format please contact the Communications team on 0121 685 4329.



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If you would like a member of the PALS Team to contact you, please fill in your details below and send to:

PALS Department, Royal Orthopaedic Hospital NHS Foundation Trust, Bristol Road South,
Birmingham, B31 2AP

Summary of concern/comment/suggestion/ compliment:

Your name:

Address:

Contact telephone number: