



If you cannot raise your concerns yourself, a friend or a member of your family can do it for you. If this is the case we will need your signed permission before any information about you can be released. This is to make sure that confidential information about you remains confidential in line with the Data Protection Act.

If you are not happy with the way your complaint is handled or don't feel it has been resolved, you have the right to ask the Health Services Ombudsman to review your case.

However, please note that your complaint must have been raised locally before the Ombudsman will look at it.



## **BNSSG PALS**

Any personal data or information collected in relation to PALS and complaints is treated as strictly confidential and is only made available to people who are involved in an investigation. Information about the nature of the complaint is used anonymously to monitor quality of care and may be followed up with the professionals concerned where problems are identified.

## **BNSSG PALS ... ...we're here to help!**

The Clinical Commissioning Groups (CCGs) across **Bristol, North Somerset and South Gloucestershire** (BNSSG) have responsibility to commission the best possible health treatment and care for the local population. You can help them improve the quality of services by making comments, compliments and suggestions to the **Patient Advice and Liaison Service** (PALS). The CCGs recognise that as the number and nature of NHS service providers change, people might not know who to raise their concerns with.

PALS is confidential and is complementary to the complaints procedure; providing an approachable, easily accessible route into all areas of the NHS, in order to raise queries, concerns or complaints.

Whatever your comments or complaints, please be assured that your treatment will not be affected in any way.

### **Services the CCG commissions for you**

- Hospital treatment
- Community learning difficulty services
- Community nursing
- Community physiotherapy and occupational therapy
- Community dietetics
- Podiatry
- Mental health services

