

# How was your experience today?



A guide to our Patient Advice and Liaison service (PALS) for our service users and carers

**Advice – Support – Feedback**

**In a mental health emergency please call our Mental Health Helpline on 0800 6444 101 or 111 and select option 2.**

## Listening to your feedback

We always want to hear your experiences with our services. If it's been good we would love to share that with the team. If not, then we want to see what we can do to improve things for you and see whether we need to change anything in the way we work.

Your feedback is important to us and no-one will be treated in an unfair way as a result of any feedback you give.

## Contacting PALS

You can contact PALS confidentially if you would like to:

- Make an enquiry
- Request information
- Share a compliment
- Give feedback and suggest improvements
- Raise a concern
- Make a complaint

We aim to acknowledge any contact within three working days

**Online:** Scan the QR code or visit [www.hpft.nhs.uk/contact-us/compliments-and-complaints/online-form/](http://www.hpft.nhs.uk/contact-us/compliments-and-complaints/online-form/)

**By email:** [hpft.pals@nhs.net](mailto:hpft.pals@nhs.net)

**By post:**

PALS, The Colonnades, Beaconsfield Road, Hatfield AL10 8YE.



**By phone:** 01707 253916.

Our phone line is open Monday – Friday, 9am – 3pm excluding bank holidays. There is a voicemail facility if you would like to leave a message when we are not available.

## Raising concerns

If you are unable to resolve your concerns by speaking with a member of staff in your clinical team, PALS can support you to raise a complaint. This will not adversely affect the care you receive from our services.

We may need to ask for personal information from you so that we can investigate your concerns. All information will be treated as confidential and will be kept in accordance with the current data protection legislation.

## How to get help to raise a complaint

If you would like independent advocacy support to raise a concern you can contact the NHS Complaints Advocacy Service, POhWER. The service is free, independent and confidential and they can be contacted on 0300 456 2370 email: [HertsAdvocacy@pohwer.net](mailto:HertsAdvocacy@pohwer.net)

## What to do if you remain unhappy the response to your complaint

Once we have responded to your concerns, if you remain dissatisfied you can contact the Parliamentary and Health Service Ombudsman on 0345 015 4033 or email: [phso.enquiries@ombudsman.org](mailto:phso.enquiries@ombudsman.org)

## **Hertfordshire Partnership University NHS Foundation Trust (HPFT)**

HPFT support people with mental health difficulties, learning disabilities and autism across Hertfordshire, Buckinghamshire, Norfolk and Essex.

## **Patient Advice and Liaison Service (PALS)**

PALS offers confidential advice, support and information on health-related matters. They provide a point of contact for service users, their families and their carers.

We are here to listen and support you.

Hertfordshire Partnership University NHS Foundation Trust works toward eliminating all forms of discrimination and promoting equality of opportunity for all.

We are a smoke free Trust therefore smoking is not permitted anywhere on our premises.

[www.hpft.nhs.uk](http://www.hpft.nhs.uk)

January 2024