

The Patient Advice and Liaison Service (PALS)

0800 731 2864

www.pals.slam.nhs.uk

pals@slam.nhs.uk



What does PALs do?

South London and Maudsley NHS Foundation Trust (SLaM) is a big organisation - but we try to get things right for everybody we see. We know that sometimes, we don't get it right.

PALS can help by providing:

- information
- advice support to sort out any problems you may have with a SLaM service
- opportunities for you to make suggestions about how we can improve our services

The PALS service is free and independent of SLaM clinical services.

You can use PALS if you are being seen by any SLaM service, or if you are a friend or family member of someone who is using a SLaM service.



What can PALS offer?

Information

- About mental health issues generally.
- About SLaM services - what is available, how you can use them.
- About other NHS services and local community resources.

Advice

- How to use a service.
- How to make decisions about your care and treatment.
- How to sort out any problems, disagreements or misunderstandings.

Support

You may not be able to sort out a problem with a SLaM service on your own. PALS can help you to get your voice heard by the professionals or managers involved so that you can get the answers you need about:

- why something has gone wrong
- why particular treatments may not be available or recommended.

How PALS works

Our staff have a lot of experience in sorting out the problems that people can run into while using SLaM services.

We work closely with nursing, medical and other frontline staff to make sure you get the information you need. If this is not enough we can go to senior clinicians or managers.

We aim to:

- be easy to get hold of
- react quickly to your concerns
- make sure you know what progress is being made.

How confidential is PALS?

- PALS is part of the Trust, but we will usually need your consent to tell another part of the Trust that you have contacted us.
- We have to share information in some situations - most often when someone is at risk of harm.
- We can often help on an anonymous basis.

What if I just want to make a complaint?

We try first of all to sort out problems by talking to you, but if you want to make a formal complaint you can contact the Complaints Department, (see the back page of this leaflet). You can also ask PALS to help you make your complaint.



You can get in touch with us:

- by phone on 0800 731 2864 (freephone), Monday to Friday 9am to 5pm
- through a member of the Trust's staff
- by email to pals@slam.nhs.uk
- by letter to PALS, The Maudsley Hospital, Denmark Hill, London SE5 8AZ

Compliments and suggestions will be formally recorded so that good practice can be identified and shared across the Trust.

If you'd like a large print, audio, Braille or a translated version of this leaflet then please ask us.

Contact SLaM

SLaM switchboard: 020 3228 6000

SLaM website: www.slam.nhs.uk

Patient Advice and Liaison Service (PALS)

PALS is here to listen and support you in whatever way they can to ensure your experience at SLaM is a positive one. If you are not happy about something at SLaM then PALS will try to help you. If you decide you want to make a formal complaint PALS can advise you how to do this.

PALS 24hr information line: **0800 731 2864**

PALS website: www.slam.nhs.uk/pals

PALS email: pals@slam.nhs.uk

Travel

For the quickest way to plan your journey to a SLaM service try TfL's journey planner.

TfL 24hr travel information: **020 72222 1234**

www.tfl.gov.uk/journeyplanner