



Volunteering with the patient advice and liaison service (PALS)

Corporate

PALS Volunteer

Introduction

Oxford Health NHS Foundation Trust is a big organisation and it is important that we listen to patients, service users and their carers about their experiences to understand what is working well and where services can be improved.

So what is a PALS volunteer?

The patient advice and liaison service (PALS) is a free and confidential service provided by the trust to help anyone who is being seen by any of the trust's services or if you are caring for a person using a trust service. The PALS can help if you need advice, information or have concerns.

The trust is introducing the use of volunteers to support the PALS team by helping staff run some of the current drop-in surgeries on our wards and community hospital sites. The

surgeries are an opportunity for inpatients to ask for information and advice, raise any concerns and share their experiences of receiving care from the trust.

The volunteers will be available to listen to inpatients which will help the trust to continually improve services and the experiences of inpatients.

It is a patient's choice if they would like to speak to a PALS volunteer about their experiences.

Each volunteer will treat all information they hear in a confidential and sensitive way according to trust policy.

Patients will be asked to consider what personal information they disclose to the volunteer as they will not be a member of staff employed by the trust.

Who can volunteer?

The following people can volunteer with the PALS:

- current patients or service users being seen in the community.
- patients or service users discharged from trust services.
- a person caring for a patient or service user.
- members of the public.

Before a person can become a volunteer they have to go through an application process.

Each volunteer will work alongside and be supported by a PALS worker.

How do I become a PALS volunteer?

If you would like to find out more about becoming a PALS volunteer, then please contact Sarah Woods, Patient Experience Worker & PALS Assistant, on 0800 328 7971.

The time people give to volunteer is seen as a valued contribution by the trust to help to improve the services provided.

Contact details

If you would like to contact the PALS service for any information, or advice the contact details are listed below.

Address:

Patient Advice & Liaison Service
Oxford Health NHS Foundation Trust
Tindal Centre
Bierton Road
Aylesbury
Buckinghamshire, HP20 1HO

Freephone: 0800 328 7971

Email: pals@oxfordhealth.nhs.uk

Service available

Monday - Friday 9.30am - 4.30pm
(24 hour answerphone)

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

आपनि यदि এই তথ্যাদি অন্য কোন ভাষায় বা মাধ্যমে (ফরমটে) পেতে চান
তবে দয়া করে আমাদেরকে বলুন

જો તમને આ માહિતીની 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

নেওর ভুগলুঁ ষিও নাহবানী বিসী দুসী ভাষা নাং স্কল ষিঁচ চাওীসী হেঁই তাং বিবখা বর বে সাতুঁ পুঁই

اگر آپ کو یہ معلومات کسی دوسری زبان میں یا کسی دوسرے طریقے سے درکار ہیں تو براہ کرم ہمارے مہمانی ستم سے پوچھیں :-

Thank you to the service users and staff who helped to develop the leaflet.

Oxford Health NHS Foundation Trust

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