

Patient and Carers Advice and Liaison Service

A SWOT analysis of PALs

Strengths	Votes
Independence (perhaps) and a non judgmental approach to dealing with praise compliments or complaints	0

Weaknesses	Votes
Very limited range of treatments available! Go straight to Royal Surrey Hospital to avoid wasting your time!	1
One has to question whether staff who actually WORK for the Trust can be really independent and impartial - but one hopes that they are	0
Lack of consistency in treatment to patients and visitors. Very upset and concerned that I keep being told different rules depending who answers the phone. Just want to visit my friend.	0
Can't understand why family cannot visit during the Xmas period when already told they can. Feels like rules are being made up on the spot without any consideration for family or patient. Covid is a difficult time but lack of clarity to visit should not be difficult if everyone wears ppe protection.	0

Opportunities	Votes
It ought to be a function of PALS to actively seek feedback (good or otherwise) from patients, their carers and families - yet all too often	0

Threats	Votes
Complacency in thinking that all is well - when in reality it isn't so	1
one nurse left a pencil sharpener in a room full of at risk patients and it had to be returned by one of the patients.	0