

How PALS Is Improving Support For You

The Healthwatch Birmingham report '*Getting The Help You Need - How PALS Is Supporting Patients In Birmingham*' investigated people's experience of Patient Liaison and Advice Services (PALS). Healthwatch Birmingham made recommendations for improvement to each NHS Trust, who committed to making changes to benefit patients.

Birmingham and Solihull Mental Health NHS Foundation Trust

In response to the report findings, the Trust committed to:

- Arrange a communications campaign on confidentiality for PALS staff.
- Enhance staff recognition and understanding of autism with a signposting portal from Autism West Midlands.
- Include communication preferences of individuals in records.
- Create a more innovative survey technique to capture feedback.
- Work with other local PALS to share best practice.



The Trust has reported to Healthwatch Birmingham that the following changes have been made:

- Better training on data protection and information governance for PALS staff.
- Sharing information on autism via 'lessons learnt bulletins' and Clinical Governance Committees.
- 40% of service user records now have an indication of communication preference to improve patient choice.
- Ensuring that PALS users can feedback at the end of their contact with the service.
- Sharing good practice with other local PALS.
- Introduction of a culturally sensitive PALS group and remote PALS surgeries to support different communities.

Who are Healthwatch Birmingham?

Healthwatch Birmingham is independent of NHS and social care services. We provide patients and the public with ways to feedback and have a stronger say about the services they use in Birmingham. We have the power to ensure that those organisations that design, run or regulate NHS and social care listen to people's views and act on them.

The full list of recommendations and actions can be found on our website: www.healthwatchbirmingham.co.uk

Share your views

Please tell us your experiences to help us improve health and social care services in Birmingham.

You can do this by:

Visiting our Online Feedback Centre:

www.healthwatchbirmingham.co.uk/your-feedback/

Calling freephone 0800 652 5278

Emailing info@healthwatchbirmingham.co.uk



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