

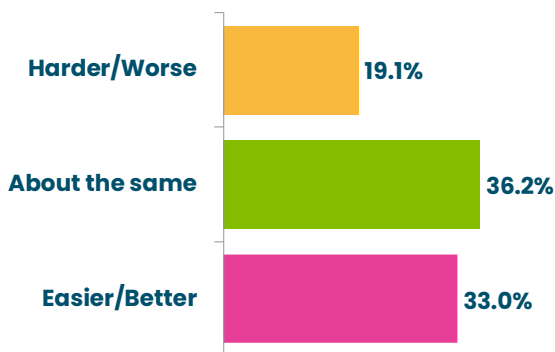
Poll Results: Experiences of PALS

In March 2024, Healthwatch sought experiences of Hospital 'Patient Advice and Liaison Services'. PALS provides a point of contact for patients, their families and their carers. They offer confidential advice, support and information on health matters.

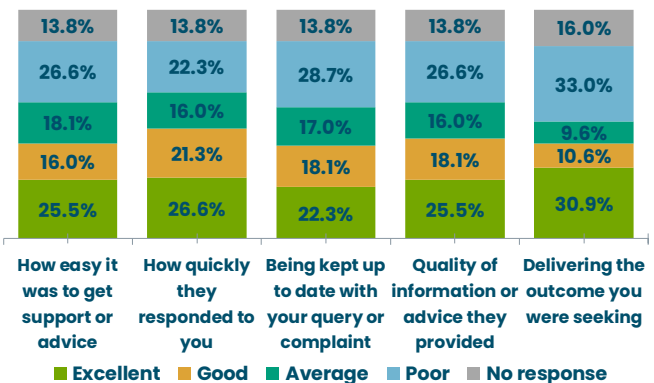
94 people from across Sussex shared their views with us:

- A third (33.0%) told us PALS made managing their health *easier/better*, but 19.1% said they made it *harder/worse*.
- The feature most identified as *Excellent* (30.9%) was 'Delivering the outcome you were seeking'. However, this was also the aspect most identified as *Poor* (33.0%).
- More than a quarter of respondents rated PALS as *Poor* for ease of access, being kept informed, quality of information and delivering outcomes.
- PALS were most identified as *Not at all helpful* in: resolving problems, signposting outside the NHS, explaining complaints advocacy and listening to feedback.

Have 'Patient Advice and Liaison Services' made your experience of managing your health and care:

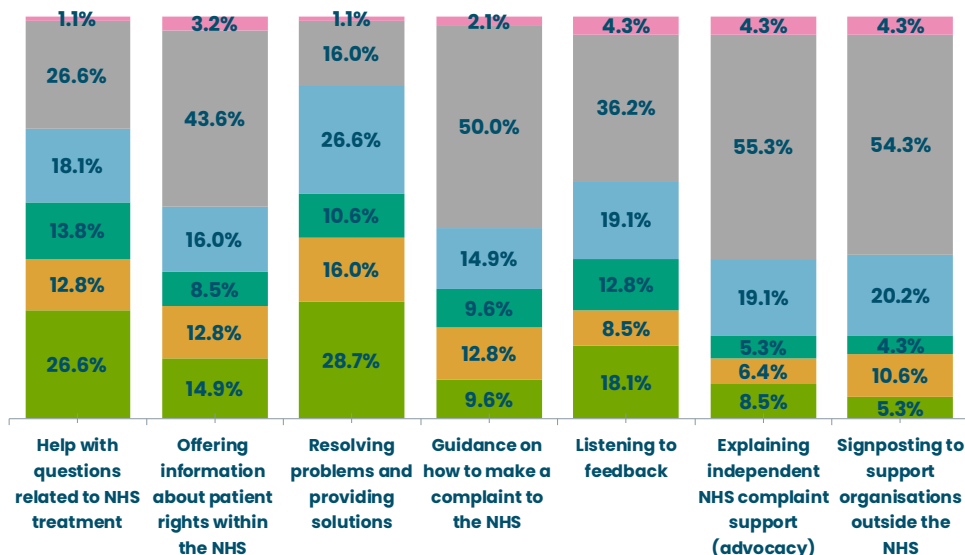


Please rate the following aspects of PALS based on your personal experience:



How helpful was PALS with the following:

Extremely helpful | Helpful | Slightly helpful | Not at all helpful | Not used | No response



Respondents to our poll told us they would like to see:

- **A continuation of the support PALS delivers to hospital users** around advice and information on health-related matters and complaints processes.

"Everything was clearly explained, procedures moved along efficiently and smoothly, and everyone I encountered were helpful, kind and friendly."

- **Improved awareness of PALS amongst patients** so all hospital users are proactively made aware of them, the support they offer and how to contact them.

"Be more visible - not everyone know about PALS and what PALS is and stands for."

- **Increased responsiveness from PALS to patient enquiries** so people receive prompt acknowledgements, updates on actions taken and outcomes achieved.

"It takes too long to get a response, you are left waiting in limbo which is upsetting and feels cruel when the issues are so personal."

"Get back to callers! Needs to be same day or next day at latest."

- **PALS to modify how and when people can contact them** so their needs and preferences are met, especially those who may struggle during usual office hours.

"Making the hours available to later in the day not - 3pm - maybe 5pm."

"7 day Service."

- **Clarity on powers and levels of independence** so users of PALS can be confident their needs are being championed and where appropriate changes will occur.

"To actually have the authority to take charge and be able to make demands and make things happen."

"PALS being more proactive to ask the staff to investigate the issue rather than just relaying my query."

- **A focus on using feedback and issues raised to develop and improve services**

"The service only apologised for their mistake but not offered any action plan how they are planning to avoid similar mistakes in the future."

"Return a message and be brave to listen to feedback. It's starts with listening to the patient experience for quality improvement."

Tell us your experience

We always want to hear more about people's experiences of health and care services.

Share your story with your local Healthwatch:

Healthwatch Brighton & Hove

info@healthwatchbrightonandhove.co.uk or 01273 234 040

Healthwatch East Sussex

enquiries@healthwatcheastsussex.co.uk or 0333 101 4007

Healthwatch West Sussex

helpdesk@healthwatchwestsussex.co.uk or 0300 012 0122