

**Patient Advice and Liaison Service (PALS)**

PALS will act on your behalf when handling patient and family concerns. They can also help you get support from other local or national agencies. PALS, is a confidential service.

**Royal Shrewsbury Hospital**

Tel: 0800 783 0057 or Tel: 01743 261691

**Princess Royal Hospital**

Tel: 01952 282888 or 01952 641222 ext. 4382

[www.sath.nhs.uk](http://www.sath.nhs.uk)

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# TalkAbout

This service is for you if you want a better understanding of what happened at your baby's birth.

## **What is TalkAbout?**

TalkAbout is a service run by Midwives. We find a quiet place to sit down with you and go through your hospital casenotes to explore what happened to you.

We hope that the events that occurred will become clearer and that any questions you have can be answered.

We can refer you for more help if needed, and help you to plan for any possible future involvement with our services.

TalkAbout usually takes about an hour.

**Before the appointment** it is a good idea to write down any concerns and questions.

You can come alone or bring someone with you if you would like to.

## **How do I access TalkAbout?**

To make an appointment for TalkAbout please phone:

01952 565990

We will take your details and one of our TalkAbout midwives will send you an appointment. Appointments are usually at Telford or Shrewsbury.

You can then ring us to confirm the appointment or arrange another time if the appointment is not convenient for you.

We arrange TalkAbout appointments any time after 6 weeks following the birth.

No time is too late if you have unanswered questions.