

IMPROVE THE PATIENT EXPERIENCE

PATIENT ADVICE AND LIAISON SERVICE (PALS) AND COMPLAINTS TEAM



WE LISTEN

WE RESPOND



WE IMPROVE

MAKING A
DIFFERENCE
FOR YOU,
WITH YOU



Compliments

Your compliments make a real difference.

You can share positive feedback with us by speaking to any member of staff or to our Patient Advice and Liaison Service (PALS).

It is then shared with the relevant individuals or teams.

It really helps to let us know when we're doing things right.

Your feedback can be captured in a variety of ways, such as cards, letters and verbal. You can also feedback via:

- www.iwantgreatcare.org
- www.nhs.uk



Comments

Comment cards are available from all services.

Many of our services have electronic tablets to collect your comments.

We also have feedback stands in reception areas, to capture your comments and compliments.

We act on comments and concerns to improve services and ensure lessons are learnt.

“We're here



Please share your concerns so we can help resolve them.

If you would like to raise a concern you can do this using the PALS service.

PALS is a free and confidential service for patients, their carers and family members.

We provide on the spot advice and support.

Raising a concern can also be done directly with staff, who can support us to resolve your issue quickly.

We will communicate in a way that suits you and feedback to keep you informed.

e to listen”



Complaints will be dealt with in a timely manner and at a level agreed by the individual raising the issue.

Actions will be taken to improve services and ensure learning takes place. The information will be recorded centrally.

We will keep you updated in a way you choose and a timescale for your response will be agreed.

Once we've reached a conclusion, we will respond explaining the steps taken. Should our services need improvement, we will detail how we have learnt from your experience.

We will also ask for feedback on our complaints process to help us improve our service.



Follow us on twitter at
@NHFTNHS



Find us on Facebook
Northamptonshire
Healthcare NHS
Foundation Trust



Visit our website at
www.nhft.nhs.uk



Northamptonshire Healthcare
NHS Foundation Trust
St Mary's Hospital
Kettering
NN15 7PW

PALS telephone: 0800 917 8504*
Email: pals@nhft.nhs.uk

Complaints telephone: 0800 917 7206*
Email: complaints@nhft.nhs.uk
www.nhft.nhs.uk

*There may be a charge if you call this number
from a mobile phone or other networks



If you require this leaflet in other formats or
languages please contact PALS: 0800 917 8504

এই লফিলটেট যদ আপনার অন্য কোনো ফরম্যাটে
বা ভাষায় প্রয়োজন হয়, তবে অনুগ্রহ করুন
0800 917 8504 নম্বরে পালস এর সাথে যোগাযোগ করুন

Jej šią skrajutę norite gauti kitu formatu ar kalba,
kreipkitės į PALS: 0800 917 8504

Jeżeli są Państwo zainteresowani otrzymaniem
tych informacji w innym formacie lub języku,

Here to help

NHS Complaints Advocacy

T: 0300 330 5454
E: nhscomplaint@voiceability.org

Children's Rights Officer Northamptonshire County Council

T: 01604 368051
E: childrensrights@northamptonshire.gov.uk

TotalVoice Northamptonshire (Mental Health Advocacy)

T: 0203 355 8846
E: tvn@voiceability.org

Involvement

If you are a service user, carer or
family member and would like to
be involved in the development
of services, please call the number
below for further information.

T: 01536 452243

prosimy o kontakt z PALS pod numerem telefonu
0800 917 8504.

Dacă aveți nevoie de acest prospect în alte
formate sau limbi, vă rugăm să contactați PALS:
0800 917 8504

Если Вы хотели бы получить данную брошюру
на другом языке или в другом формате, просим
обращаться в PALS (Информационная служба
для пациентов) по 0800 917 8504.