

## West Yorkshire Patient Advice and Liaison Service 0800 0525 270

If you need advice or have feedback on hospital, community or mental health services you can contact a PALS officer who will listen to any concerns, help sort out problems and provide information. All enquiries are completely confidential.

You can download a PALS leaflet and the CCGs complaints policies from their websites at:

[www.leedsnorthccg.nhs.uk](http://www.leedsnorthccg.nhs.uk)  
<http://www.leedssouthandeastccg.nhs.uk/>  
or [www.leedswestccg.nhs.uk](http://www.leedswestccg.nhs.uk)

You will also find useful information, patient leaflets and publications on the publications pages.

BUSINESS REPLY SERVICE  
Licence Number: RTER-LYHC-EJET

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FREEPOST RTER-LYHC-EJET  
WEST YORKSHIRE PALS  
WEST AND SOUTH YORKSHIRE  
AND BASSETLAW CSU  
DOUGLAS MILL, BOWLING OLD LANE  
BRADFORD, BD5 7JR

### What if I'm still not happy?

We will make every effort to try and resolve your complaint or concern. But if you are not happy with the response you receive let us know as soon as possible. We can meet you to discuss the matter further or carry out more investigation or suggest you contact the Parliamentary and Health Service Ombudsman for help.

The Ombudsman can review the way your complaint has been handled within 12 months of the final outcome.

You can contact the Ombudsman by:

**Website:** [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

**Email:** [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

**Telephone:** 0345 015 4033 - Monday to Friday  
8.30am to 5.30pm

**Write to:** The Parliamentary and Health Service  
Ombudsman, Millbank Tower, Millbank,  
London SW1P 4QP

### Useful contacts

There are PALS services available in other NHS organisations who may be able to help you. They can be contacted in confidence on the following telephone numbers.

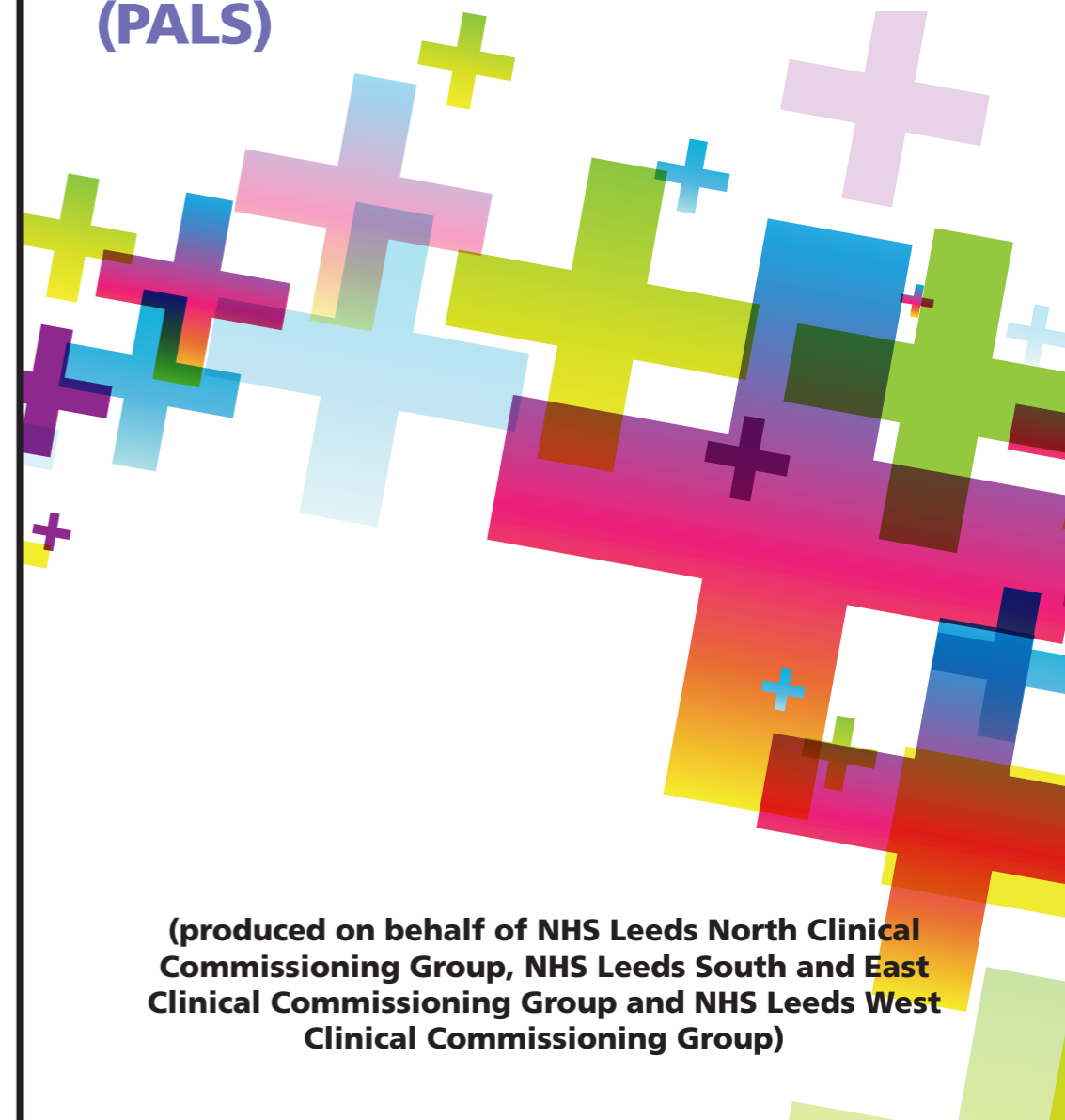
- For general health services provided outside of hospitals please call **0800 0525 270**
- For hospital services in Leeds please call **0113 206 7168**
- For mental health services in Leeds please call **0800 0525 790**
- For ambulance services please call **0345 122 0535**

