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

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Tamil

Gujarati

�ં અલી તમને મધ કરવામાં માટે છીંઝે
ને તમને PALS(પીએએસ એન્ડ પીએલ સર્વિસ) સાથે વાત કરવામાં માટે ઇન્ટરફ્રેટરની જરૂર હોય તો, મહેરબાની
કરીને અમારી તેલખ ઇન્ફોમેશન ઓફિસ કે ને આઉટ્સ્ક્રીટ ફ્લૉર પર
ક્રોસવેન વી-જ(Grosvenor wing)માં આવેલી છે તામ 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 Inaad la hadasho PALS, fadlan kaalay xafiiskayaga oo ku yaalo Health Information Centre, dabaqa hoose, ee Grosvenor Wing.

Urdu

تام بحث آپ کی مدد کے لئے موجود ہیں
(مریضوں کو مشورہ اور معلومات فراہم کرنے کے تیزانی)
کی جانب سے موسومہ سے رابطے کرنے کی ضرورت (PALS) یہ بات کہ کہ لئے آپ کو انتخاب کر کی ضرورت جوہر کر کے آپ بھی دوست اور سہیل کے تجربے کے مابعد گروپوئر
دکھا (Grosvenor Wing)
یہ بھی حقیقی ضرورت جوہر کر کے آپ بھی دوست اور سہیل کے تجربے کے مابعد گروپوئر

Reference: TWD_PALS_01    Published: September 2017    Review date: September 2019