HOW CAN PALS HELP?
As a patient, relative or carer, sometimes you may need to turn to someone for on-the-spot help, advice and support. This is where the Patient Advice and Liaison Service (PALS) comes in.

PALS is impartial and confidential and can:

- listen to your concerns, suggestions or queries
- help sort out problems and concerns quickly
- liaise with hospital staff on your behalf
- help the Trust to learn lessons from the experience of the patient
- put you in touch with other agencies who can help you
- provide information on NHS services
- guide you through the formal complaints process if necessary.

RESPONDING TO YOUR CONCERNS
If you or your relatives or carers are unhappy with any aspect of your care, you should speak to a member of staff as soon as possible.

If you feel they have been unable to help or you feel uncomfortable talking to them, then PALS can be contacted in complete confidence for assistance.

You can ask someone to speak to us on your behalf, but we will not share your personal information with anyone else without your permission.

COMMENTS AND SUGGESTIONS
The Patient Services Team welcomes your feedback, and uses this to provide monthly reports to the Trust Care Quality Board, Matrons and Senior Managers. Your views can help us to change or improve services for the future.

Please write your comments in the space below and return to the address overleaf.

Contact PALS
9.00am - 5.00pm Monday to Friday
24 hour answerphone
Open door policy – no appointment necessary to call into the PALS office.
PALS can visit patients on the ward.

If urgent on-the-spot help is needed when the PALS officer is not available, please ask for assistance from the on-call Patient Services Lead or Operational Manager on the relevant site.
You do not need to add your name and address unless you require a reply.

Name ........................................................................
Address ....................................................................
...........................................................................
...........................................................................
Postcode ..................................................................

Please detach this section and return it to:
Patient Advice and Liaison Service (PALS)
Oxford University Hospitals
NHS Foundation Trust
Level 2, John Radcliffe Hospital
Headley Way
Headington
Oxford OX3 9DU

Thank you.

CONTACT PALS

John Radcliffe Hospital
Email: palsjr@ouh.nhs.uk
Telephone: 01865 221473 / 740868

Churchill Hospital
Email: palsch@ouh.nhs.uk
Telephone: 01865 235855

Horton General Hospital
Email: palshh@ouh.nhs.uk
Telephone: 01295 229259

Nuffield Orthopaedic Centre
Email: palsnoc@ouh.nhs.uk
Telephone: 01865 738126

Oxford University Hospitals
NHS Foundation Trust

Patient Advice and Liaison Service (PALS)

WE’RE HERE TO HELP

When you need advice, have concerns, or don’t know where to turn...

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