

How to contact us

In person:

Opening hours:

**Monday to Friday
9am to 5pm (except Bank Holidays)**

Ask to speak to a member of the PALS team at the Hospital's Main Reception.

Telephone:

Freephone 0800 195 1241, select option 2 or (01244) 366066 (answerphone available)

e-mail:

cochpals@nhs.net

Fax :

(01244) 366123

write to:

The Patient Advice and Liaison Service
Countess of Chester Hospital
NHS Foundation Trust
Liverpool Road
Chester
CH2 1UL

For an easy-read version of this leaflet please refer to the PALS section of our website

If you require a special edition of this leaflet

This leaflet is available in large print, Braille, on audio tape or disk and in other languages on request. Please contact the Patient Advice and Liaison Service (PALS) on Telephone: 01244 366066 or email: cochpals@nhs.net

إذا أردت في الحصول على النسخة باللغة العربية ، فضلاً اتصل بمركز معلومات المرضى أو تحدث مع أحد الموظفين

若是你想索取這份傳單的中文譯本，請聯絡「病人預約中心」或向其中一名職員查詢。

Si vous voulez cette brochure en français, contactez le bureau des rendez-vous ou demandez à un membre du personnel.

यदि आप यह परचा हिन्दी में लेना चाहते हैं तो कृपया पेशेंट ऑपइन्टमेंट सेन्टर से संपर्क करें या किसी स्टाफ से पूछें।

Haddii aad jeclaan laheyd buug-yarahan oo af-Soomaali ku qoran la soo xiriir xarruunta bukaan ballaminta ama wax weydii xubin shaqaalaha ka tirsan.

Si desea recibir este folleto en español, sírvase contactar al Centro de Citas para Pacientes o solicitarlo al personal.

اگر آپ کو یہ کتابچہ اردو میں درکار ہے تو پلٹھ اپنا کھٹ سٹور یا ملے کے کسی رکن سے رابطہ قائم کریں۔

Mae'r daflen hon ar gael (ar gais), mewn print bras, ar dâp sain neu ar ddisg, ac efallai mewn ieithoedd eraill ar gais. Cysylltwch â chanolfan apwyntiadau cleifion i ofyn am gopi.

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Tel: 01244 365000

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Patient Advice and Liaison Service (PALS) Compliments, Comments, Concerns & Complaints

PALS - We're here to help



What is PALS?

PALS stands for the Patient Advice and Liaison Service and has been likened to a "Customer Service" desk where patients and the public can seek free assistance in dealing with health matters.



What will PALS do if I have a comment, compliment or concern?

- We will listen to all comments, compliments and concerns and share your views, feedback and ideas to influence service improvements
- We will advise and support patients, their families, carers and staff to help resolve problems quickly
- We can refer you to other services for example the local authority, PALS in the community or the Independent Complaints Advocacy Service (ICAS)
- We will provide you with information on Trust services

How do PALS resolve concerns?

If you are not happy about something it is best to talk first to someone close to the problem. For example the nurse, ward manager, the doctor you are seeing, or the department manager. If you have tried this and are still unhappy, or you want to talk to someone who is not involved in your care, contact PALS. We may be able to help resolve matters the way you want.

What if I have a complaint?

We try very hard to give our patients the very best service but unfortunately we may not always get it right. If this happens, we would like to know so please tell us. The quickest way to resolve issues is to speak to the person in charge at the time. If your problem has not been resolved and you remain unhappy, you can make a formal complaint by writing to the Chief Executive at the address on the back of this leaflet.



Is PALS confidential?

Yes, although in order to deal with your concern or query, we may need to discuss this with other NHS staff within the Trust. If necessary, PALS can raise concerns anonymously on your behalf.



Will my care be affected by speaking to PALS?

No, we cannot stress enough that your care will **not** be adversely affected by you speaking to PALS or raising a concern. It very well might help to improve patients' experiences as it is only by listening and understanding concerns that we can make things better for you and others.