



## PRESS RELEASE

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### **NEW PATIENT ADVOCACY & LIAISON SERVICE**

The Ministry of Health, Care and Justice and the Gibraltar Health Authority are pleased to announce the introduction of a new protocol and the setting up of a Patient Advocacy and Liaison Service ('PALS'). The staff at PALS will act as intermediaries to hospital and clinical staff in order to assist patients and their families. PALS will ensure a swift turnaround of meeting requests and the resolution of queries and problems from patients and their families in a timely manner. PALS will also provide advice, support and information to patients, service users and the general public to ensure optimum delivery of health care and services.

PALS will be the first point of contact for any person who has a concern or requires advice, information, support, or who is requesting a meeting. Whilst staff at PALS will assist and try to resolve any issues, if they are unable to assist, the individual will be referred to the relevant Departmental Contact Point. Such staff members have been nominated as the contact points for nursing, medical, staff and facilities issues.

Further, the staff at PALS will assist the public on how they can access GHA services, provide information about the GHA in general, departments, locations and contacts. They will also be able to provide advice on the Complaints Handling Scheme, including how to obtain independent help if a member of the public wishes to make a complaint. Information on sponsored patients, or any other department or service, will also be available. PALS will also collect data about patient care problems, report to the appropriate departments, evaluate patient satisfaction and make suggestions for changes or improvements.

Minister for Health, Care and Justice, the Hon Neil Costa MP said "On assuming responsibility for health some weeks ago, one of my priorities was to improve the liaison and reporting structure between the general public and the GHA. We all know how distressing it can be for patients and their families, if they have any difficulties to access services or meet with a doctor. The introduction of this new service will provide a point of contact for patients, their families and carers, where they will be able to receive confidential advice, support and information on health related issues and resolve any problems they may be experiencing quickly and in a friendly manner. I invite our community to provide me with any feedback and comments on the new service."

Ends



## NOTES TO EDITOR:

The Patient Advocacy and Liaison Service will be located on Level 2, Zone 4, St Bernard's Hospital.  
Counter Hours - 9am to 1pm (office 8am to 3:30pm Monday-Thursday / 8am to 3:00pm Friday).

Telephone - 20072266 ext: 2102 or 2320 or 20007102 or 20007320

Email - [patientadvice@gha.gi](mailto:patientadvice@gha.gi) Website - [www.gha.gi](http://www.gha.gi)