

Patient
Advice and
Liaison
Service



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Aims of this session

- Answer some **questions** about PALS
- Raise **awareness** of PALS
- Have **fun**





What is PALS?

'Customer Services Department' for the NHS

4 key functions ...

Providing information on NHS services

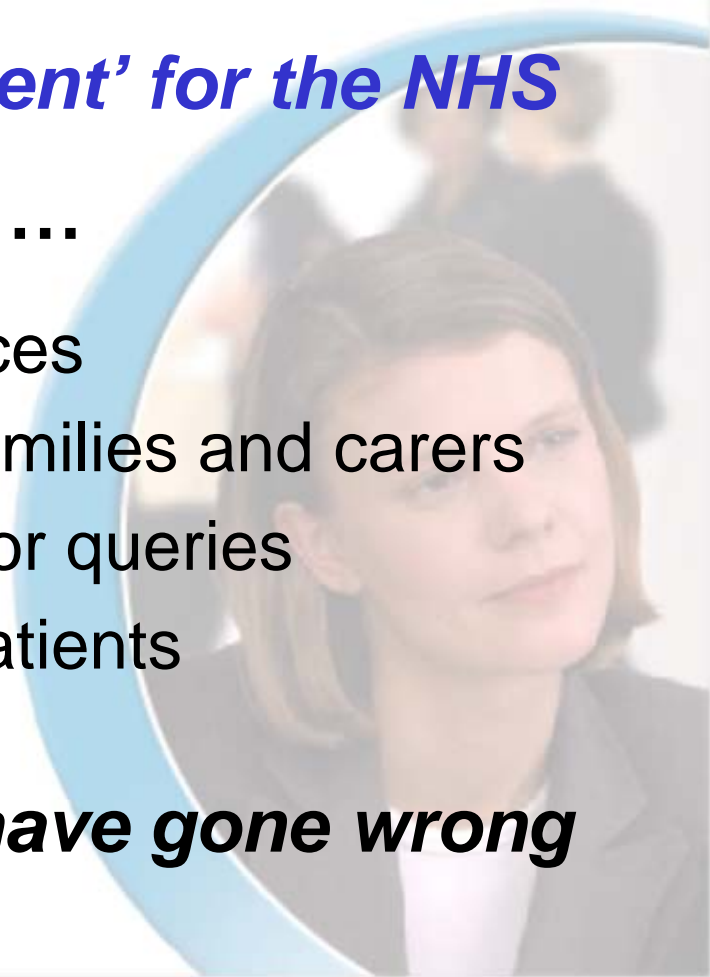
Advising and supporting patients, families and carers

