

- » Guide you on the formal complaints procedure if we are unable to resolve your concerns;
- » Record positive feedback and pass on your compliments if you are pleased with any aspect of your care;
- » Provide you with information on NHS services.

Making a formal complaint

If you still feel dissatisfied and wish to make a formal complaint; we have a separate leaflet explaining this process. This leaflet is called Making a Complaint. You can ask a member of staff for a leaflet, request this from PALS or download the leaflet from our Website (<http://www.meht.nhs.uk>)

The PALS office is located in the hospital's main atrium, at A109. We are open from 9.30am to 4.30pm Monday to Friday.

Outside of these working hours, you can email the PALS & Complaints Team at:

public.response@meht.nhs.uk

You will receive an automatic email acknowledgement that your email has been received.

How to contact PALS

Write to us

Patient Advice and Liaison Service
Broomfield Hospital
Court Road
Chelmsford
Essex
CM1 7ET

Email us

public.response@meht.nhs.uk
at any time. An automatic email acknowledgement will be sent to you confirming receipt

Call us

01245 514130
during the hours of 9.30am - 4.30pm
Monday to Friday

Trust Website

<http://www.meht.nhs.uk>

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Patient Advice & Liaison Service (PALS)

Here to Help
YOU



At our best, we are a...

Kind, Professional, Positive
Team

Introduction

Mid Essex Hospital Services NHS Trust is committed to putting patient care at the centre of all we do through our focus on patient satisfaction and outcomes.

Improving patient experience is a key aim for our Trust and we actively encourage feedback from all services users and the public at large.

We are constantly striving to make sure you receive the right treatment, at the right time, whilst maintaining the highest of standards – at all times.

We are always looking at ways to improve and learn from our services in order to ensure that you receive the best possible experience with us.

We regard all compliments, comments, complaints and suggestions for improvement (whether from patients, relatives or visitors) as a valuable opportunity to learn and guide efforts to improve our services.

We will listen to patients/relative or visitors who raise concerns, respond to them and learn from them.

This leaflet gives you information about how to inform us of your experience at the Trust, and who to contact if you have any concerns.

Here at the Trust we have a dedicated team called the Patient Advice and Liaison Service (PALS) and Complaints Team. They deal with all feedback coming into the Trust.

A list of useful contact addresses and telephone numbers are given on the back of this leaflet.

Compliments, Comments and Suggestions

If you have had a positive experience, or would like to give us feedback in relation to your experience, good or bad, we would like to hear from you. Feedback and comments help drive improvements to the service we provide. Praise for a particular department or service is also fed back to the relevant team.

If you or someone on your behalf is unhappy with the care you receive we actively promote that, in the first instance, you talk directly to the staff involved in your treatment and care. Very often problems can be resolved straight away. If you feel they cannot help or you are not comfortable talking to them; you can contact PALS.

What is PALS?

PALS is a Patient Advice and Liaison Service for people using the NHS. It is there to help patients, carers, relatives and friends

to provide information in response to their queries and resolve any problems as quickly and as easily as possible.

Patients can ask a friend or relative to speak on their behalf, but we must have the permission of the patient before we can discuss any personal circumstances with anyone else.

A member of the PALS team can also visit patients on the ward to discuss their concerns. Very often problems can be sorted out straightaway, so please contact us as soon as possible so you can be reassured about any aspect of care.

Contact details are on the back of this leaflet.

How can PALS help?

- » Help answer any questions about care in hospital;
- » Advise and Support you and your family should you have any queries or concerns;
- » Listen to your suggestions for improving our service for patients and visitors;
- » Respond to your concerns if you are unhappy with any aspect of your/relative's care;