



**University Hospitals
Bristol and Weston**
NHS Foundation Trust

Patient information service
Bristol Royal Hospital for Children

LIAISE

A guide to our services



As a patient, relative or visitor, coming to hospital can be a difficult time, and you may need to turn to someone for help, advice and support. You may want to share your experiences, or need help understanding the decisions which are being made around you.

What does LIAISE do?

LIAISE is a service which aims to help improve the experience of patients and families at the Bristol Royal Hospital for Children, and in the neonatal unit of St Michael's Hospital.

LIAISE stands for:

- listening
- information
- advice
- involvement
- support
- experiences.

Listening

Sometimes it's helpful to talk to someone who isn't involved in your child's care about what's happening. LIAISE staff will listen to your thoughts, concerns or suggestions, and help you clarify how best to take them forward.

Information

Different families need different types of information to help them cope with a child's illness. LIAISE can help you find the information you need; whether from your clinical team, hospital, NHS services or external third sector and support groups. If you're not from Bristol, we can help you with local information such as finding accommodation or travel advice.

Advice

LIAISE can offer advice on how the NHS works and about specific hospital policies and procedures which may help you in working with the clinical team. Our family support practitioner can also help with advice on other issues such as benefits and housing which may be causing you extra worry.

Involvement

It's important that you are able to feel involved in the care your child receives. LIAISE can help you if you need support to discuss this with your clinical team and agree a way forward. We can ask specific questions on your behalf to get the answers you need and support other ways you can get involved through surveys, feedback cards and events.

Support

Being in hospital can be a stressful time and sometimes that can have an impact on how you think and feel. If you feel you would like some additional emotional support to help you through your hospital stay, the family support practitioner will be happy to visit you.

Experiences

Your experience is important to us as it tells us whether we are meeting the needs of our families. LIAISE can gather your thoughts and suggestions about our hospital services, whether things have gone well or whether improvement is needed, and share them with the hospital management team to help us develop our services based on what families need.

If you are a patient, our young persons involvement worker would love to talk to you about your experience and help you share your thoughts with the hospital and your team. You can also find out about activities such as our young persons involvement group.

Why wouldn't I speak to the nurse or doctor?

We hope that all of our patients and families feel they can talk to any member of staff. LIAISE doesn't replace these conversations but offers extra support if you find them difficult. Our aim is to help you reach a point where you feel more comfortable and confident.

What do you do with what I tell you?

All services from LIAISE are free and confidential. We will always ask your permission before discussing your personal information with others. With your consent, we can talk to staff, management or other organisations on your behalf or offer you support to help you do this yourself.

In exceptional cases, where your safety or that of others needs to be considered, we may be obliged by law to share your information. We will always tell you if we have to do this.

We do use information and data from the service anonymously to help influence service development and improvement, or highlight themes and trends which the management team may find helpful to understand. If you have any questions about this, please ask us at any time.

Are you the same as the patient support and complaints team (PSCT)?

LIAISE is not a formal complaint service; our aim is to help the hospital understand and resolve any problems you experience promptly, similar to a conventional PALS service. However, we can also offer you advice and support around making a formal complaint if you feel this is more appropriate, and concerns raised within our service can be escalated to the formal complaint process at any time.

How do I contact LIAISE?

Visit us Monday to Friday, 10am to 12.30pm and 1.00pm to 4.00pm. Outside of these hours please telephone us and leave a message if we do not answer.

We can visit you on the ward. Telephone us on 0117 342 8065 or ask your nurse to contact us. **Email us:** bchinfo@uhbristol.nhs.uk

Write to us:

LIAISE Family support team
Family Information Room
Bristol Royal Hospital for Children
Upper Maudlin Street
Bristol BS2 8BJ

Please get in touch if you think we can help you – no request is too small or too strange.

Notes

As well as providing clinical care, our Trust has an important role in research. This allows us to discover new and improved ways of treating patients.

While under our care, you may be invited to take part in research. To find out more please visit: www.uhbw.nhs.uk

Help us prevent the spread of infection in hospital. Please make sure your hands are clean. Wash and dry them thoroughly/use the gel provided. If you have been unwell in the last 48 hours please consider whether your visit is essential.

Smoking is the primary cause of preventable illness and premature death. For support in stopping smoking contact **NHS Smokefree on 0300 123 1044.**

Drinkline is the national alcohol helpline. If you're worried about your own or someone else's drinking, you can call this free helpline in complete confidence. **Drinkline on 0300 123 1110.**

For access all patient leaflets and information please go to the following address:
<http://foi.avon.nhs.uk/>

Bristol switchboard: 0117 923 0000
Weston switchboard: 01934 636 363
www.uhbw.nhs.uk



For an interpreter or signer please contact the telephone number on your appointment letter.



For this leaflet in large print or PDF format, please email patientleaflets@uhbw.nhs.uk.

