

## PALS contact information?

Tel: **020 8725 2453**  
Email: **pals@stgeorges.nhs.uk**  
Visit or write to: **PALS Office, Ground Floor  
Grosvenor Wing,  
St George's University  
Hospitals NHS Foundation Trust  
Blackshaw Road,  
London SW17 0QT**

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

## Useful Telephone numbers

### Rethink – Advocacy in Wandsworth and Richmond

Can help you make a formal complaint about your NHS practitioner. Rethink provides support, help, advice and advocacy from experienced advisors and caseworkers.

Tel: **0300790 0559**  
Email: **advocacyreferralhub@rethink.org**

### Moorfields Eye Hospital PALS

Tel: **020 7566 2324 / 2325**  
Email: **pals@moorfields.nhs.uk**

### Queen Mary's Hospital Switchboard

Tel: **020 8487 6000**

### NHS England

If you live in Wandsworth, Sutton or Merton and have concerns about your GP.  
Telephone: **0300 311 22 33**  
Email: **england.contactus@nhs.net**

## We are here to help you

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.

### Tamil

**உங்களுக்கு உதவுவதற்காக நாங்கள் இங்கே இருக்கிறோம்**

உங்களுக்கு மொழி பெயர்ப்பாளரின் உதவி தேவைப்பட்டால் நீங்கள் PALSஐ அணுகுங்கள். நயவு செய்ய உட்கிதவத் தகவல் மையம், தரைத்தளம், கிராஸ்வென்ர் விக்ம்ம் அமைந்துள்ள நாங்கள் அனுமதிக்கத்தகு வாகுங்கள்.

### Gujarati

અમે અહીં તમને મદદ કરવા માટે છીએ  
જે તમને PALS(પિયાન્ટ એડવાઈસ એન્ડ વીથાયસન સર્વીસ)  
સાથે વાત કરવા માટે ઈન્ટરપ્રીટરની જરૂર હોય તો, મહેરબાની  
કરીને અમારી હેલ્થ ઇન્ફોર્મેશન ઓફીસ કે જે ગ્રાઉન્ડ ફ્લોર પર  
ગ્રોસવેનોર 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  
اگر آپ کو PALS (پالز) سے بات کرنے کی ضرورت ہے تو براہ کرم  
ہماری آفس میں آئیں۔ یہ آفس گروسوینور ونگ کے گراؤنڈ  
فلور پر ہے۔ اس آفس میں آپ کو پالز کے ساتھ بات کرنے کی  
سہولت ملے گی۔  
PALS (Patient Advice and Liaison Service) کے  
آفس میں آپ کو پالز کے ساتھ بات کرنے کی سہولت ملے گی۔  
PALS (Patient Advice and Liaison Service) کے  
آفس میں آپ کو پالز کے ساتھ بات کرنے کی سہولت ملے گی۔

**St George's University Hospitals  
NHS Foundation Trust  
Blackshaw Road  
London SW17 0QT  
Tel: 020 8672 1255  
Website: [www.stgeorges.nhs.uk](http://www.stgeorges.nhs.uk)**



**NHS**  
St George's University Hospitals  
NHS Foundation Trust

## Patient Advice and Liaison Service (PALS)

Help for patients, families and friends when needed



## What is PALS?

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

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

## What can you do yourself to help resolve a problem?

In the first instance you should always talk to your doctor, the nursing staff, or the relevant person in an outpatient clinic, ward or department. 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, however, you remain unhappy or uncertain, PALS is here to help.

**Patients or visitors of St George's University Hospitals NHS Foundation Trust on sites other than the main St George's Hospital can still access services provided by PALS.**

If you are a patient receiving treatment on other St George's University Hospitals NHS Foundation Trust sites and are unable to visit our office, please telephone or email us.

If you are unable to do this yourself, please ask a member of staff to make contact.

Tel: **020 8725 2453**  
Email: **pals@stgeorges.nhs.uk**

## How can the PALS team help me?

### The PALS team can:

- Listen to your comments and concerns about the Trust's services.
- Help you to resolve, as quickly as possible, any problem or concern you have about the services.

■ Guide you through the Trust's complaint process if you wish and provide information about external independent advocacy services to assist you with making 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 hospital and choices available.

■ Give you information on how to get involved with the work of the Trust.

