

**Patient Advice and Liaison Service (PALS)  
Report on trends - Quarter 3 (Oct-Nov 2010)**

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 quarter 3, PALS received 776 calls, a decrease on both previous quarters. This decrease can be attributed to the improvements in access to dental services. Early indications, however, are that numbers of calls are rising during in quarter 4, possibly due to the general levels of concern about changes to the NHS.

The three main issues for quarter three are:

- 1 Information about access to dental services still remains one of our highest requests. These enquiries generally relate to individuals asking which dentists have appointments available or are accepting NHS patients. NHS Derby City has been successful in maintaining access to NHS dentistry across the city and the team will signpost these callers a practice with available appointments. However, there has been an issue relating to long waiting lists for patients who are referred for difficult extractions. The dental commissioning team are aware of this, however, there is no further funding available this year.
- 2 Difficulties with waiting times in relation to chiropody access remains, particularly at the Sitwell Street site. Commissioning staff are aware of this issue, but this has been due to staff sickness, maternity leave and so on which can have a significant impact for smaller services.
- 3 Patients remain unhappy with the telephone system at the Village Street Surgery. Derbyshire Health Informatics Service are currently working to make improvements to the system, however this may take a few more months to complete.