

Call us

Freephone: 0800 0282451

If you get through to an answer-phone we apologise. It happens when staff are answering another call, or are temporarily out of the office. Please leave a message, contact number and your name and date of birth, or the name and the date of birth of the patient if you are calling on someone's behalf. We endeavour to contact you within two working days wherever possible.

Email us

stees.pals@nhs.net

Confidentiality

We are here to help you in your contact with the Trust. Making an enquiry, leaving a comment or raising a concern will not affect any care or treatment being provided to you and will not be noted on any healthcare record.

In order for any concerns to be able to be looked into, we do require the consent of the patient or in cases of reduced capacity or death, the next of kin. Without this consent we are unable to discuss any of our findings with you.

How to contact us

The PALS team is based at The James Cook University Hospital site and our opening hours are **Monday to Friday 9am to 4pm.**

You can contact us directly by :

Freephone: 0800 0282451

Email: stees.pals@nhs.net



Patient Advice and Liaison Service

The James Cook University Hospital
Marton Road
Middlesbrough
TS4 3BW

Author: Patient Experience Team

Website: www.southtees.nhs.uk

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Patient Advice and Liaison Service

**We are here to
help with your
comments,
compliments,
concerns and
complaints**

ST0510



Excellence in Patient Outcome and Experience

NHS
South Tees Hospitals
NHS Foundation Trust

Our Commitment to you

As a Trust, South Tees is committed to providing the best possible care we can to our patients. However we are always striving to improve the services we deliver. We know the best way to understand how we are performing is to listen to patient feedback such as your comments, compliments, concerns and complaints.

Who can help me?

If you need to speak with someone about:

The scheduling of an outpatient or clinic appointment – you should contact the hospital switchboard and ask to speak with your consultant's secretary who should be able to provide appointment information.

Wards or Clinics – the Manager, Nurse in Charge or Clinical Matron who can be contacted through the switchboard and are happy to assist with any questions or concerns you may have.

If you need assistance in contacting the above, have not been able to get the answers you needed or do not feel comfortable speaking with the staff you can contact our PALS service.

What PALS can do?

Advice

Our staff have a wealth of knowledge available to them and are able to

Give you information:

About the services available in the Trust

Tell you where to get help:

There are many organisations such as local support groups and voluntary groups that are able to give you advice. PALS can tell you about these groups and how you can contact them.

Refer you to independent advocacy services:

PALS have details of all local advocacy agencies that may be able to support you in making a complaint.

Listen to what you think of our hospital services:

If you have anything to say about the service you have received then you can tell us. If you want to give details of praise and compliments or you think there can be improvements made we will make sure this information is passed on to the appropriate people.

Enquiry

If you have questions about the care and treatment provided to you, your family or friends, or want to know more about certain processes in the Trust, we can put an enquiry in on your behalf. These can take up to 10 working days to complete but you will receive a phone call from the best placed person in the Trust to answer and discuss your questions with you.

Concern

If you are worried about the care and treatment provided to you, your family or friends, or want to know more about certain processes in the Trust, we can raise a concern on your behalf. These can take up to 10 working days to give us time to look into and investigate your concern. At the end of the process you will receive a phonecall from an appropriate senior member of staff who will inform you of the outcome of their investigation and answer any follow up questions you may have.

Complaint

Should you be dissatisfied with the outcome of your concern or you feel you need to raise a complaint then we can provide information on how to do so and we have handy packs explaining how to write and submit it.

Complaints are required in writing which can be either by letter or email. Complaints can take 25 to 60 working days to conclude depending on the complexity of the case.

Complaints receive a formal response in writing as well as the offer of a face to face meeting to discuss the investigation findings and actions to be taken from the complaint.

What we cannot do

- We cannot offer a counselling service
- We are unable to give you detailed medical information or a medical diagnosis
- We are unable to change or affect a medical decision that has been made
- We cannot arrange an appointment for you
- We cannot shorten waiting times