Listening to concerns, suggestions or queries

Sorting out problems on behalf of patients

and

Learning from where things have gone wrong

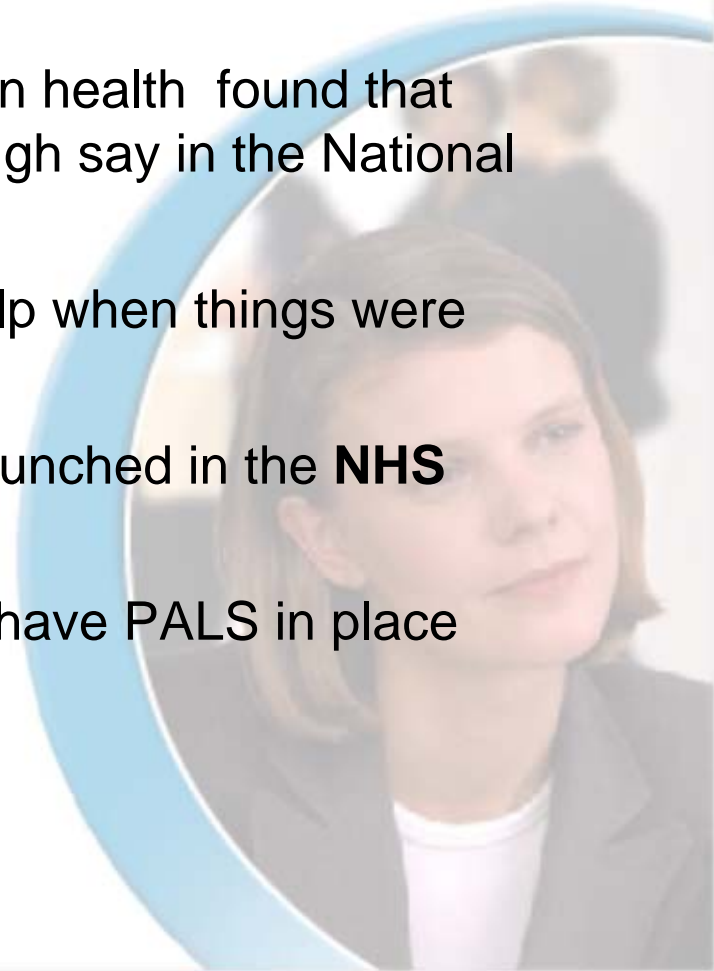


Positive feedback too



Where did PALS come from?

- In 2000, the biggest **public consultation** on health found that patients did not feel they had a strong enough say in the National Health Service.
- Patients said they wanted '**on the spot**' help when things were going wrong.
- PALS was therefore one of the initiatives launched in the **NHS Plan** of July 2000.
- **Most NHS organisations** in England now have PALS in place



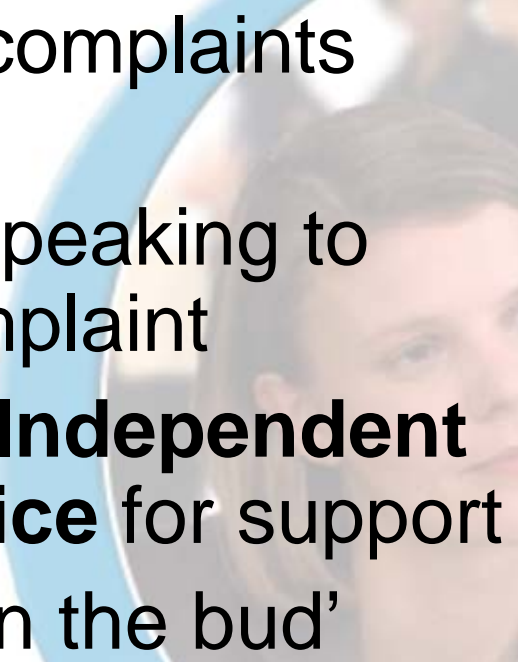
How does PALS benefit patients?

- Being listened to
- Having time
- Access to someone 'on the inside' independent from the clinical team
- Reduces the complexity of the NHS

PALS also provides support to staff



What about PALS and formal complaints?

- PALS **does not replace** the complaints system
 - Patients have the **choice** of speaking to PALS or making a formal complaint
 - PALS can refer clients to the **Independent Complaints Advocacy Service** for support
 - Well placed to 'nip concerns in the bud'
- 
- A circular inset image on the right side of the slide shows a woman with dark hair, wearing a dark suit jacket over a white top, looking slightly to the right. The background of the slide is a light blue gradient with a large, faint circular graphic element.

How does it work in practice?

- **Anyone can use PALS** – patients, relatives, carers, staff, etc
- **Easy to access** the service - phone, face to face, e-mail, in writing, home visits, community groups, outreach
- PALS can deal with queries about **any NHS service**
- PALS provides a **confidential** service
- **Reporting** – PCT Board, Clinical Governance, etc
- **Quality mark**
- Client and staff **surveys**
- **Awareness** raising
- Supported **7,000+** clients in 3 years



What type of issues does PALS deal with?

