

PALS

Patient Advice and Liaison Service

Information for Parents and Carers



Introduction

Staff at Alder Hey always aim to make sure that you and your child receive the best possible care and attention they can provide. We understand that when your child attends a clinic or comes to stay in hospital, it can be a worrying time for all of the family. We also know that at times it can be confusing trying to work out who to talk to if you have a concern or a query.

This leaflet aims to provide you with information about:

- where to go for assistance and support
- how you can help us develop our services.

If you have concerns or questions

Very often our staff can deal with your enquiry or concern straight away.

We would always encourage you to talk to a member of the ward or clinic staff if you or your child:

- have any queries
- are unhappy or concerned with any aspect of the Trust services

If you feel they cannot help, or you do not wish to speak to them, you can contact Patient Advice and Liaison Service (PALS).

What is PALS?

PALS is a free and confidential service provided by the Trust aimed at helping and supporting patients, parents and carers.

PALS will:

- help answer your questions about the Trust and your child's care
- offer advice and support if you feel things have gone wrong
- respond to your concerns and problems
- aim to propose resolutions to meet the needs of patients, parents and carers
- listen to your suggestions for improving our services
- provide information and advice on Trust services
- inform you of the Trust complaints procedure and where you can get independent complaints advice and support
- help the organisation learn from patient experiences and comments
- aim to provide impartial information on a range of issues of concern to patients, parents and carers.

How to access PALS

You can:

- telephone PALS direct number
- telephone the Alder Hey Hospital main telephone number and ask for PALS
- e-mail PALS
- ask a member of staff to contact PALS on your behalf
- call into the PALS office on the ground floor of Alder Hey Hospital
- complete a PALS feedback card
- request PALS come to see you on the ward or at a clinic
- ask PALS to see you elsewhere, if appropriate.

If you have a concern, or feel you have had a negative experience of Trust services, please be assured that your child's care will not be adversely affected in any way whatsoever. The Trust welcomes and values your comments whether they are positive or negative.

Your experiences

We continually strive to improve our services and to do this we need your help.

We try very hard to learn from what you tell us and to use this information to improve our services.

You can do this by completing:

- an online questionnaire on the Your Views page on the Trust web site

- a PALS feedback card and handing it to a member of staff

Please do let us know your ideas and suggestions.

PALS contact details

Office hours: Monday to Friday
9.00 am to 4.30 pm

Direct telephone number: 0151 252 5161
0151 252 5374

Out of hours: Please leave a message on the answer phone. We will return your call as soon as possible.

E-mail: PALS@alderhey.nhs.uk

Web site: www.alderhey.com

By Post: PALS Office
Alder Hey Children's NHS Foundation Trust
Eaton Road
Liverpool
L12 2AP

This information can be made available in other languages and formats if requested.

Alder Hey Children's NHS Foundation Trust
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