

## Patient Advice & Liaison Service (PALS)

*We're here  
to help...*



Overall, the feedback we receive from patients is very positive. However, we know that there are times when we do not always get things right. On these occasions we welcome your feedback, as this helps us to improve the care we provide. Whether you are feeling unhappy, upset or angry, we want to hear from so that we can try and put this right as soon as possible.

## What is PALS?

The Patient Advice & Liaison Service (PALS) is like a Customer Service Department where patients, relatives and carers can seek advice and assistance with any aspect of their health care. PALS will also listen to any concerns you have about your care.



## How can PALS help you?

If you are not happy about any aspect of your care it is best to talk to someone straight away. Most concerns can usually be sorted out with the staff who are caring for you. This might be your nurse, midwife, doctor or other health worker. You may also ask to speak to Matron who can liaise with staff on your behalf. Tell them what has happened and they will do their best to try and put things right as quickly as possible. If you have tried this and are still unhappy, or you want to talk to someone who is not involved in your care, contact PALS.

## What will PALS do?

- We will listen to what you have to say and work with staff to try and resolve your problems quickly
- We will share your views, feedback and ideas to influence future care and services
- We can refer you to other services who can provide you with support and advice
- We can provide you with information about NHS services

## Will my care be affected if I speak to PALS?

No, there is no need to worry about this. By raising concerns it may help to improve your care or experience as it is only by listening and understanding your concerns that we can help.

## How to contact us

### ***In person:***

Ask any member of staff to contact the PALS team for you. If you need to speak to someone urgently, outside of the normal working day, the staff will contact the Clinical Site Manager for you.

PALS Office

Royal Shrewsbury Hospital: 2<sup>nd</sup> Floor Ward Block

Princess Royal Hospital: Main Reception area

### ***Telephone:***

Royal Shrewsbury Hospital: 01743 261691

Princess Royal Hospital: 01952 282888

***Email:*** PALS@sath.nhs.uk

### ***Opening hours***

Monday – Friday 9am – 5pm

(except Bank Holidays) – 24 hour answerphone

If you require a version of this leaflet in large print or another language, please contact the PALS team.

*Author Head of PALS & Complaints  
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**For more information visit:**

[www.sath.nhs.uk/patients-and-visitors/pals/](http://www.sath.nhs.uk/patients-and-visitors/pals/)