

Patient Experience

Patient Advice and Liaison Service

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Head of Patient Experience

Sources of Patient Feedback

- Friends and Family Test
- National Patient Surveys
- Complaints
- Compliments
- PALS
- Patient Surveys
- You Said, We Did
- Care Opinion
- Healthwatch
- Facebook, Twitter
- User engagement groups
- Topic surveys & questionnaires



Patient Advice and Liaison Service (PALS)

“ The Trust welcomes feedback - comments, compliments and complaints - from all users of our services, including patients, visitors, relatives and carers. ”



We are a listening organisation and patient care is at the heart of everything that we do.

PALS

- The **PALS** team help patients, relatives and visitors who may need information, advice or wish to make a comment.
- They are there to help with issues or concerns that can be resolved within 1 to 2 days

PALS activity in 23-24

- Last year 4, 072 PALS contacts were received
- The team recruited two additional PALS officers, now having a team of six to support our patients and families
- The most common area of contact is Appointments (29%) and Communication (19%), followed by Signposting (12%), Clinical Treatment (3.5%) and Admission and Discharge Arrangements (2.5%)
- 70% of contacts raised were resolved internally, with the remaining provided with general advice, referred to other organisations and small portion (13 cases) were registered as formal complaints directly.

Actions following PALS feedback

- New Improving Communications Group was formed to improve telephone responding and appointment letters
- More digital options will be available for patients through NHS App and DrDr appointment platform
- Wayfinding group and strategy to address issues related to finding correct location
- New Customer Care training has been introduced.



Putting **patients**
at the **HEART**
of everything we do

NHS
London North West
University Healthcare
NHS Trust

Making a formal complaint

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Formal Complaints

The Complaints team register each complaint received

They are acknowledged within 3 working days

Aim to respond to complaints within 40 working days

Responses can be either written or via a meeting

Patient experience contact details:

Patient experience and FFT

- Email: LNWH-tr.PATIENTEXPERIENCE@nhs.net
- Tel: 020 8869 3638

PALS

- Email: LNWH-tr.PALS@nhs.net
- Tel: 020 8967 5653

Complaints

- Email: LNWH-tr.Complaints@nhs.net
- Tel: 020 8869 2026