
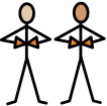







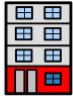
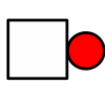




## Liaison Service (PALS)



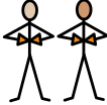
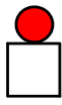
 How to contact PALS


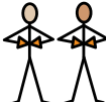
 We  are open  9.30am - 4.30pm

 Our  office  is  on  the  ground floor  next to  the  restaurant




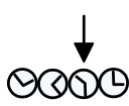
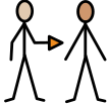







Follow the signs that say **PALS**






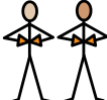

 You can  telephone  us  on 01793 604031





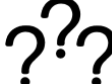
 or email  us [gwh.pals@nhs.net](mailto:gwh.pals@nhs.net)








**? we do:**






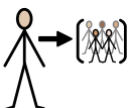


As a  patient  relative or  carer  sometimes  you  may  need  help

 advice or  support



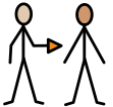


PALS  provides  help  in  many  ways  we  can :





 1. Help  with  health  related  questions







2.  Help  answer  concerns or  problems  when  using the  NHS


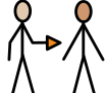




3.  Help  you  how to  get  more  invovd  in  your own



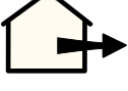

 healthcare

**PALS**  **can**  **give**  **you**  **information**  **about** :

1. The  hospital  and  community  services

2. The  NHS  complaints procedure  and  how to  get  independent

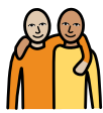
 help  if you  need to  make  a  compliant

3.  Support  groups  outside the  NHS

 **Raising**  **a** **concern**

 Speak  to a  nurse  doctor  or the  ward manager

If  you  do not  wish to  speak to the  nurse  doctor  or  ward manager



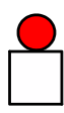
PALS



can



speak



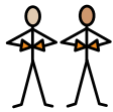
on



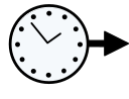
your



behalf



We



will



try

to



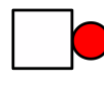
answer



your



concern



by

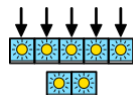
a



telephone call



7



within 7 working days



Making

a

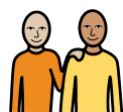
complaint



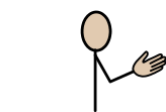
A relative



close



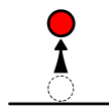
friend



or carer



can



raise

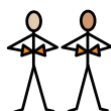


a complaint for

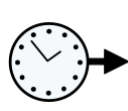


You

but



we



will



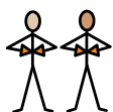
need



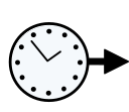
your



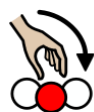
permission



We



will



try

to



answer



your



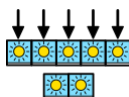
complaint



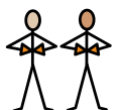
within

25

25



working days



We



cannot help



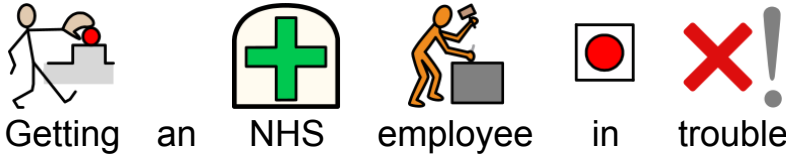
with



1. Legal advice



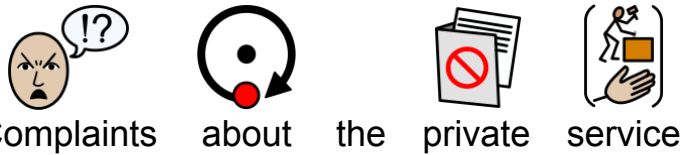
2. Making claims for money



3. Getting an NHS employee in trouble



4. Giving you medical advice



5. Complaints about the private service

What happens if i am not happy with the answers

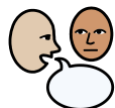
to my problem

Contact the Parliamentary and Health Ombudsman who will carry out

independent investigations into the complaint



You can



contact

the



Health



service



Ombudsman



on

0345 015 4033



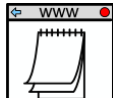
You can



visit



their



website

[www.ombudsman.org.uk](http://www.ombudsman.org.uk)

**Next review September 2025**

