



**PATIENT ADVICE AND LIAISON
CONTACT INFORMATION**

Ref: <i>55</i>	Date: <i>15/7/03</i>	Method: <i>Telephone</i> <small>(e.g. telephone/fax/e-mail/in person)</small>
PALS officer: <i>JB</i>	PCT: <i>EVA/ Acute</i>	Service: <i>Acute</i>

Enquiry received from:

N: Code A	Contact Numbers	
	Home: Code A	
Address: Code A	Work: <i>—</i>	
	Mobile: <i>—</i>	
	Other: <i>—</i>	
	Ethnic Origin:	
Gender:	DOB: <i>husband</i>	Code A
Calling on behalf of another person? <small>(Yes/No)</small> <small>(and relationship with other person)</small> <i>husband wife</i>	If so who: <i>husb</i>	Code A <i>(Same add.)</i>
How did you find PALS info: <i>Leaflet</i>		

Permission Status:		
Not required: <input checked="" type="checkbox"/>	Required: <input type="checkbox"/>	Received: <input type="checkbox"/>

Enquiry (Area of concern – eg Specialty, GP, Staff, Other)
Acute care

Breakdown of concern: (e.g. Waiting times, home visit – GP practice problem, etc)
(or specified needs, eg. Blind person/deaf person)

Lady is concerned (complaine?) re the care of her husband whilst in Q.A. Hospital i.e. had a stroke (allegedly) & the staff did not even notice? Main concern about the lack of basic care of her husband i.e. toileting, washing, medication not given – she would class it as negligence.

Follow up information:

Further Action required? <u>Yes</u> , No	If YES, what action? <i>refer to acute site</i>
Refer to Other Service? <i>yes</i>	If YES, which service <i>PALS Acute Site</i>

Date Contacted:	Who Contacted:	Action required:
Date Contacted:	Who Contacted:	Action required:
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Resolution achieved? <u>Yes</u> /No/Part	If YES, Date: <i>15/7/03</i>	Brief description <i>referred on to acute site</i>
Comment: <i>This case was referred on - all into given a requested that they PALS feedback</i>		

If required was written consent asked for?

Date:

If YES, was written consent received:

Date:

Lessons Learned?

Signed: **Code A** Date:

Code A

Code A

Code A

Code A

Admission, Q.A.

Visited Gt headaches.



Hospital (stroke), did not.



Series of



no basic care, toilet & washing / medication not given.

Medical Ass. → F3.

8th June. ... 24/6/97.

MapQuest : Printer-Friendly Driving Directions

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