



Your say

Tell us about your experience

Your feedback is welcomed and valued. We use it to continue to improve our services. It would help us if you would answer the following three questions

1 Name one good thing about your experience/or the service you received?

2 Name one thing that we could improve on?

3 Name one thing that should always happen every time you or others use this service?

Thank you for taking the time to read this leaflet

We deal with all feedback in a calm and polite manner.

Remember, if you need to complain:

- ✓ You need to tell us clearly what went wrong
- ✓ Where it went wrong
- ✓ Who was involved
- ✓ Tell us what you believe is needed to solve the situation

Note: If you need help in making your complaint we will support you through the process.

If you would like to provide the Hospital with positive or negative feedback, then please fill in and tear off the attached sheet. You can place it in the feedback boxes on wards or in the main atrium, or put it in an envelope and post it to the Hospital.

PALS
Tallaght University Hospital
Tallaght
Dublin 24
D24 NR0A



Tallaght
University
Hospital

Ospidéal
Ollscoile
Thamhlachta

An Academic Partner of Trinity College Dublin

PALS Patient Advice and Liaison Service

Need advice on hospital services?

Have a problem but don't know what to ask?



Worried and not sure what to do?



Patient Advice and Liaison Service (PALS) is located in the Main Atrium of the Hospital.

We are here to:

- ✓ Listen and act on people's views
- ✓ Encourage people who attend TUH to get involved
- ✓ Help people to give feedback on their experience at TUH
- ✓ Provide advice and information

POSITIVE FEEDBACK

At Tallaght University Hospital we aim to provide the best possible service to our patients, their families and visitors. We appreciate all feedback. We use it to identify areas where we can improve or continue to deliver the high level of care you experience.

This helps us to continue to provide a quality service.

Communication can be by letter, e-mail or telephone to:

- The Ward / Unit / Department Manager
- PALS

Your positive and negative feedback is welcomed and valued. They help us to continually improve our services.

Where do I go

The contact details of PALS are:



Tel: (01) 414 4709

Email: PALS@tuh.ie

Letter: PALS,
Tallaght University Hospital.
Tallaght, Dublin 24, D24 NR0A



You can find the patient feedback form on the Hospital website or fill in the response card on this leaflet

External process

If you are not happy with the Hospitals response you can ask for a review through:

**The Office of the Ombudsman,
6 Earlsfort Terrace, Saint Kevin's,
Dublin 2, D02 W773.**

Tel: 01 639 5600

Web: www.ombudsman.ie

We will provide you with the information which will help you with making contact with the above office.

Negative feedback

Each Ward / Unit / Department in the Hospital has a Manager who will listen and aim to resolve your concerns or complaint immediately. If you do not want to talk to the Manager you can contact the PALS.

The PALS is here to help resolve your issue or complaint as quickly as possible.



PALS aims to acknowledge all feedback within five working days and will deal with complaints in a positive way. The process should be completed within 30 working days.

Mr/Mrs/ Ms etc.....

First name.....

Surname

Ward / Dept.....

Hospital Number

Address.....

.....

.....

Phone Number.....

Date.....

Email

Were you happy with the service / care you received YES / NO

Please give details

.....

.....

.....

.....

Please respond to these comments

Please note my comments but do not respond

Please use my comments with / without* any name

**Delete as required*