

We are here to help



Are you a patient at our hospital?

Is someone in your family a patient?



Are you worried about something that has happened in hospital?

Do you want to ask us a question?



We are the Patient Advice and Liaison Service (**PALS** for short)

We will listen to you.



If something is wrong in hospital we will try to make it better. We can talk to people who work in the hospital.

If we can't help, we can find someone else who can.



If something bad has happened in hospital, we can help you tell the people who run the hospital about it.

What to do if you are worried



If you are unhappy about something that has happened in hospital, tell the people who work there.



If they can't help, come and talk to PALS.



We won't tell anyone what you tell us, unless you want us to.



You can ask someone you trust to speak to us for you.



You can come to our office any time 9.00am - 4.00pm Monday to Friday.



We can even come to see you in your hospital bed.

How to contact PALS



John Radcliffe / Churchill Hospital

Telephone (01865) 221473 or 740868
Email PALSJ@ouh.nhs.uk



Nuffield Orthopaedic Centre

Telephone (01865) 738126
Email PALSNOC@ouh.nhs.uk



Horton General Hospital

Telephone (01295) 229259
Email PALSHH@ouh.nhs.uk

Tell us what you think



Tell us if you are happy or unhappy with what happened in hospital.

Fill in a feedback form



Email feedback@ouh.nhs.uk