

Patient Advice and Liaison Service (PALS)

This leaflet explains more about the Patient Advice and Liaison Service (PALS). If you have any further questions, please speak to the service using the contact details below.

What is PALS?

PALS is here to give help to patients and their families and friends when they need it.

The PALS team is here to let you know about services within St George's University Hospitals NHS Foundation Trust (our Trust) listen to your experiences and help you resolve any problems you have with our services.

Your contact with PALS will be recorded on a database for monitoring purposes. This information is confidential and only shared with staff involved in resolving your concerns.

Patients or visitors in our Trust at sites other than the main St George's Hospital can still access PALS. If you are unable to visit our office, please call or email us, or ask a member of staff to make contact.

What can I do first to help try to resolve a problem?

You should always talk to your doctor, the nursing staff, or the relevant person in an outpatient clinic, ward or department, first. They are the best people to clearly explain your medical condition, treatment or clinical procedure. If you do not understand the first time you are told, do not feel embarrassed about asking for the information to be repeated.

If you are still unhappy or uncertain, PALS is here to help.

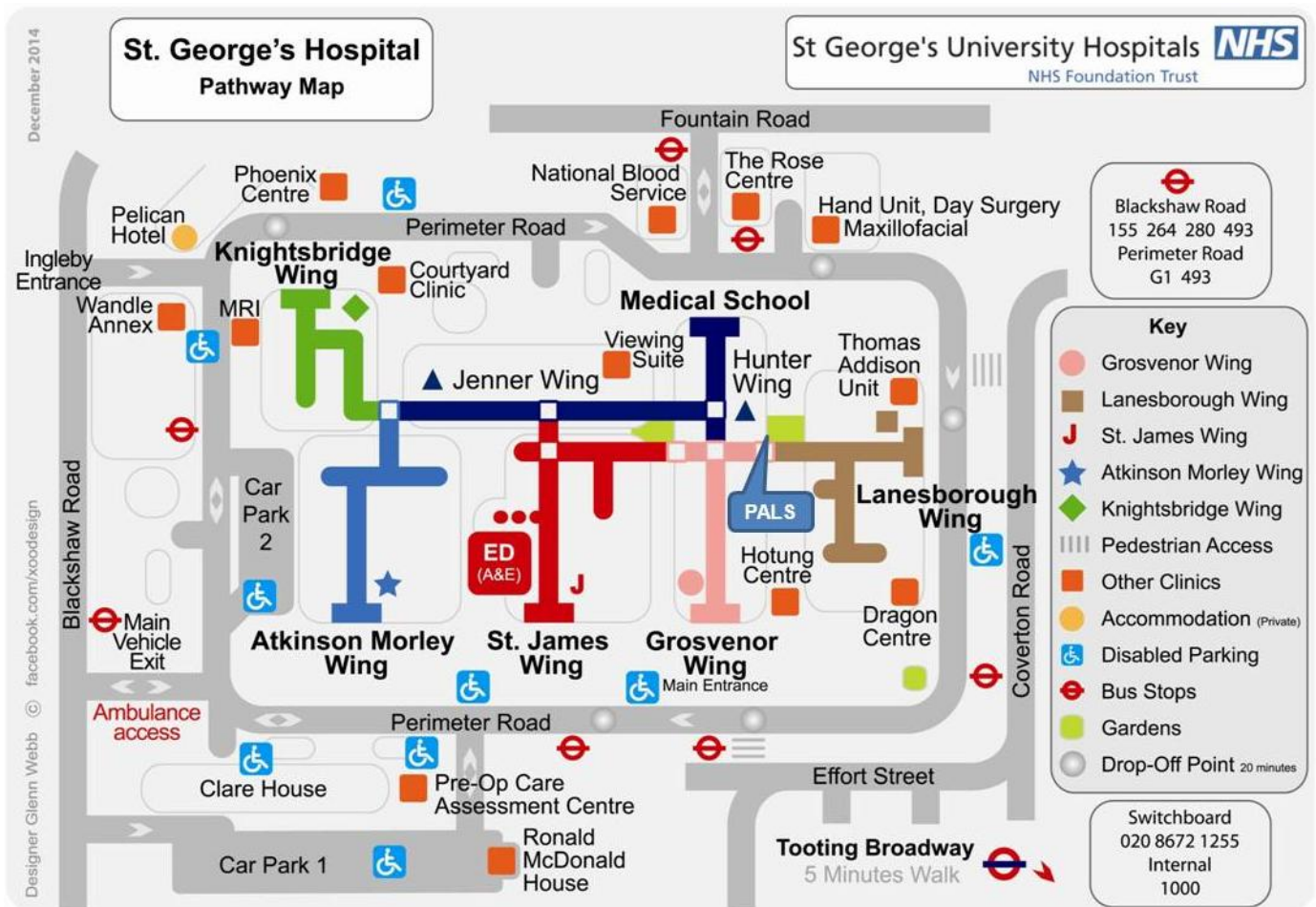
How can PALS help?

