



How Are We Doing?

Easy Read

Information for patients, families and carers on
how to provide feedback and raise concerns





Your local hospital tries to get things right when you stay.



To keep you healthy.



We would love to hear from you if we made you happy or sad.

You can fill out the Friends and Family Test survey.



If you feel sad or angry about your stay or treatment, we can help.



You can talk to a:

- Doctor
- Nurse
- Other staff member on the ward



They will listen and think about how they can help.



You can also contact the Patient Experience & PALS Team if you still feel sad or angry.

‘PALS’ means the ‘Patient Advice and Liaison Service.’



The Patient Experience & PALS Team staff will talk to you about your concerns.



The Patient Experience & PALS Team will try to help you.

We can help you to talk with doctors, nurses or other people about your concerns.



We will only tell other people what you have told us if they need to know and you agree.



We can be contacted Monday to Friday, from 9 o'clock - 4 o'clock.

(Not open Bank Holidays).



You can ring the Patient Experience & PALS Team on:

01772 522972



You can email the Patient Experience & PALS Team:

PALS@lthtr.nhs.uk



You can write to the Patient Experience & PALS Team:

Chair and Chief Executive
Lancashire Teaching Hospitals
NHS Foundation Trust
Royal Preston Hospital
Sharoe Green Lane
Fulwood
Preston PR2 9HT



If you are still sad or angry

We can give advice and help you to complain.



If you want to complain
Advocacy Focus can also help.

Call 0300 323 0965

They provide a free service and
are not a part of the NHS.



Your feedback can help the
hospital learn and improve your
experience.

The Patient Experience & PALS Team would like to thank the Learning Disabilities and Autism team and our Experts by Experience for their support in creating this leaflet.



Sources of further information

www.lancsteachinghospitals.nhs.uk

www.nhs.uk

www.patient.co.uk

www.accessable.co.uk

www.lancsteachinghospitals.nhs.uk/veteran-aware

www.advocacyfocus.org.uk

Lancashire Teaching Hospitals is a smoke-free site. Smoking is not permitted anywhere on any of our premises, either inside or outside the buildings. Our staff will ask you about your smoking status when you come to hospital and will offer you support and advice about stopping smoking this will include Nicotine Replacement Therapy to help manage your symptoms of withdrawal and the opportunity to speak to a nurse or advisor from the specialist Tobacco and Alcohol Care Team. If you want to stop smoking, you can also contact Smokefree Lancashire on Freephone **08081962638**

Please ask a member of staff if you would like help in understanding this information.

This information can be made available in large print, audio, Braille and in other languages.

Our patient information group review our leaflets regularly, if you feel you would like to feedback on this information or join our reading group please contact on email address:

patientexperienceandinvolvem@LTHTR.nhs.uk

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Division: Safety and Quality

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