

Patient Advice and Liaison Service

**PALS: we're here  
to help you**



Whether you  
have a  
**compliment,  
comment,  
concern**  
or **complaint,**  
talk to us



## How PALS can help you

The Patient Advice and Liaison Service (PALS) provides help and advice to patients, families and carers. It is a confidential service. This means that we will not share your details with anyone, unless you give us permission to do so.

### **Please contact us if:**

- you need advice about any service or department at our hospitals
- you have concerns about any aspect of the service you have received in hospital and feel unable to talk to those responsible for your care.

### **We can:**

- pass on positive comments to staff
- listen to any problems you may have and suggest the best way to resolve them
- agree what should happen next and what steps we will take
- arrange a meeting with staff who can answer any questions you may have
- go to meetings with you if you wish
- put you in touch with other services (inside or outside our hospitals) who may be able to help you
- help you if you wish to make a formal complaint.

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## How to contact PALS

### Visit us

You can talk to us in the PALS office – near Sydney Street reception at Royal Brompton or main reception at Harefield. We are available Monday to Friday (9am–4pm), excluding bank holidays.

### Call us

Royal Brompton Hospital:  
**020 7349 7715**

Harefield Hospital:  
**01895 826 572**

If we are not available, please leave a message and we will call you back.

### Write to us

Write to us using the hospital addresses on the back of this leaflet or send an email to [pals@rbht.nhs.uk](mailto:pals@rbht.nhs.uk).

## Making a formal complaint

If you have a complaint and you have talked to PALS but would like to take the matter further, Royal Brompton and Harefield NHS Foundation Trust has a formal complaints procedure.

All complaints are reviewed by our Chief Executive.

Please write to:

**Chief Executive  
Royal Brompton & Harefield NHS  
Foundation Trust  
Sydney Street  
London SW3 6NP**

or you can send an email to  
**[complaints@rbht.nhs.uk](mailto:complaints@rbht.nhs.uk)**.

Please include details of what you would like to happen in response to your complaint. Also include your telephone number so that a complaints investigator can discuss your complaint with you.

The team will acknowledge receipt of your complaint within three working days.

An investigation into the issues you raise will then take place, and you will be given a response in writing, outlining the outcome of the investigation.

If your complaint relates to a friend or relative, we will ask for their consent to communicate with you.

Complaints should be made within 12 months of the incident, or as soon as you are aware that there is cause for complaint.

**Raising a concern or making a complaint will not affect your care.**

Your comments can help the Trust to put things right and avoid the same thing from happening again.



## Independent help with the NHS complaints process

The NHS Complaints Advocacy Service is a free and independent service that provides practical support and information to people who want to complain about an NHS service.

Advocates can:

- give you an opportunity to speak confidentially to someone who is independent of the NHS
- take time to listen to your experience
- talk to you about what support you need to make your complaint
- give you information about the different ways that you can raise your concerns
- help you to think about what you would like to achieve from your complaint – people want different outcomes when they complain, such as an apology, an explanation, or an improvement to NHS services.

Helpline: **0300 330 5454**

Textphone: **0796 002 2939**

Email: **[nhscomplaints@voiceability.org](mailto:nhscomplaints@voiceability.org)**

Web: **[www.nhscomplaintsadvocacy.org](http://www.nhscomplaintsadvocacy.org)**



A lifetime of specialist care

Royal Brompton Hospital  
Sydney Street  
London  
SW3 6NP  
tel: 020 7352 8121

Harefield Hospital  
Hill End Road  
Harefield  
Middlesex  
UB9 6JH  
tel: 01895 823 737

website: [www.rbht.nhs.uk](http://www.rbht.nhs.uk)

إذا كنت ترغب في الحصول على ترجمة فورية لمضمون هذه الوثيقة إلى اللغة العربية، يرجى منك الاتصال بأحد مستخدمينا بجناح المصلحة التي يتم فيها استشفائك. أحد موظفينا سيسعى لترتيب إجراءات الترجمة وإتمامها في الوقت المناسب لك.

Brosurteki bilginin Türkçe tercumesi için tedavi görüyor olduğunuz bölüme basurunuz. Bölüm personeli tercumenin gerçekleşmesini en kısa zamanda ayarlayacaktır.

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