Languages / alternative formats

Please ask if you require this information in other languages, large print or audio format. Please contact: 01895 279973

PALS: Patient Advice and Liaison Service

…we are here to help

The Hillingdon Hospitals NHS Foundation Trust
PALS is an easy to access service with a friendly team who will provide help, advice and support to patients, their relatives and carers and staff.

PALS can offer you on-the-spot advice and information if you have general queries or difficulties with your experience of our services or your care.

We can provide information about local health services and support groups.

Record your compliments and ensure that these are given to the relevant teams.

We will listen to your concerns and worries and help you find ways of resolving them.

If we are unable to help resolve your concerns; or if you would prefer that your concerns are managed as a formal complaint, we can give guidance on how to access the formal complaints procedure.

We will also take note of what you tell us so that we can learn and continuously improve our services.

How to contact PALS

IN PERSON:

If you would like to meet with a member of the PALS team in person, you can:

• ask a member of hospital staff to direct you to the PALS office
• ask at the main reception desk and arrangements will be made to meet you
• ask a member of the ward team to contact PALS and we will meet you on your ward.

BY TELEPHONE:

PALS can be contacted on 01895 279973, we are available Monday – Friday, 9.00am – 5.00pm. Outside of these hours an answerphone service is available and we will return your call on the next working day. You can also contact the Duty Manager via the hospital switchboard on 01895 238282.

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