

Patient Advice and Liaison Service (PALS)

PALS provide a confidential, patient led service. They offer on the spot advice and support, helping to resolve any concerns a patient or their family may have about the care provided. PALS:

- Is an impartial confidential Trust service that can act as a 'friend within the system' by listening and giving support
- Listens to concerns and help to resolve them in an informal way
- Provides information about organisations that offer help and support
- Has access to all Trust staff to help resolve concerns
- Explains the procedure for making a formal complaint.

The PALS office is on the ground floor of the Princess Royal Hospital near the shop and is open Monday to Friday between 9am and 5pm, or you can ring PALS on 01444 448678. Email PALS@bsuh.nhs.uk.

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Are you concerned about a patient? Call 4 Concern[©] A patient safety initiative



This leaflet contains information that may be helpful during your stay in hospital.

Patient Safety is a high priority at Brighton & Sussex University Hospitals Trust. Call 4 Concern© (C4C) is a patient safety initiative by the Critical Care Outreach team.

We are available 24 hours a day at the Princess Royal Hospital to help support ward teams in the care of acutely ill patients.

What should I do if I am concerned about a patient?

First, speak to the ward nurse or doctor. They may be able to help. But you can make a C4C call if:

- A noticeable change in you, or the patient you are supporting, occurs and your concerns are not being recognised, acknowledged or addressed.
- There is concern in how care is being given and/or confusion over what needs to be done for you or the patient you are supporting.

Call C4C if you still have concerns after speaking to the ward nurse or doctor.

What will the Critical Care Outreach Team need to know?

When the Critical Care Outreach team receive your call, they will need to know:

- The patient's name
- The ward they are on
- A brief description of the problem.

What will the Critical Care Outreach Team do?

The team will visit you on the ward to discuss your concerns and assess the situation. The Critical Care Outreach team will liaise with your medical team and other healthcare professionals as needed.

We always aim to answer our pager as soon as we can. However sometimes we are unable to take the call immediately, so you may have to page us again.

When NOT to make a C4C call:

C4C is a patient safety initiative.

To report problems regarding any basic care issues, hospital bed/room, food, parking or any other general issues please speak to your nurse. You can also contact the Divisional Matron to discuss any issues further.

Will making a C4C call affect how you or the patient you are supporting is being cared for?

Please do not feel concerned that using this system will have a negative effect on the patient's care in any way. We recognise that sometimes the patient or a close loved one can be the first to notice that something is wrong. No one knows your health care needs better than you and your family.

How to make a C4C call:

The Critical Care Outreach team have a dedicated phone number. Please call:

07747201999

This phone is carried by the team at all times unless charging and the message inbox will be checked regularly.