Information



Concerns



Pearl's story



Dean's story



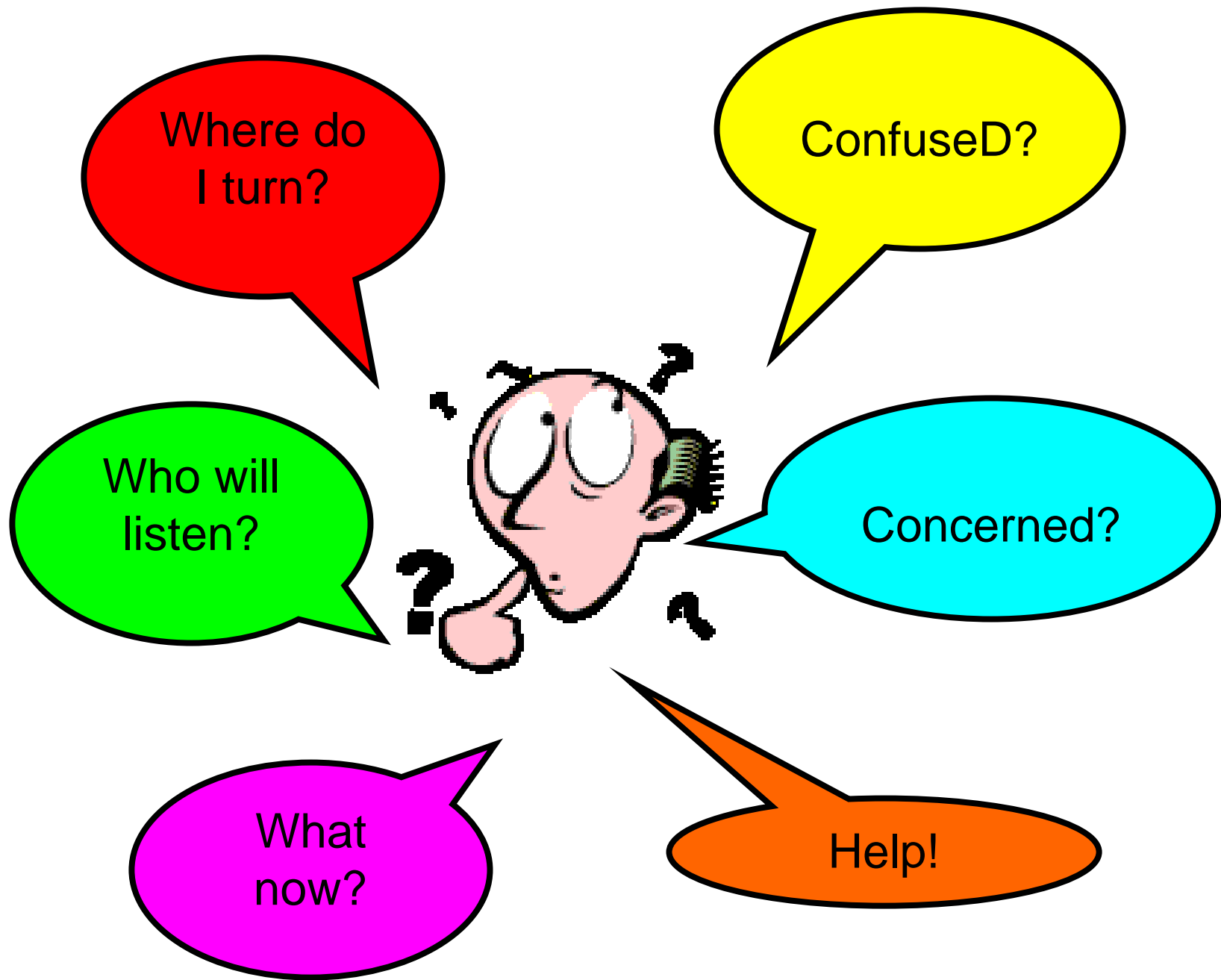
In summary ...



PALS

Patient Advice and Liaison Service

Here to help!



Where do I turn?

Confused?

Who will listen?

