

PALS easy read leaflet

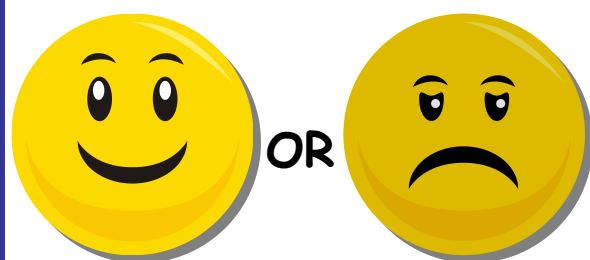


Feedback on your local NHS services

It's for you, your family and carers and people you care about.



Do you get health services from St George's Hospital?



Are you happy or **unhappy** about the care that you get from the health staff?



Are you worried about someone you know and the health care they are getting?



Health services are meant to make you feel better. Sometimes it might not feel like that.

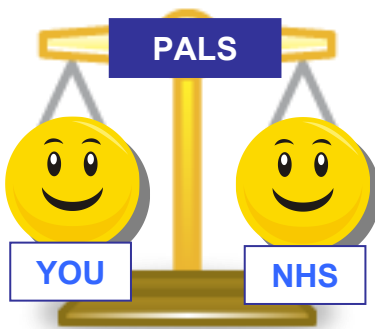


I am
Happy

Or

I am
unhappy

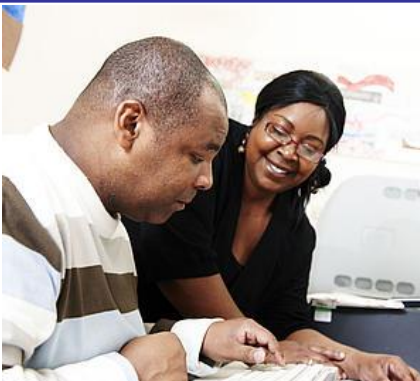
You can tell us how you feel.
How you feel is important to
us at St. George's Hospital.



We don't take sides.
We want to be fair to
everyone.



What you tell us will be kept
private.
We will only tell the people
who need to know.



We can make a plan with you
to make things better.

PALS

Patient Advice and Liaison Service

St George's University Hospitals



NHS Foundation Trust



You can bring someone you trust along with you to talk to us if you want.



You can ask for an advocate to support you.
An advocate is a person whose job is to help people to say what they think.



I want to let you know how I feel.
What do I do?



You can telephone us on:
020 8725 2453

OR

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St George's University Hospitals

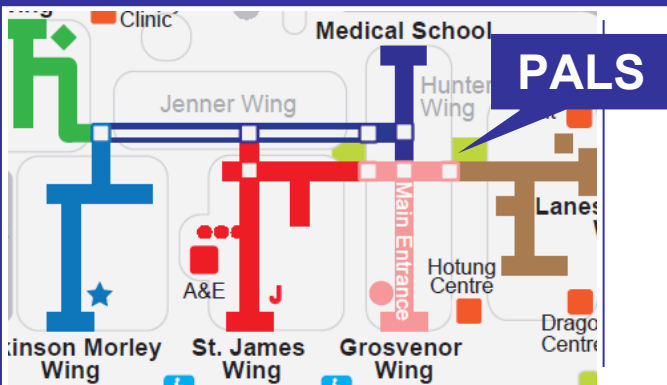


NHS Foundation Trust



You can send an email to
pals@stgeorges.nhs.uk

OR



You can visit our office or
write to us. Our address is:

**PALS Office Grosvenor
Wing St George's
Hospital Blackshaw Road
SW17 0QT**



Our PALS office is usually open:

Monday 10.00 to 4.00 pm

Tuesday 10.00 to 4.00 pm

Wednesday 10.00 to 4.00 pm

Thursday 10.00 to 2.00 pm

Friday 10.00 to 2.00 pm



If you do not speak English,
please call with your name,
phone number and language
and a interpreter will call
you back.

Stories:

Here are some real stories about people who let us know their healthcare has made them unhappy



Margaret has a learning disability. She isn't able to say what is on her mind and needs help with eating and drinking.

Once she had to stay in hospital overnight and a nurse gave her a pack of sandwiches for her supper.

Margaret wanted the sandwiches but couldn't open the packet by herself. In the morning Margaret's family came to see her and saw Margaret had not been able to eat and was really hungry.

Margaret's family spoke to the Matron. The Matron spoke to the nurse and explained where she went wrong and the nurse apologised to Margaret and her family



Dave has Down's syndrome and sometimes his speech is not very clear.

Dave arrived early for an out-patient appointment at the hospital and tried to explain this to the receptionist. The receptionist couldn't understand what Dave was saying and was rude to him.

Dave felt really embarrassed and angry and told the doctor how he felt. The doctor spoke to the manager about Dave's feedback.

The receptionist and manager apologised to Dave for upsetting him and explained they would now also use a computer system for patients who wanted to check themselves in when they arrive for an appointment.

Tell us what you think: and we will make health services better for everyone.



Use this form to tell us your

Name: _____

Address: _____



Email (if you have one): _____

Telephone: _____

Date: _____

Your comments: _____

