



Complaints and PALS

Patient Advice and Liaison Service (PALS)

Freephone: 0800 328 7971

What does the Patient Advice and Liaison Service (PALS) do?

Oxford Health NHS Foundation Trust is a big organisation that aims to provide high quality care and services for our patients, however we know that sometimes we do not get it right. PALS is here to help you when you need advice, information, have concerns or don't know where to turn.

PALS can help by providing:

- advice or information
- support to sort out a local concern or problem quickly
- the opportunity to make a compliment, comment or suggestion to improve our services
- help with raising a formal complaint

PALS is a free and confidential service provided by the trust separately from clinical services. You can use PALS if you are being seen by any of the trust's services or if you are a friend or family member of someone who is using a service.

PALS offer information about:

- mental health issues generally
- Oxford Health NHS FT services
- other NHS services and local community resources

PALS offer advice on:

- how to use a service
- how to make decisions about your care and treatment
- how to sort out any problems, disagreements or misunderstandings

Support

You may not be able to sort out a problem with a trust service on your own. PALS can listen and help you to get your voice heard by the professionals or managers involved, so that you can get the answers you need about:

- why something has gone wrong
- why particular treatments may not be available or recommended

- they can put you in contact with voluntary organisations, support groups and advocacy services

The service has a lot of experience in sorting out the problems that people can run into while using services. PALS work closely with staff to make sure you get the information, advice and support you need.

If we cannot answer your question, we will put you in touch with someone who can help you.

Compliments

The trust welcomes compliments so that good practice can be identified and shared across the trust. We always make sure any comments are passed onto the members of staff or team who are praised.

Please call or send any compliments or suggestions to PALS.

What if I just want to make a complaint?

We try first of all to sort out problems by talking to you and liaising with the relevant services, but if you want to make a formal complaint, PALS can help. To find out more about how to make a complaint and/or independent help and advice please see the trust's leaflet 'How to make a complaint'.

Feedback

You can also provide feedback about your experiences of the trust's services through either the Patient Opinion Website (www.patientopinion.org.uk) or NHS Choices website (www.nhs.uk).

How to contact PALS:

Patient Advice and Liaison Service, The Whiteleaf Centre, Bierton Road, Aylesbury, Buckinghamshire HP20 1EG

Freephone: 0800 328 7971

Service available Monday to Friday from 9.30am until 4.30pm
(24 hour answerphone)

Email: pals@oxfordhealth.nhs.uk

If you need the information in another language or format please ask us

Nëse ky informacion ju nevojitet në një gjuhë apo format tjetër, ju lutem na kontaktoni

আপনি যদি এই তথ্যাদি অন্য কোন ভাষায় বা মাধ্যমে (ফরম্যাট) পেতে চান
তবে দয়া করে আমাদেরকে বলুন

ਜੇ તમને આ માહિતી બીજી ભાષામાં અથવા બીજા આકારમાં જોઈએ, તો કૃપા કરીને અમને પૂછો

यदि आपको यह जानकारी किसी दूसरी भाषा या आकार में चाहिए हो तो कृपया हम से पूछें

若您需要本信息的另一种语言或格式的文本，请与我们联系

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੀ ਦੂਜੀ ਭਾਸ਼ਾ ਜਾਂ ਆਕਾਰ ਵਿੱਚ ਚਾਹੀਦੀ ਹੋਵੇ ਤਾਂ ਕਿਰਪਾ ਕਰ ਕੇ ਸਾਨੂੰ ਪੁੱਛੋ

اگر آپ کو یہ معلومات کسی دوسری زبان میں یا کسی دوسرے طریقے سے درکار ہیں تو براہ کرم ہمارے مہربانی سے پوچھیں۔۔

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