

## PATIENTS ADVICE & LIAISON SERVICE (PALS)

In 2013 PALS assisted 3871 patients, relatives and visitors; dealing with issues raised and giving advice. This is an increase of 10.5% on the previous year.

Informal complaints made up 27% of the issues handled by PALS in 2013. Although dealing with complaints is one of the functions of the PALS service; they also answer enquiries and act as a contact source for other departments within the hospital and outside services. The hospital has been busier than ever this year; this obviously impacts on the work of the PALS department and requests for assistance and information make up 70% of enquiries.

A large majority of queries were in relation to outpatient appointments; patients needing information regarding when and where they are to be seen and whether their appointments are booked. PALS have been able to assist 1046 patients in this respect.

We have found that people who contact PALS for assistance are inclined to return when they have further queries and use the service frequently. We have also been able to pass on a number of compliments to various wards and departments, from patients who have been very happy with their care.

### Contact

**Steve Hams**  
Chief Nurse | Medway NHS Foundation Trust

M: 07787 732741

E: [steve.hams@medway.nhs.uk](mailto:steve.hams@medway.nhs.uk)

**Twitter: @sphams**

