



**Oxford Health**  
NHS Foundation Trust



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 aims to provide high quality care and services for our patients but sometimes we don't get it right. PALS can help you when you with:

- 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 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

If you cannot sort out a problem with a trust service on your own PALS can listen and help you to get your voice heard. We help you 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

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 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](http://www.patientopinion.org.uk)) or NHS Choices website ([www.nhs.uk](http://www.nhs.uk)).

If you would like to have information translated into a different language, please contact the Equality and Diversity Team at: [EqualityandInclusion@oxfordhealth.nhs.uk](mailto:EqualityandInclusion@oxfordhealth.nhs.uk)

**Arabic** يُرجى الاتصال بنا إذا كنتم ترغبون في الحصول على المعلومات بلغة أخرى أو بتسبيق مختلف.

আপনি এই তথ্য অন্য ভাষায় বা আলাদা আকারে **Bengali**

পেতে চাইলে অনুগ্রহ করে আমাদের সাথে যোগাযোগ করুন।

**Urdu** اگر آپ یہ معلومات دیگر زبان یا مختلف فارمیٹ میں چاہتے ہیں تو برائے مہربانی ہم سے رابطہ کریں۔

**Chinese** 若要以其他語言或格式提供這些資訊，請與我們聯繫

**Polish** Aby uzyskać informacje w innym języku lub w innym formacie, skontaktuj się z nami.

**Portuguese** Queira contactar-nos se pretender as informações noutra idioma ou num formato diferente.

Oxford Health NHS Foundation Trust  
Trust Headquarters  
Littlemore Mental Health Centre  
Sandford Road  
Littlemore  
Oxford  
OX4 4XN

### Contact PALS:

Switchboard: 01865 901 000 Phone: 0800 328 7971

Email [PALS@oxfordhealth.nhs.uk](mailto:PALS@oxfordhealth.nhs.uk)

Website [www.oxfordhealth.nhs.uk](http://www.oxfordhealth.nhs.uk)

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

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