

Patient advice and liaison service

Help when you need advice, information
or don't know where to turn.



**Promoting hope
and wellbeing
together**

The patient advice and liaison service (PALS) provides free confidential advice, information and support. We can help you with any concerns or queries you may have about your care.

Being unwell or caring for someone else can be worrying, so it helps when there is someone to turn to for advice and support.

PALS can help you sort out any worries and concerns that may arise and will work with staff and managers to negotiate quick solutions to problems or questions.

PALS is for everyone, whether you use our services or care for someone who does.

We can't offer counselling, diagnosis or any medical advice, but we can support you if you are finding it hard to access or understand any of our services.

PALS does not replace the trust's formal complaints procedure.

You may choose to speak to PALS first to try to resolve a problem before or instead of making a formal complaint.

In the first instance, PALS will encourage people to discuss their concerns with the person or team providing their care.

If you are still unhappy after contacting PALS and want to make a formal complaint, PALS can help you to start the complaints procedure or you can contact the complaints department yourself on **020 8354 8174**.

Telephone

0800 064 3330

Email

pals@wlmht.nhs.uk

Opening hours

Monday to Friday, 9am to 4pm

If you need this information in another format, such as large print, Easy Read or another language, please ask a member of staff.

If you have questions or concerns about any of our services, please contact the patient advice and liaison service (PALS) on **0800 064 3330** or **pals@wlmht.nhs.uk**.



Switchboard

020 8354 8354



24 hour helpline (single point of access)

0300 1234 244



Website

wlmht.nhs.uk



Email

communications@wlmht.nhs.uk