

What will happen then?



1. We will write to you or phone you, within three working days to acknowledge your concern



2. The letter or phone call will explain what happens next



3. You will not be treated differently because of your concern

Where will my concern be kept?



PALS will keep a record of your concern and your information will be kept confidential. Your concern will not go in your health care records.

What if I am not happy with the outcome of my concern?



We would like you to tell us, so that we can speak to you about what else we need to do. If you want to make a formal complaint, PALS will refer you to our Assistance and Complaints Team.

PALS - Here to Help
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**Chesterfield
Royal Hospital**
NHS Foundation Trust

Here to Help

Patient Advice and Liaison Service (PALS)



Staff in the Patient Advice and Liaison Service (PALS) will:-



Listen to your ideas and suggestions



Pass on your thanks to staff



Help you to sort out a problem at the hospital



Help you with your questions about the hospital's service



Help you talk to doctors, nurses, or other people who might be able to answer your questions



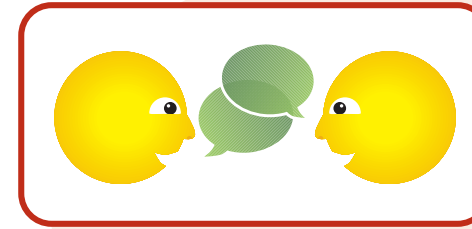
Work with other hospital staff to resolve concerns

What you tell PALS will be kept private. We will only tell the people who need to know.

If there is a problem

If you have a problem or are unhappy about your care or treatment you can:-

- Ask to speak to the person in charge of the Ward / Department
- Speak to our PALS team



We will try to put things right for you as quickly as we can. If we can't sort things out there and then, you can ask us to deal with your problem through our complaints procedure.

How do I tell you about my concern?



You can write your concern in a letter to us:
PALS, Chesterfield Royal Hospital, FREEPOST NAT 18842,
Calow, Chesterfield, S44 5BL



You can e-mail PALS:
CRHFT.ACS@nhs.net



You can come to see PALS in the Assistance & Complaints office in the main entrance of the hospital

There are advocacy services, who can help you. PALS can tell you who to contact.