



If you cannot raise your concerns yourself, a friend or a member of your family can do it for you. If this is the case we will need your signed permission before any information about you can be released. This is to make sure that confidential information about you remains confidential in line with the Data Protection Act.

If you are not happy with the way your complaint is handled or don't feel it has been resolved, you have the right to ask the Health Services Ombudsman to review your case.

However, please note that your complaint must have been raised locally before the Ombudsman will look at it.



BNSSG PALS

Any personal data or information collected in relation to PALS and complaints is treated as strictly confidential and is only made available to people who are involved in an investigation. Information about the nature of the complaint is used anonymously to monitor quality of care and may be followed up with the professionals concerned where problems are identified.

BNSSG PALSwe're here to help!

The Clinical Commissioning Groups (CCGs) across **Bristol, North Somerset and South Gloucestershire** (BNSSG) have responsibility to commission the best possible health treatment and care for the local population. You can help them improve the quality of services by making comments, compliments and suggestions to the **Patient Advice and Liaison Service** (PALS). The CCGs recognise that as the number and nature of NHS service providers change, people might not know who to raise their concerns with.

PALS is confidential and is complementary to the complaints procedure; providing an approachable, easily accessible route into all areas of the NHS, in order to raise queries, concerns or complaints.

Whatever your comments or complaints, please be assured that your treatment will not be affected in any way.

Services the CCG commissions for you

- Hospital treatment
- Community learning difficulty services
- Community nursing
- Community physiotherapy and occupational therapy
- Community dietetics
- Podiatry
- Mental health services

If you have a compliment or suggestion about your healthcare

It helps everyone to know when services are being delivered well. You can help us to improve the quality of our services by making constructive comments and suggestions. Compliments are logged and good practice is shared with commissioners.

Let PALS know when you have a good experience!

If you have a concern or would like information about your healthcare

If you have a concern about any service the CCG commissions, in the first instance it is often best to raise your concerns directly with the staff involved.

If you do not feel you can talk about your problem with the relevant healthcare professional, please contact PALS for advice and help on how to move forward with your concerns.



Telephone: 0800 073 0907 or 0117 947 4477



Email: sarah.jenkins@swcsu.nhs.uk

PALS 
FREEPOST SWCSU

If you email or write to us, it is helpful if you include a telephone number with your complaint letter so you can be contacted as soon as possible.

If you'd like to make a complaint about health services

It is often easiest to talk to the staff involved so that they can try to sort it out there and then.

However, if you do not feel able to do this or that it is too late for this approach, PALS can advise and support on the complaint process in each specific healthcare organisation.

If you would like independent help in making a complaint

There are many reasons for needing help to complain. If you would like someone independent of the NHS to help you complain, contact the NHS complaints advocacy services on:

Bristol The Care Forum
0808 808 5252

North Somerset SEAP Advocacy
0300 343 5724

South Gloucestershire The Care Forum
0808 808 5252



the care forum

