



# How are we doing?

Information for patients, families and carers on how to provide  
feedback and raise concerns

## Easy Read

Excellent  
care with  
compassion

**Patient Experience & PALS**



Your local hospital tries to get things right when you stay.



To keep you healthy.



We would love to hear from you if we made you happy or sad.

You can fill out the Friends and Family Test survey.



If you feel sad or angry about your stay or treatment, we can help.



You can talk to a:

- Doctor
- Nurse
- Other staff member on the ward



They will listen and think about how they can help.



You can also contact the Patient Experience & PALS Team if you still feel sad or angry.

‘PALS’ means the ‘Patient Advice and Liaison Service.’



The Patient Experience & PALS Team staff will talk to you about your concerns.



The Patient Experience & PALS Team will try to help you.

We can help you to talk with doctors, nurses or other people about your concerns.



We will only tell other people what you have told us if they need to know and you agree.



We can be contacted Monday to Friday, from 9 o'clock - 4 o'clock.

(Not open Bank Holidays).



You can ring the Patient Experience & PALS Team on:

**01772 522972**



You can email the Patient Experience & PALS Team:

[PALS@lthtr.nhs.uk](mailto:PALS@lthtr.nhs.uk)



You can write to the Patient Experience & PALS Team:

Chair and Chief Executive  
Lancashire Teaching Hospitals  
NHS Foundation Trust  
Royal Preston Hospital  
Sharoe Green Lane  
Fulwood  
Preston PR2 9HT



If you are still sad or angry

We can give advice and help you to complain.



If you want to complain  
Advocacy Focus can also help.

**Call 0300 323 0965**

They provide a free service and are not a part of the NHS.



Your feedback can help the hospital learn and improve your experience.

The Patient Experience & PALS Team would like to thank the Learning Disabilities and Autism team and our Experts by Experience for their support in creating this leaflet.

## **Sources of further information:**

[www.lancsteachinghospitals.nhs.uk](http://www.lancsteachinghospitals.nhs.uk)

[www.nhs.uk](http://www.nhs.uk)

[www.patient.co.uk](http://www.patient.co.uk)

[www.accessable.co.uk](http://www.accessable.co.uk)

[www.advocacyfocus.org.uk](http://www.advocacyfocus.org.uk)

All our patient information leaflets are available on our website for patients to access and download:

[www.lancsteachinghospitals.nhs.uk/patient-information-leaflets](http://www.lancsteachinghospitals.nhs.uk/patient-information-leaflets)

**Lancashire Teaching Hospitals NHS Foundation Trust is not responsible for the content of external internet sites.**

Lancashire Teaching Hospitals is a smoke-free site. Smoking is not permitted anywhere on any of our premises, either inside or outside the buildings. Our staff will ask you about your smoking status when you come to hospital and will offer you support and advice about stopping smoking including Nicotine Replacement Therapy to help manage your symptoms of withdrawal.

If you want to stop smoking you can also contact the Quit Squad Freephone 0800 328 6297.



Please ask if you would like help in understanding this information. This information can be made available in large print and in other languages. If you would like to receive this information in an alternative format please contact the Patient Experience & PALS Team.

**Gujarati:**

આ માહિતીને સમજવામાં સહાયતા જોઈતી હોય તો કૃપા કરીને પૂછો. આ માહિતી મોટા છપાણામાં અને અન્ય ભાષામાં ઉપલબ્ધ કરી શકાય છે.

**Romanian:**

Vă rugăm să întrebați dacă aveți nevoie de ajutor pentru înțelegerea acestor informații. Aceste informații pot fi puse la dispoziție în format mare și în alte limbi.”

**Polish:**

Poinformuj nas, jeśli potrzebna jest ci pomoc w zrozumieniu tych informacji. Informacje te można również udostępnić dużym drukiem oraz w innych językach

**Punjabi:**

ਜੇ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਸਮਝਣ ਵੱਲੋਂ ਮਦਦ ਲੈਣੀ ਚਾਹੋਗੇ ਤਾਂ ਕਰਿਪਾ ਕਰਕੇ ਇਸ ਬਾਰੇ ਪੁੱਛੋ। ਇਹ ਜਾਣਕਾਰੀ ਵੱਡੇ ਪ੍ਰਿੰਟ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵੱਲੋਂ ਮੁਹੱਈਆ ਕੀਤੀ ਜਾ ਸਕਦੀ ਹੈ।

**Urdu:**

دوسری زبانوں اور بڑی اگر آپ کو ہی معلومات سمجھنے کے لئے مدد کی ضرورت ہے تو  
یچھیہا یجن ییہ ابی دست بو یسکت ہے براے مہر ییان پو ے یچھدی۔ معلومات

**Arabic:**

مطبوعه بأحرف كبيرة و بلغات إذا كنت تريد مساعدة في فهم هذه المعلومات يرجى أن تطلب  
أخرى يمكن تو فير هذه المعلومات

**Department:** Patient Experience & PALS

**Division:** Nursing Governance

**Production date:** February 2023

**Review date:** February 2026

JR 911 v1