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|  | number | Summary | Exact wording | Action |
| PALS enquiry via email | 1 | She would like a phone call instead of face-to-face due to the current pandemic. | I have an appointment tomorrow morning at 10 for bloods and a little later to see my oncologist as I have stage 4 lung cancer. Would it be possible to speak to my oncologist on the phone instead of coming in to the hospital. I would self monitor.  I would be grateful if somebody would ask [name removed] for an answer to this question as I understand Dr [name] is in holiday. | Email response to arrange telephone call but by the time she received the email, she was already here for appointment. |