We can:

- Listen to your comments, compliments and concerns about the Trust's services.
- Help you resolve, as quickly as possible, any problem or concern you have about our services.
- Guide you through the Trust's complaint process if you wish and provide information about external independent advocacy services to help you make a complaint.
- Advise the department you are visiting about how to arrange an interpreter or signer if needed.
- Provide information about services provided by the Trust and choices available.
- Give you information on how to get involved with the work of the Trust.

If you need an interpreter to help you speak to PALS, please come to our office located in the Health Information Centre, ground floor, Grosvenor wing.

Where do I need to go?



Useful sources of information

The PALS team does not provide medical advice, so if you have an immediate health problem please **call 111 or contact your GP**.

NHS Complaints Advocates can help you make a formal complaint about your NHS practitioner, with experienced advisors and caseworkers giving support, help, advice and advocacy.

Tel: **0300 330 5454**
Textphone: **0786 002 2939**
Email: **nhscomplaints@voiceability.org**

Moorfields Eye Hospital PALS
Tel: **020 7566 2324 / 2325**
Email: **pals@moorfields.nhs.uk**

Queen Mary's Hospital Switchboard
Tel: **020 8487 6000**

If you live in Wandsworth, Sutton or Merton and have concerns about your GP, you can contact **NHS England** on 0300 311 22 33 or email: england.contactus@nhs.net

Contact us

If you have any questions or concerns about PALS, please contact us on 020 8725 2453 or email pals@stgeorges.nhs.uk (Monday to Friday, 9am to 1pm and 2pm to 5pm). Out of hours, please leave a message on the answer machine or email pals@stgeorges.nhs.uk.

You can also visit the PALS office on the ground floor of Grosvenor wing, or write to:

PALS Office
Ground Floor, Grosvenor Wing
St George's University Hospitals NHS Foundation Trust
Blackshaw Road
London
SW17 0QT.

For more information leaflets on conditions, procedures, treatments and services offered at our hospitals, please visit www.stgeorges.nhs.uk

Additional services

NHS Choices

NHS Choices provides online information and guidance on all aspects of health and healthcare, to help you make decisions about your health.

Web: www.nhs.uk

NHS 111

You can call 111 when you need medical help fast but it's not a 999 emergency. NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

Tel: 111

We are here to help you

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Tamil

உங்களுக்கு உதவுவதற்காக நாங்கள் இங்கே இருக்கிறோம்

உங்களுக்கு மொழி பெயர்ப்பாளாரின் உதவி தேவைப்பட்டால் நீங்கள் PALS-ை அணுகுங்கள், தயவு செய்து உடல்நலத் தகவல் மையம், தரைத்தளம், கிராஸ்வெனர் விங்க்கில் அமைந்துள்ள எங்கள் அலுவலகத்துக்கு வாருங்கள்.

Gujarati

અમે અહીં તમને મદદ કરવાં માટે છીએ

જો તમને PALS(પેશન્ટ એડવાઈસ એન્ડ લીયાયસન સર્વિસ)

સાથે વાત કરવાં માટે ઇન્ટરપ્રીટરની જરૂર હોય તો, મહેરબાની

કરીને અમારી હેલ્થ ઇન્ફરમેશન ઓફિસ કે જે ગ્રાઉન્ડ ફ્લોર પર

ગ્રોસવનોર વીન્ગ(Grosvenor wing)માં આવેલી છે ત્યાં આવો.

Polish

Jesteśmy tu aby pomagać

Jeżeli potrzebujesz tłumacza w rozmowie z Biurem Porad i Kontaktu z Pacjentami (PALS), przyjdź do naszego biura w Centrum Informacyjnym ds. Zdrowia (Health Information Centre), znajdującego się na parterze w skrzydle Grosvenor.

Somali

Anagu waxaan halkan u joogna in aan ku caawino

Haddii aad u baahan tahay in turjubaan uu kaa caawiyo In aad la hadasho PALS, fadlan kaalay xafiiskayaga oo ku yaalo Health Information Centre, dabaqa hoose, ee Grosvenor Wing.

Urdu

ہم یہاں آپ کی مدد کے لئے موجود ہیں

پی۔ اے۔ ایل۔ ایس۔ PALS (مریضوں کو مشورہ اور معلومات فراہم کرنے نیز ان کی جانب سے محکمہ صحت سے رابطہ کرنے کی سروس) سے بات کرنے کے لئے اگر آپ کو انٹرنیٹ پر ٹرکی ضرورت ہو تو براہ کرم ہمارے دفتر تشریف لائیں ہمارا دفتر گروزوینر ونگ (Grosvenor Wing) میں زمینی سطح پر ہیلتھ انفارمیشن سینٹر (صحت کے بارے میں معلومات کے مرکز) میں واقع

