



Got a problem?

Information for families

**Great Ormond Street Hospital
for Children NHS Trust**

What is Pals?

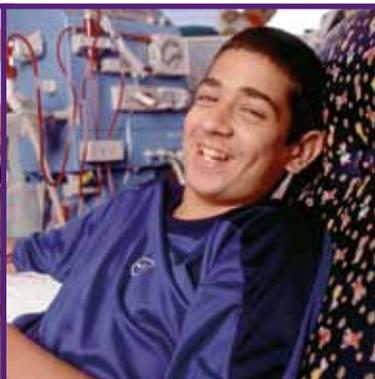
Pals is an impartial, confidential service helping patients and families to sort out any concerns with hospital care.

Pals is staffed by Grainne Morby (Manager), Luke Murphy, Sarah Walton and Christine McCormack.

How can Pals help?

Pals will

- listen to your problems, concerns or suggestions
- ensure you receive emotional or practical support when you need it
- try to resolve any concerns or difficulties that you may have with the health care that you are receiving
- support you in meetings with consultants and other health professionals
- help sort out problems quickly on your behalf
- provide you with information on health conditions, support organisations and local information
- Feedback your experience – good or bad – to the people who can make change happen.



How does Pals work?

We act independently when handling patient and family concerns. We contact doctors, nurses, managers and other staff to negotiate speedy solutions.

Pals will deal with concerns promptly and is committed to agreeing response times with you and keeping you informed on progress. Pals will treat your enquiry confidentially and only share your information with your permission unless there are exceptional reasons such as to protect children.

Pals use patient and family experiences to help improve hospital services. We will monitor changes made to ensure the services continue to improve.

How to contact Pals

Pals serves Great Ormond Street Hospital for Children NHS Trust.

**Great Ormond Street Hospital
Reception, Great Ormond Street,
London WC1N 3JH**

Open Mon-Fri 9-5

Tel: 020 7829 7862

Fax: 020 7813 8162

Email: pals@gosh.nhs.uk

To give more general feedback

- there are comment cards at sites around the hospital which Pals collects weekly, and responds promptly to.
- Or you could complete the online patient survey at: www.ich.ucl.ac.uk



How you will be treated

GOSH encourages you to raise your concerns and we want to reassure you that your child's care will not be negatively affected, and we will work to ensure that the relationship between parent, carers and staff is a positive one.

Get involved!

Why not consider becoming a member of GOSH and help to shape future services at GOSH. For more information contact: Hospital Liaison Officer

C/O Pals, Great Ormond Street Hospital,
Great Ormond Street, London, WC1N 3JH

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Great Ormond Street
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www.goshfamilies.nhs.uk www.childrenfirst.nhs.uk