

Patient Advice and Liaison Service (PALS) Report on trends – March to May 2001

NHS Derby City's PALS service offers information, advice and support about local health services. It allows us to respond to patient enquiries and concerns and use the feedback we receive to improve local services.

During March, April and May PALS received 988 calls. The three main issues for this period are detailed below. In each case the commissioning manager is aware and will be investigating and addressing the issue.

Dentistry

There is currently an issue with access to NHS dentistry within the city, however, there continues to be practices accepting new patients and five surgeries are booking appointments. The earliest appointments available are within 4 weeks, with one practice offering appointments from September. This has placed additional pressure on Coleman Street, which is the local emergency dental service.

Chiropody

A number of patients have contacted PALS during April and May expressing concerns regarding long waits for Chiropody services, in particular nail cutting. Waiting times are reaching 16 weeks at some clinics. This issue has arisen as a result of Chiropody staff leaving and not being replaced. The lead commissioner for this service has made aware of the issue and is addressing this with the provider.

Blood Clinic

The PALS team has been contacted by patients living in the Chaddesden and Derwent Heights areas expressing dissatisfaction that the Revive Clinic can offer Phlebotomy services only on Mondays and Fridays. This has proven to be a particular problem following the period of recent bank holidays and other clinics offer a wider choice of dates and times for appointments.