

Patient advice and liaison service (PALS) and complaints

Your views matter to us

Please tell us about your experience at the Royal Free London NHS Foundation Trust. Your feedback is important because it will help us know what we are doing well and where we need to improve. Your comments will always be fed back to relevant staff and acted upon.

PALS

What do PALS do?

If you need advice or have concerns about your care or treatment, it is best to discuss matters with a member of the medical or nursing team first. However, if your attempts to do so are unsuccessful, or if you would prefer to talk to someone outside of the department concerned, please do not hesitate to contact PALS.

PALS try to resolve people's problems, concerns and queries, and deal with feedback quickly and informally. The PALS team will:

- Liaise with clinic or ward staff on your behalf in order to obtain information and find a resolution.
- Help with general enquiries about the trust's services.
- Share your feedback about how we can improve practice and let you know the outcome.
- Give advice and information about how to make a formal complaint.

How can you contact PALS?

Barnet Hospital

The PALS office is located on the ground floor, opposite the main reception. If you would like to contact the team, you can do so by:

Telephone: 020 8216 4924 (24 hour answerphone)

E-mail: bcpals@nhs.net

Write to: Barnet Hospital
PALS
Wellhouse Lane
Barnet
EN5 3DJ

Chase Farm Hospital

Telephone: 020 8375 1328 (24 hour answerphone)

E-mail: rf-tr.cfhpals@nhs.net

Write to: Chase Farm Hospital
Patient Experience Team
The Ridgeway
Enfield
Middlesex
EN2 8JL

Royal Free Hospital

The PALS office is located on the ground floor, opposite the main reception. If you would like to contact the team, you can do so by:

Telephone: 020 7472 6446 or 020 7472 6447 (Monday-Friday, 10am to 4pm) or 020 7472 6445 (24 hour answerphone)

E-mail: rf.pals@nhs.net

Write to: Royal Free Hospital
PALS
Pond Street
London
NW3 2QG

Walk-in appointments are currently suspended at all of our hospital sites due to COVID-19 restrictions.

Complaints

What do the complaints team do?

If you are unhappy with your care or treatment and would like to make a formal complaint, please let us know and our complaints team will investigate matters in line with the trust's complaints procedure.

The complaints team will:

- Write to acknowledge receipt of your complaint and provide information about how the complaint will be taken forward.
- Seek consent from the patient concerned if your complaint relates to a friend or relative.
- Carry out an investigation into the issues raised. This may involve discussing the complaint with you in further detail, either on the telephone or in person.
- Provide you with a response, usually in writing, outlining the findings of the investigation and what action we will be taking.

How can you contact the complaints team?

If you would like to contact the complaints team, you can do so by:

Barnet Hospital

Telephone: 020 8216 4286 (Monday-Friday, 9am to 5pm)

E-mail: rf-tr.bcfcomplaints@nhs.net

Write to: Barnet Hospital
Complaints Department
Thames House
Wellhouse Lane
Barnet
EN5 3DJ

Chase Farm Hospital

Telephone: 020 8375 1328 (Monday-Friday, 9am to 5pm)

E-mail: rf-tr.cfhcomplaints@nhs.net

Write to: Chase Farm Hospital
Patient Experience Team
The Ridgeway
Enfield
Middlesex
EN2 8JL

Royal Free Hospital

Telephone: 020 7794 0500 extension 38263 or 33227 (Monday-Friday, 9am to 5pm)

E-mail: rf.complaints@nhs.net

Write to: Royal Free Hospital
Complaints Department
Executive Offices
Pond Street
London
NW3 2QG

Independent support for making a complaint

For patients of Chase Farm Hospital and the Royal Free Hospital, free confidential help and support to make a complaint is available from POHWER, an independent complaints advocacy service:

Telephone: 0300 456 2370 (charge at standard network rate)

Minicom: 0300 456 2364

Email: pohwer@pohwer.net

Write to: London IHCAS Advocacy Hub
PO Box 14043,
Birmingham
B6 9BL

For patients of Barnet Hospital, free confidential help and support to make a complaint is available from VoiceAbility, an independent complaints advocacy service:

Telephone: 0300 303 1660

Email: helpline@voiceability.org

Write to: VoiceAbility,
Unit 1, The Old Granary,
Westwick, Oakington,
Cambridge,
CB24 3AR

More information

For more information about PALS and complaints at the Royal Free London, please visit our website:

www.royalfree.nhs.uk/contact-us/patient-advice-and-liaison-service-pals

www.royalfree.nhs.uk/contact-us/compliments-and-complaints

Your feedback

If you have any feedback on this leaflet or for a list of references for it, please email:

rf.communications@nhs.net

Alternative formats

This leaflet is also available in large print. If you need this leaflet in another format – for example Braille, a language other than English or audio – please speak to a member of staff.

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Service: Corporate complaints

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www.royalfree.nhs.uk