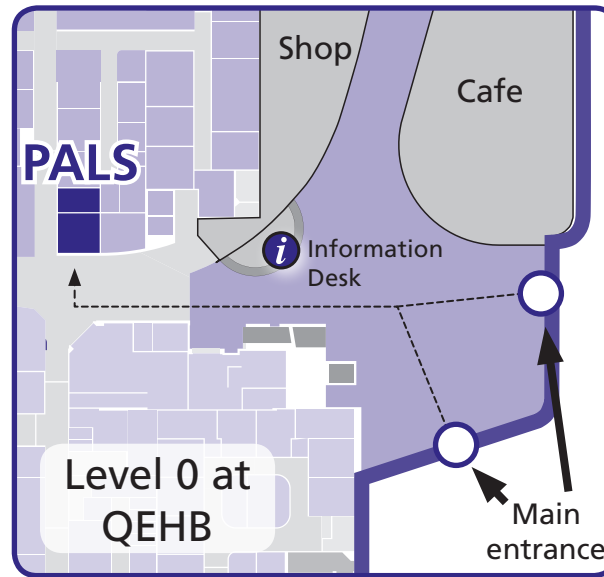


Please tell us about your experience using the space below.

For directions to the PALS office please see the map below



How to contact PALS

Telephone: 0121 371 3280. There is an answer phone in use out-of-hours and when staff are with a patient or engaged on another call.

Visit the PALS office situated to the left of the Information Desk inside the Main Entrance of the new Queen Elizabeth Hospital Birmingham from Monday to Friday 10:00-16:00

Email: PALS@uhb.nhs.uk

Post: PALS Office
Queen Elizabeth Hospital Birmingham
Mindelsohn Way, Edgbaston
Birmingham, B15 2WB

For further information regarding PALS
visit: <http://www.uhb.nhs.uk/pals.htm>

A dark blue rounded rectangular graphic. At the top right is the NHS logo. The text 'Patient Experience' is written in large white font. Below it, in smaller white font, is the text 'Tell us about your experience of care or services at our hospital'. At the bottom right, in white font, is the text 'Delivering the best in care'. At the very bottom, in white font, is the text 'UHB is a no smoking Trust' and the website 'www.uhb.nhs.uk'. The background of the graphic features a stylized white circular graphic.

Delivering the best in care

UHB is a no smoking Trust

www.uhb.nhs.uk

We are committed to **delivering the best in care** and are constantly looking at ways to improve the care and services we provide at our hospital. We would like to know more about your experience so that we know how we are doing.

There are a variety of ways you can give us your feedback (see below). Please choose the method which you feel comfortable with. We would like to hear about what we did well and what we could have done better.

All feedback is taken seriously and is used to either praise staff for the excellent care or service they have provided, or used to make improvements where needed. If you would like further information on how your feedback is used, please contact PALS (contact details on back of leaflet).

Many improvements at our hospital have started with feedback from a patient, carer or visitor. You really can make a difference by telling us about your experience.

How can you give feedback?

- **Use this feedback leaflet**

Complete the tear-off section attached to this leaflet.

- **By email at**

patientexperience@uhb.nhs.uk

- **Complete a survey by one of the following methods:**

- If you are an inpatient you can complete a survey on the **bedside**

- **TV or a handheld computer tablet.**

Please ask a member of staff for more details.

- By telephone; a member of the Patient Experience Team may contact you at home to ask you to take part in a survey about a specific part of your experience, for example 'your discharge from hospital'.

- **Be a mystery patient**

Whether you are attending the hospital as an outpatient or inpatient, you can become one of our 'Mystery Patients' and provide detailed feedback focusing on particular aspects of your care. Please contact the Patient Experience Team on 0121 371 4491/0121 371 4492 or via email at patientexperience@uhb.nhs.uk

- **Via the internet**

You can leave feedback via the internet at NHS Choices at www.nhs.uk or Patient Opinion at www.patientopinion.org.uk

- **Contact PALS**

(Patient Advice and Liaison Service)

The team offer confidential, impartial help, advice or support relating to any aspect of your care. We aim to help resolve issues and concerns speedily by liaising with appropriate staff on your behalf. If your concern is of a serious nature and requires a formal investigation we will advise you how to make a formal complaint. We can also deal with enquiries, suggestions and compliments (contact details overleaf).

Please complete your details on this side and your comments overleaf. Detach this section and either post to PALS (address overleaf) or hand to any member of staff and ask them to post it for you.

Name:

Address:

Telephone number:

Email address:

Date of visit:

Ward or department attended:

Are you a:

Patient Carer/relative

Visitor Staff

We respect your privacy and any details given will be stored electronically in accordance with the Data Protection Act 2008 and the NHS Code of Confidentiality 2003.