

Patient advice and liaison service (PALS)

If you have a compliment, complaint or concern please contact our PALS team on 020 7288 5551 or whh-tr.PALS@nhs.net

If you need a large print, audio or translated copy of this leaflet please email whh-tr.patient-information@nhs.net. We will try our best to meet your needs.

Twitter.com/WhitHealth
Facebook.com/WhittingtonHealth

Whittington Health NHS Trust
Magdala Avenue
London
N19 5NF
Phone: 020 7272 3070
www.whittington.nhs.uk

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PALS & Complaints

(Patient Advice & Liaison Service)



A patient's guide



This leaflet provides information about the PALS and Complaints Service

As a Trust, we are committed to ensuring our organisation is as good as it can be. We strive to provide a high quality, professional service at all times, but we know there may be times where things go wrong, or you are unhappy with the service we provide.

Raising a concern

If you have a concern about your care or the care of your relative or friend, it is best to address it straight away and seek an early resolution where possible. You can speak with a senior member of staff on the ward, clinic, or department.

If you do not feel your concerns have been resolved or if you would rather talk to someone outside of the ward, clinic, or department you can raise any concerns through PALS who will do everything possible to answer your query promptly.

The PALS team can:

- Liaise with our departments and services to help resolve problems and concerns
- Listen to your feedback and suggestions and provide confidential on-the-spot advice, support and information
- Advise you about NHS services at the Trust
- Listen to your comments, suggestions, and concerns about the services provided by Whittington Health.

Raising a PALS concern is sometimes referred to as 'informal resolution'. If you feel that we have been unable to offer a satisfactory resolution to your concerns you may wish to submit a complaint.

Please use the space below to provide us with your:
Comment ☐ Compliment ☐ Concern ☐ Complaint ☐

Name: _____

Address: _____

Tel/Email: _____

Preferred contact method: email ☐ phone ☐ letter ☐

Details of the patient you are representing (if applicable)

Name: _____

Address: _____

Tel/Email: _____

Preferred contact method: email ☐ phone ☐ letter ☐

Please continue on a separate sheet if necessary

Please tick if you would like a response ☐

Age	
Child (16 and under)	
Adult (17-64)	
Older adult (65 or above)	
Ethnic Origin	
Asian or Asian British	
Bangladeshi	
Chinese	
Indian	
Pakistani	
Asian other – please specify:	
Black or Black British	
Black African	
Black Caribbean	
Black other – please specify:	
Mixed	
White/Asian	
White/Black African	
White/Black Caribbean	
Other mixed background – please specify:	
White	
White British	
White Irish	
White other – please specify:	
Other ethnic group	
Other – please specify:	
Prefer not to say	

Gender	
Male	
Female	
Non-binary	
Prefer not to say	
Unknown	
Other	
Trans	
Identified as trans	
Not identified as trans	
Prefer not to say	
Unknown	
Sexual Orientation	
Gay	
Heterosexual	
Lesbian	
Bisexual	
Other	
Prefer not to say	
Religion/Beliefs	
Buddhism	
Christianity	
Hinduism	
Islam	
Judaism	
Sikhism	
Other – please specify:	
Prefer not to say	
Do you have a disability, long-term illness or health condition?	
Yes / No / Prefer not to say	
If yes, please specify –	

Making a complaint

If you wish to make a complaint, you can do this in writing, via email or by speaking with a member of the team.

Post: PALS & Complaints Service, Whittington Health NHS Trust, Magdala Avenue, London, N19 5NF
Email: whh-tr.PALS@nhs.net
Telephone: 020 7288 5551

Are there time limits?

Complaints should always be made as soon as possible. You should make your complaint within 12 months of the incident, or within 12 months of the matter coming to your attention. This makes it easier for everyone to remember what happened and helps us to respond quickly. We may not be able to investigate or may be limited in our response, outside of this timeframe.

What help is available to you?

If you would like advice or support with making a complaint, you can contact POhWER or Rethink who provide free, confidential, and independent advocacy services.

POhWER (for Haringey residents)
Email: nhscomplaints@pohwer.net
Telephone: 0300 456 2370 (charged at local rate)
Text: Send 'pohwer' plus your name & number to 81025
Post: POhWER, PO Box 17943, Birmingham, B9 9PB
Web: www.pohwer.net

Rethink (for Camden and Islington residents)
Telephone: 0300 790 0559
Email: advocacyreferralhub@rethink.org
Web: www.rethink.org

What happens next?

Once you have submitted a complaint, you will receive a written acknowledgement from a PALS & Complaints Officer within 3 days of receipt. It is then assigned to a lead investigator, within the relevant service, to look into the issues you have raised. A written response is sent to you, usually within 25 working days, from the Chief Executive.

If you are not happy with the response

You can ask us to look again at your complaint to possibly:

- provide further information or clarify issues you do not feel were addressed.
- arrange a meeting with the service concerned to discuss any outstanding concerns (to which you may bring a friend, relative or representative).

If you remain unhappy with the outcome after following the above steps, you have the right to approach the Parliamentary and Health Service Ombudsman (PHSO) to ask them to review your complaint.

Ombudsman contact details

The Parliamentary and Health Service Ombudsman (PHSO)
Millbank Tower, London, SW1P 4QP
Tel: 0345 015 4033
Web: www.ombudsman.org.uk
Email: phso.enquiries@ombudsman.org.uk

Healthwatch

You can also make comments to Healthwatch, which is an independent network of local people funded to help you have a say in improving local services.

Islington

Healthwatch Islington, 6-9 Manor Gardens, N7 6LA
Tel: 07538 764 436
Email: info@healthwatchislington.co.uk

Haringey

Freepost RTXY-BSRB-RCSS, Tottenham Town Hall,
Town Hall Approach Road, London, N15 4RX
Tel: 020 8888 0579
Email: info@healthwatchharingey.org.uk

For concerns about social care services:

Islington Adult Social Services

Customer Services, People Directorate
222 Upper Street, London, N1 1XR
Tel: 020 7527 8046 / 8047 **Email:** people@islington.gov.uk

Islington Children's Social Services

Children's Customer Care and Complaints Manager
3 Elwood Street, London, N5 1EB
Tel: 020 7527 8048 **Fax:** 020 7354 9742
Email: childrensocialcare.complaints@islington.gov.uk

Haringey Children's and Adults Social Services:

Children: <https://www.haringey.gov.uk/contact/council-feedback/childrens-social-care-complaints-procedure>

Adults: <https://www.haringey.gov.uk/contact/council-feedback/adult-social-care-complaints-procedure>

If you are unable to use the forms please call 020 8489 3424