

# Unhappy? Here's what to do...

Information for children and  
young people



We would like you to tell us if something has made you unhappy in hospital, so we can help.

Who can you tell?



- Your parents
- Other family members
- Carers
- Nurses
- Doctors

You can tell these people or you can talk to someone in our team...



**Patient Advice and**

## What happens when I contact the team?



You can get in touch with **PALS**. We will talk to you about why you are unhappy and may be able to sort it out for you there and then, but...



... if we need more information before we can sort it out we'll let you know what will happen next.



Once we have looked into this our Chief Executive Julian Hartley, can send you a letter to explain everything if you wish.

### You can contact us on:

#### EMAIL

Patientexperience.leadsth@nhs.net

#### PHONE

Call: 0113 206 6261

Text: **PALS** to 0113 320 1445

#### WWW.

www.leadsth.nhs.uk

#### OR SCAN



**Liaison Service (PALS)**



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