Concerned?

What now?

Help!

Inform

You are **HAPPY** with your
health care!

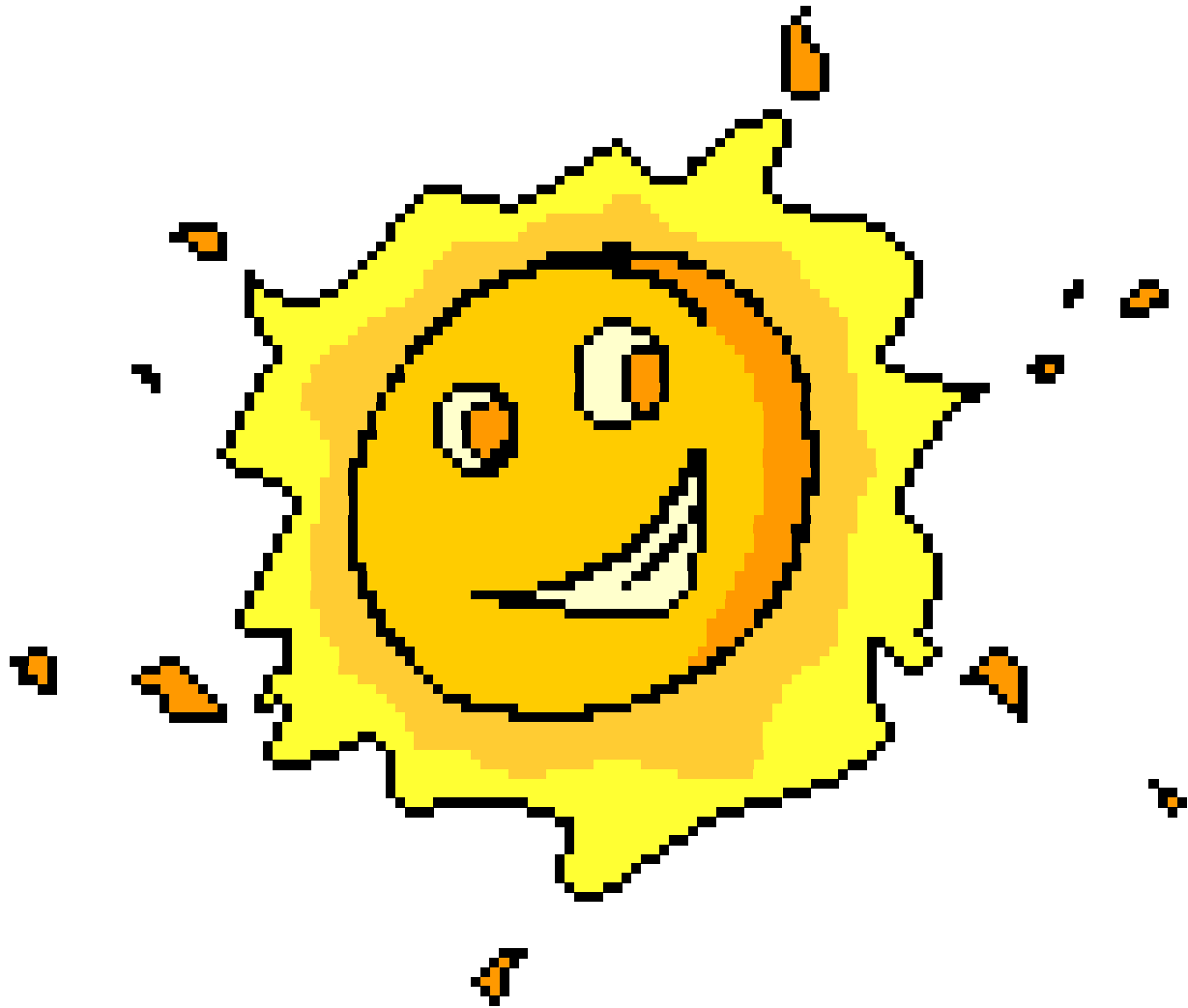
You are UNHAPPY with your
health care

You don't know where to turn?

