**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 offers an **impartial** and **confidential** service 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 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.

**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 and a PALS officer is not available, please ask for assistance from the on-call Patient Services Lead or Operational Manager on the relevant site.

**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.
HOW TO CONTACT PALS

Email
(for all of our hospitals)
PALS@ouh.nhs.uk

Telephone
John Radcliffe Hospital
and
Horton General Hospital
01865 221 473

Telephone
Churchill Hospital
01865 235 855

Telephone
Nuffield Orthopaedic Centre
(NOC)
01865 738 126

Patient Advice and Liaison Service (PALS)

We’re here to help

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