### Other useful contact number

- Advonet **0113 244 0606**, providing a free and confidential advice and support service to people who have a complaint regarding services provided by the NHS



## West Yorkshire Patient Advice and Liaison Service (PALS)



(produced on behalf of NHS Leeds North Clinical  
Commissioning Group, NHS Leeds South and East  
Clinical Commissioning Group and NHS Leeds West  
Clinical Commissioning Group)



The clinical commissioning groups (CCG) in Leeds - NHS Leeds North CCG, NHS Leeds South and East CCG and NHS Leeds West CCG - are responsible for planning and commissioning (buying) healthcare in Leeds.

**Compliments, comments or complaints**

We want to make sure that patients receive excellent care delivered in a respectful and courteous way. You can help us to do this by letting us know how we are doing.

**What if I have a problem with my NHS treatment or care in the hospital, community or mental health services?**

Although we always try to provide the best possible care, we know that sometimes things can go wrong. If you are unhappy about any aspect of the care or service you receive, then first of all you should discuss it with your doctor, nurse or other appropriate person in the organisation. They will try to resolve your problem or complaint quickly. If you feel you're not able to do this, then you can contact **West Yorkshire Patient Advice and Liaison Service (PALS).**

**PALS provides:**

- confidential advice and support to patients, families and their carers;
- information on the NHS and health-related matters;
- confidential assistance in resolving problems and concerns quickly;
- information on how to make a complaint; and
- information on how you can get more involved in you own healthcare and the NHS locally.

PALS is available from 8.30 am to 4.30 pm, Monday to Friday and can be contacted in the following ways:

**Freepost RTER-LYHC-EJET  
West Yorkshire PALS  
West and South Yorkshire and Bassetlaw CSU  
Douglas Mill, Bowling Old Lane  
Bradford, BD5 7JR**

PALS may be able to resolve some issues quickly by phone, but others may take longer or need more detailed investigation.

We also want to hear from you if you want to pass on comments or compliments. You can talk to a member of staff or contact PALS and we will share your kind words.

**How to make a complaint?**

All NHS organisations follow the same complaints legislation to make sure that concerns are dealt with quickly, efficiently and fairly.

Anyone can raise a concern or make a complaint. You can complain about NHS services or treatment you receive, or you can complain on behalf of another person. If you are making a complaint on behalf of someone else, please ask for their permission before you get in touch.

You can contact the Leeds clinical commissioning groups' complaint service by emailing, telephoning or writing to PALS.

**What if I want to make a complaint against my GP, pharmacy, dentist or optician?**

CCGs are unable to handle any complaints relating to your GP, pharmacy, dentist or optician. Complaints about these services are handled by NHS England, and you should write to:

**The Complaints Manager  
NHS England, PO Box 16738, Redditch, B97 9PT.  
Telephone: 0300 311 22 33  
(Monday to Friday 8am to 6pm, excluding English Bank Holidays)  
Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)  
(include for the attention of the complaints manager in the subject line)**

**When can I complain?**

If you have a complaint or concern we need to know as soon as possible so we can find out what happened more easily, ideally within a matter of days or at the most a few weeks. But you must get in touch within 12 months of the problem or within 12 months of becoming aware that you have something to complain about.

**West Yorkshire Patient Advice  
and Liaison Service  
Freephone 0800 0525 270**

**Have your say on healthcare services in Leeds**

**Please complete and return this form with any compliments, concerns, comments or complaints about healthcare services provided in Leeds.**

Name:.....

Address: .....

Postcode:..... Email: .....

Compliments, concerns, comments or complaints:

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West Yorkshire PALS  
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