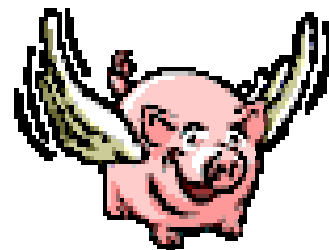
If

Don't sit on it, share it!

Your health, your say



PALS

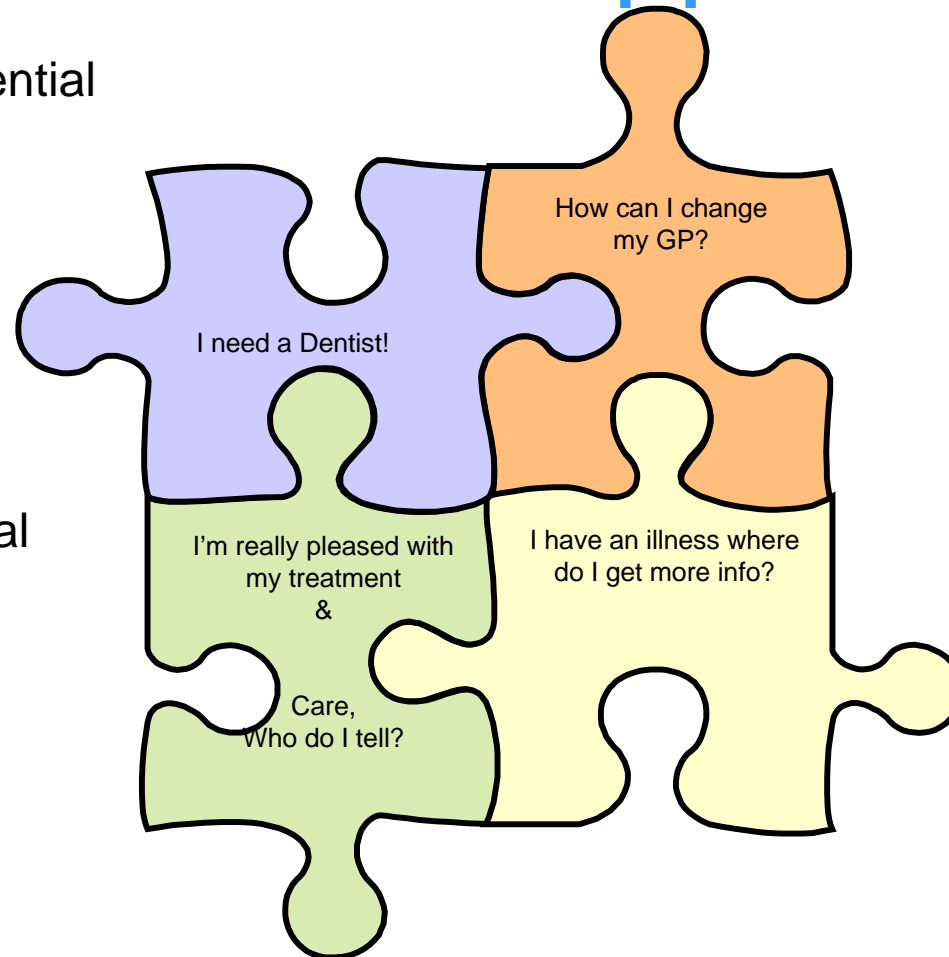


Why bother?

Your health matters to us!

Together we can
make it happen!

Confidential



On the spot!

Impartial

Supportive

PALS your Helping hand



Photo gallery













Patient Advice and Liaison Service

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**National PALS website –
‘PALS online’**

www.pals.nhs.uk

A circular inset image showing a woman with shoulder-length brown hair, wearing a dark blazer over a white top, looking slightly to the right. The background of the slide features large, light blue curved shapes.