



Gwasanaeth Cyngor a Chyswilt Cleifion

Patient Advice and Liaison Service

Patient Advice & Liaison Service (PALS)

Information leaflet



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Aneurin Bevan
University Health Board

abuhb.nhs.wales

The PALS Team

The PALS Team is employed directly by the Aneurin Bevan University Health Board but is not involved in the direct care of people who are in hospital.

The Team offers confidential advice, support, and information on health-related matters. They provide a point of contact for patients, families, and carers.

We are here to listen if you...

- have a problem but do not know who to ask.
- want to talk to someone not directly involved in your care.
- want to compliment services or individual members of staff.
- have a suggestion on how we can make improvements.

What we can do

- Listen to your comments, suggestions, compliments and queries and make every effort to resolve issues as quickly as possible.
- Offer impartial advice and support to patients, families, carers and friends.
- Help you keep in touch with loved ones in hospital.
- Make contact with our staff and, if appropriate, other organisations to help you.
- Provide information on other organisations that can provide information, support or advice.
- Improve services by reporting on themes and trends raised by people who use our services.
- Keep your information confidential unless there is an exceptional reason - for example to protect children, yourself, or another person.
- Help you seek support from an independent advocate if you have a concern or wish to make a complaint.



Keeping in touch with you

The PALS Team will do their best to resolve any queries, issues, and problems quickly and directly with the staff concerned. The Team will keep in touch with you by telephone and/or email. They have access to senior managers in the Health Board for help in resolving matters should that be necessary.

The PALS Team can meet with you face to face in the hospital if this is needed and can arrange for an interpreter to be available should you require this.

Your views are important to us

It is very important for us to know whether we are meeting the needs of those people who contact the PALS service. We will send or hand out a survey to you to ask about your experience and whether you were satisfied with our service. We will do this after we have given you a response to your PALS enquiry.

Any information you give will be treated in confidence, and anything published about the service will be of a general nature and will not identify you.

NHS Complaints Procedure

We hope that the enquiries you raise with PALS will be able to be resolved quickly and to your satisfaction. If not, PALS staff will explain the complaints procedure and can make a referral to the Complaints Team on your behalf.

They can also put you in touch with the Llais, an independent body, who can support you should you wish to be supported by an independent advocate to make a complaint. More information on Llais can be found overleaf.



Independent help to raise a concern

If you need help to raise a concern, Llais – your voice in health and social care, can help you do this. Llais is an independent body, and its free Advocacy service can provide information, advice and support to members of the public who may wish to raise a concern.

Llais can support you to raise a concern and give advice on the most appropriate course of action. Contact details are below.

Making a direct complaint

You may feel that the best course of action is to make a complaint. The PALS team can advise you on this process or you may wish to contact the Putting Things Right Concerns Team direct (contact details below).

If you would prefer to be supported by an independent advocate to make a complaint, the PALS team can put you in touch with Llais.

Contact us

Patient Advice & Liaison Service (PALS)

Tel: 01633 493753

Email: ABB.PALS@wales.nhs.uk

Please note: The PALS telephone line may go to answerphone if the Team are busy. Please leave a message with your contact details and we will call you back within 24 hours.

Putting Things Right (PTR) Concerns Team

Tel: (01633) 431666

Email: ABB.PuttingThingsRight@wales.nhs.uk

Llais Citizen Voice Body

Tel: 01633 838516

Email: gwentadvocacy@llaiscymru.org



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