



Patient feedback listening to you

All our staff strive to provide the best possible care and service. However, occasionally things can go wrong. If you feel unhappy or have any concerns please talk to a member of staff in the service in the first instance.

If you would rather not raise your concerns directly with the service, you can contact the Patient Advice and Liaison Service (PALS) who can offer help and support. Your care and treatment will not be affected by raising any concerns. You can also raise things you are not happy about anonymously.

Our Patient Feedback Team would like to hear about your experience and are here to help with any positive or negative feedback you have.

We can help you by:

- providing confidential advice and support to anyone who uses our services, their families and carers
- listening to all suggestions, queries or compliments
- liaising with our staff to resolve any issues you raise as quickly as possible
- providing information on services and local support groups
- supporting you with your complaint where actions will be taken to improve services and ensure learning takes place
- helping to sort out health concerns on your behalf

How to get in touch with us (9am - 4.30pm Monday to Friday)

PALS



0116 2950830



lpt.pals@nhs.net

Complaints Team



0116 2950831



lpt.complaints@nhs.net

Write to us:



Freepost LPT PATIENT EXPERIENCE