



Report sponsor: Sue Cowlshaw, Chair,  
Healthwatch Derby

Report author: James Moore, CEO,  
Healthwatch Derby

## **Healthwatch Derby Patient Advice and Liaison Service (PALS) experiences – 2023 Mini report**

### **Purpose**

- 1.1 The purpose of this report is to provide the Health and Wellbeing Board (HWB) with an overview of the Healthwatch Derby Patient Advice and Liaison Service (PALS) experiences – 2023 Mini report.

### **Recommendation**

- 2.1 To consider and note the contents of this report.

### **Reason**

- 3.1 To ensure that the HWB is aware of the report and its findings which supports the HWB in its role in improving the health and wellbeing of the local population and reducing health inequalities.

### **Supporting information**

- 4.1 The Patient Advice and Liaison Service, known as PALS, was introduced to ensure that the NHS listens to patients, their relatives, carers and friends, and answers their questions and resolves their concerns as quickly as possible.
- 4.2 Healthwatch Derby received a number of enquiries from people who were having some difficulties in trying to access the PALS service.
- 4.3 The report is only a snapshot of experiences based on a relatively small sample of people.
  - ❖ 56% called to raise a complaint about a service provider.
  - ❖ 28% called for advice about a bad experience.
  - ❖ 50% used the telephone to contact PALS.
  - ❖ 33% used email to contact PALS.
  - ❖ 44% said they found it difficult or very difficult to contact PALS.
  - ❖ 44% said they found it easy to contact PALS.

❖ The negative comments were mainly about the amount of time it took to access or get a response from PALS.

❖ 50% said they had been listened to or their issue had been resolved.

### *Recommendation*

Due to the size of the sample it is difficult to make any real conclusions. However, further research is recommended.

4.4 The survey was open January 2023.

### 4.5 *Outcomes*

The report has been shared with The Patient Advice and Liaison Service and the wider Health and Social Care system to raise awareness.

4.6 PALS will share the report within their team, with senior managers, and discuss this at a governance meeting.

The situation regarding telephone contact has been resolved and no further issues reported since then. Staffing levels have increased to support increased contacts.

## **Public/stakeholder engagement**

5.1 Healthwatch Derby Healthwatch developed a short survey open throughout January 2023 which was promoted through online media.

5.2 28 people began the survey but only 20 people completed it and this report only relates to those that completed the survey.

## **Other options**

6.1 None considered.

## **Financial and value for money issues**

7.1 None.

## **Legal implications**

8.1 None.

## **Socio-Economic Implications**

9.1 None.

## Climate implications

10.1 None.

## Other significant implications

11.1 None.

This report has been approved by the following people:

Role	Name	Date of sign-off
Legal Finance Service Director(s) Report sponsor(s) Other(s)	James Moore, CEO/ Sue Cowlshaw, Chair, Healthwatch Derby	11/07/2023
Background papers: List of appendices:	Healthwatch Derby - Report (attached) Healthwatch Derby Patient Advice and Liaison Service (PALS) experiences – 2023 Mini report	