

## HOW WILL WE DEAL WITH YOUR QUERY?

1

Your query is received either via phone or email

2

Your MCALS Officer will:

- Deal with your query straight away, if they can
- Go away and speak with the correct person, team or department to resolve your query

3

MCALS will get back in touch with you, or the person who's contacted us on your behalf, to discuss your query again and hopefully provide a resolution

4

If MCALS cannot deal with your query, you're not happy with our response and want to speak to someone else about it, or if you want to make a formal complaint, we'll direct you towards the formal Complaints process.

## CONFIDENTIALITY

What you discuss with MCALS is treated in confidence, unless we believe that you or someone else may be at significant risk. In this case, we will escalate our concerns to the most appropriate authority. We will only take steps to support you with your consent, or a patient or service user's consent if you're acting on their behalf.

## RESPONDING TO YOU

We will aim to respond to you within seven working days of receiving your enquiry.

## HOW TO CONTACT US

There are various ways that you can get in touch with us :

 (01624) 642642

 MCALS@gov.im

 [www.manxcare.im](http://www.manxcare.im)

## WHEN WE'RE AVAILABLE TO SPEAK WITH YOU

MCALS is open between 09:30 and 16:00 every weekday. The service is closed at weekends and on Isle of Man Public Holidays. If you leave a message on our answer-machine, we'll aim to return your call during the next working day.



# MCALS

*MANX CARE ADVICE  
& LIAISON SERVICE*



## WHAT IS THE MANX CARE ADVICE AND LIAISON SERVICE (MCALS)?

Every day, hundreds of people access health and social care services across the Island either directly as a patient or service user, or indirectly as a relative or carer. If that's you, you may have had a positive experience and want to share this feedback with us, but equally you may have concerns or queries, or feel that there are things we could be doing better. Similarly, members of our community may require advice and support from some of the professionals working within our health and social care service, but aren't sure where to start looking for information or accessing what they need.

This is where the Manx Care Advice and Liaison Service (MCALS) comes in.

MCALS is a confidential service operated by Manx Care that's dedicated to driving positive change across our health and social care system by listening to your feedback and acting on it. The service aims to improve patient and service user experiences by helping you to sort problems out quickly, providing advice and pointing you in the right direction to get the help you need.

## WHAT CAN MCALS HELP YOU WITH?

- 🌀 Providing information or confidential advice about Manx Care, our services and our strategic partners
- 🌀 Signposting you to the department or person you need to speak to
- 🌀 Highlighting the services we offer
- 🌀 Helping to clarify any questions you have about current or planned care or treatment
- 🌀 Helping you to solve any health-related enquiries or problems you may have
- 🌀 Listening to your feedback about our services and how you think we could improve them
- 🌀 Passing your positive feedback on to our colleagues
- 🌀 Being a friendly voice at the end of the phone (or email) if you know you need to speak to someone, but you're not sure who
- 🌀 Scenarios where you want to tell us about a concern, but don't want to make a complaint
- 🌀 Highlighting how you can make a formal complaint to Manx Care if required

You can ask a carer, relative or friend to speak to MCALS on your behalf if you'd prefer. If you're actively receiving treatment and have an immediate query or concern, you should direct this to your doctor, nurse or senior member of your Ward team in the first instance. MCALS can support you if they're not able to resolve your query quickly.

## WHAT'S NOT COVERED BY MCALS?

MCALS can't help you with the provision of medical advice or diagnosis, counselling, advocacy or formal complaint resolution. Any media enquiries should be directed to Manx Care's Corporate Communications Team.

## IF I CONTACT MCALS, WILL IT AFFECT MY CARE OR TREATMENT?

No. Please rest assured that speaking to us or raising a concern will not have any adverse impact on the care you receive.



The contents are the property of Manx Care and should not be copied without its permission.