

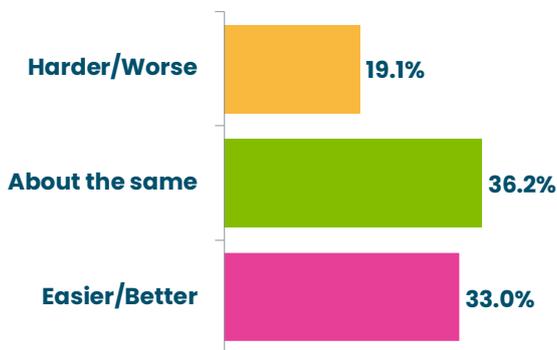
# Poll Results: Experiences of PALS

In March 2024, Healthwatch sought experiences of Hospital 'Patient Advice and Liaison Services'. PALS provides a point of contact for patients, their families and their carers. They offer confidential advice, support and information on health matters.

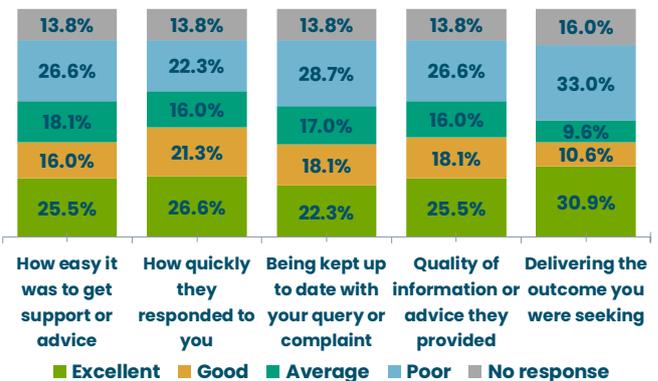
**94 people from across Sussex shared their views with us:**

- A third (33.0%) told us PALS made managing their health *easier/better*, but 19.1% said they made it *harder/worse*.
- The feature most identified as *Excellent* (30.9%) was 'Delivering the outcome you were seeking'. However, this was also the aspect most identified as *Poor* (33.0%).
- More than a quarter of respondents rated PALS as *Poor* for ease of access, being kept informed, quality of information and delivering outcomes.
- PALS were most identified as *Not at all helpful* in: resolving problems, signposting outside the NHS, explaining complaints advocacy and listening to feedback.

Have 'Patient Advice and Liaison Services' made your experience of managing your health and care:

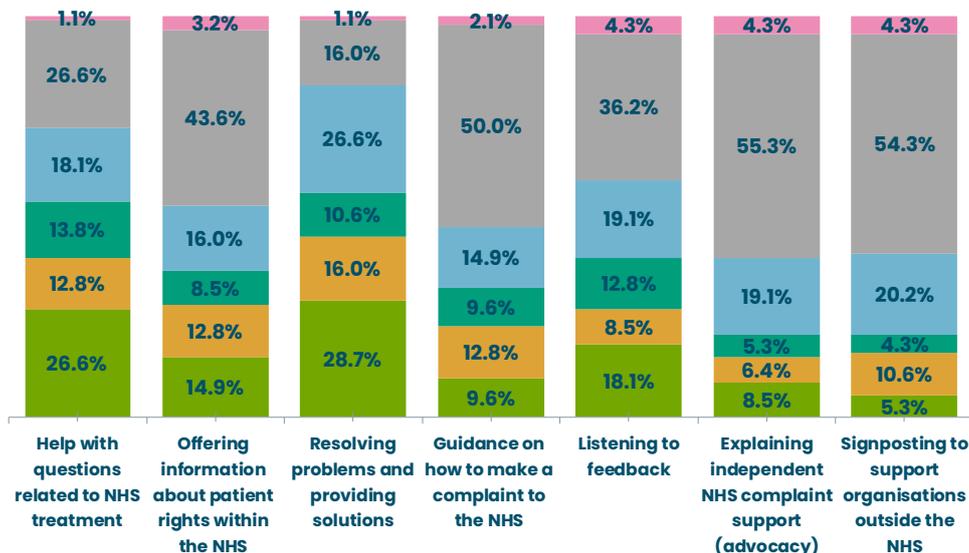


Please rate the following aspects of PALS based on your personal experience:



## How helpful was PALS with the following:

Extremely helpful | Helpful | Slightly helpful | Not at all helpful | Not used | No response



## Respondents to our poll told us they would like to see:

- **A continuation of the support PALS delivers to hospital users** around advice and information on health-related matters and complaints processes.

*"Everything was clearly explained, procedures moved along efficiently and smoothly, and everyone I encountered were helpful, kind and friendly."*

- **Improved awareness of PALS amongst patients** so all hospital users are proactively made aware of them, the support they offer and how to contact them.

*"Be more visible - not everyone know about PALS and what PALS is and stands for."*

- **Increased responsiveness from PALS to patient enquiries** so people receive prompt acknowledgements, updates on actions taken and outcomes achieved.

*"It takes too long to get a response, you are left waiting in limbo which is upsetting and feels cruel when the issues are so personal."*

*"Get back to callers! Needs to be same day or next day at latest."*

- **PALS to modify how and when people can contact them** so their needs and preferences are met, especially those who may struggle during usual office hours.

*"Making the hours available to later in the day not - 3pm - maybe 5pm."*

*"7 day Service."*

- **Clarity on powers and levels of independence** so users of PALS can be confident their needs are being championed and where appropriate changes will occur.

*"To actually have the authority to take charge and be able to make demands and make things happen."*

*"PALS being more proactive to ask the staff to investigate the issue rather than just relaying my query."*

- **A focus on using feedback and issues raised to develop and improve services**

*"The service only apologised for their mistake but not offered any action plan how they are planning to avoid similar mistakes in the future."*

*"Return a message and be brave to listen to feedback. It's starts with listening to the patient experience for quality improvement."*

## Tell us your experience

We always want to hear more about people's experiences of health and care services.

Share your story with your local Healthwatch:

### Healthwatch Brighton & Hove

[info@healthwatchbrightonandhove.co.uk](mailto:info@healthwatchbrightonandhove.co.uk) or 01273 234 040

### Healthwatch East Sussex

[enquiries@healthwatcheastsussex.co.uk](mailto:enquiries@healthwatcheastsussex.co.uk) or 0333 101 4007

### Healthwatch West Sussex

[helpdesk@healthwatchwestsussex.co.uk](mailto:helpdesk@healthwatchwestsussex.co.uk) or 0300 012 0122