

Further helpful contact

If you would like to make a formal complaint about the service you received from Cwm Taf University Health Board. You may wish to contact your local Community Health Council, who provide a free independent advocacy service offering advice and support.

Cwm Taf Community Health Council:

10 Maritime Offices
Maesycod
Pontypridd
CF37 1DZ
Tel – 01443 405830

The information leaflets provided by Cwm Taf University Health Board are regularly reviewed to ensure that the contents meet the full information requirements of the recipient.

If you feel that additional information could be incorporated within future updates, then please contact: Patient Advice and Liaison Service Officers or email: CTUHB_PALS@wales.nhs.uk

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Patient Advice & Liaison Service (PALS)



“Here to deal with your health related queries and concerns and act as a gateway to further information and support”

What will PALS do for me?

The PALS Officer will:

- Listen to your comments, suggestions, compliments or queries about services the Health Board provides
- Help to resolve problems where possible, quickly on your behalf
- Provide contact details and referral pathways to other voluntary/support groups or organisations across your local community
- Provide an "On the Spot" information service
- Liaise with Hospital staff on your behalf if necessary
- Provide an "independent link" between you and the hospital
- Provide advice on the Health Board's formal complaints process

Why can't I just speak to the staff?

You can and in fact we'd prefer it if you did, so any issues can be resolved "**at the time**". However, we acknowledge that sometimes you may be reluctant to take up any issue directly with a member of staff so the PALS Officer will offer you support in doing this.

I don't really want to bother anyone.

It's no bother and in fact may identify an issue which may be of concern to future patients – so you will be helping them by raising the issue now!

Is the Service Confidential?

Yes – although any issues raised will be recorded, to assist the Health Board to identify any trends. These will however be anonymised to ensure confidentiality. All information will be kept in accordance with the Data Protection Act 1998

How do I contact PALS?

PALS Officer based at Royal Glamorgan Hospital:

Tel – 01443 443039

If your query relates to:

- Royal Glamorgan
- Dewi Sant
- Ysbyty Cwm Rhondda
- Ysbyty George Thomas

There is an answer phone service available and we aim to return all calls within 24 hours. (Except on weekends and bank holidays)

PALS Officer based at Prince Charles Hospital:

Tel – 01685 724468

If your query relates to:

- Prince Charles Hospital
- Ysbyty Cwm Cynon

There is an answer phone service available and we aim to return all calls within 24 hours. (Except on weekends and bank holidays).

E-mail address:

CTUHB_PALS@wales.nhs.uk