

So, you have raised a concern or complaint. Will anything change?

Your experiences are looked at and used to improve and develop local healthcare and social care services.

Information from anonymous patient/carer stories is used in staff training to improve their understanding of patient experience.

The learning is shared with other health and social care staff and contributes to national good practice.

Examples of change: new patient leaflets, customer care training for staff, new support for patient transport, improved services like new booking systems for hospital referrals, new services such as the dental helpline.

How to contact us

Our opening hours are 9-5, Monday to Friday. Please give us your phone number so we can contact you quickly. A range of contact options are available. Calls to 0300 numbers cost the same as calls to national landlines and are included in mobile call bundles.



Telephone: 0300 123 1672, 01752 435204 or 01392 267665 for complaints 01392 207819



SMS: text us on 07789 741099 for a call back



Email: pals.devon@nhs.net or complaints.devon@nhs.net

For more information on local services see:
www.devonpct.nhs.uk
www.plymouthpct.nhs.uk
www.torbaycaretrust.nhs.uk



Write to:
Patient Advice and Complaints Team
(please include your telephone number)
FREEPOST EX184
County Hall
Topsham Rd
Exeter EX2 4QL

Your local contact:

This leaflet is available in different languages and formats such as Braille. Please contact us as above if you need this service.

**Need advice?
Worried? Concerned?
Have a compliment
or complaint?**

We are here to help with health and related social care issues.

Call 0300 123 1672
or 01752 435204
or 01392 267665
or text us on 07789 741099

PALS: The Patient Advice and Liaison Service

for Devon, Plymouth and Torbay



The patient advice and complaints team

Many problems, upsets or concerns can be dealt with locally and quickly by identifying the problem and trying to resolve it. You can speak to any member of health and social care staff straight away, wherever you are, or contact the PALS team.

We can help patients, their families, carers and NHS staff by providing **free confidential** advice when you:

- want help to sort out a problem
- have concerns, complaints, questions or suggestions about your local NHS services, including pharmacies, opticians, dentists, GPs
- need someone to listen to you and treat you with respect and sensitivity
- want to meet someone face to face
- want to raise issues so that things improve and it doesn't happen to others.

The team want to hear when things are worrying or disappointing, so that services can learn and improve.

IMPORTANT Raising a concern or a complaint will not negatively affect your healthcare in any way. All issues are taken seriously.

PALS – at your service

If you need a quick solution to provide you with information, an explanation, advice or to help you sort out your problem, we will work with you and the local health/social care and voluntary sector staff and managers to do this.

We will:

- agree with you what actions you wish us to take and how we keep in touch
- make sure that your experiences, good or bad, are used to develop and improve local healthcare and, where appropriate, social care services
- continue to provide support when the issue/ concern is ongoing, complicated and different organisations are involved
- attend meetings with you and healthcare professionals to provide support
- support patients and carers and the public and voluntary sectors in planning and developing local services
- get involved in local patient/carer support groups to hear first hand what is happening locally and to raise awareness of the help we provide.



If your concern cannot be resolved informally to your satisfaction, you may wish to consider making a formal complaint

What happens? We will:

- contact you to discuss the options available to you and agree how your complaint will be looked at, including advice on contacting ICAS (Independent Complaints Advocacy Service)
- send a written acknowledgement letter confirming issues, timescales and what results are wanted
- ask for written consent if we need to access your health records to respond to your complaint or work with a third party
- where appropriate, obtain an independent clinical opinion on the care you have received
- provide a response detailing what we found out and any actions taken to prevent the same thing happening to someone else
- if you wish, offer a meeting to discuss the response and explain our findings.

If you are not happy with your response, you have the right to refer the matter to the Parliamentary and Health Service Ombudsman.