

## Patient Experience

Patient Advice and Liaison Service Annika Towell Head of Patient Experience







#### Sources of Patient Feedback

- Friends and Family Test
- National Patient Surveys
- Complaints
- Compliments
- PALS
- Patient Surveys
- You Said, We Did

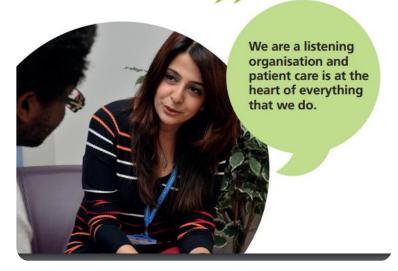
- Care Opinion
- Healthwatch
- Facebook, Twitter
- User engagement groups
- Topic surveys & questionnaires





### 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.



#### **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.





## Making a formal complaint

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



# 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: LNWHtr.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