

What is PALS?

Ashford and St. Peter's Hospitals NHS Trust has a Patient Advice and Liaison Service (PALS).

This confidential service is designed to support patients, relatives and carers by offering help with problems and concerns and providing information leaflets about medical conditions and treatments.

PALS does not replace existing advocacy services, but is complementary to these and the Trust's Complaints service.

The service aims to:

- Advise and support patients, their relatives and carers
- Provide information on NHS services
- Listen to concerns, suggestions or queries
- Help sort out problems quickly on your behalf

The Trust's aim is to solve problems quickly and, where appropriate, to ensure changes and improvements are made to our systems to prevent re-occurrence of similar concerns.

The Patient Advice and Liaison Service
focuses on improving the service to NHS Patients.

If you have a problem or concern:

As soon as possible, you should tell someone in the ward or department concerned - for example, the doctor, nurse, receptionist or ward sister.

If you remain concerned, or the problem is not resolved, please contact the Trust's PALS Manager who will help you.

Often, difficulties can be easily and quickly resolved and the PALS Manager will aim to do this.

If it is not possible for the PALS Manager to help, they will guide you to a more appropriate person or service.

If you require a translation please contact:

Se avete bisogno di una traduzione si prega contattare:

Si usted requiere una traducción de esta información por favor contacte a:

اگر آپ کو اس کے ترجمے کی ضرورت ہو تو آپ سے مدد فرمائیں۔

আপনার যদি এই পত্রের অনুবাদের দরকার হয়,
তাহলে দয়া করে যোগাযোগ করুন।

01932 723553

The PALS offices are located behind the main reception desk in the Outpatients Block at St. Peter's Hospital and at the front main reception at Ashford Hospital

You can contact the PALS Manager Monday to Friday, 10.00 am to 3.00pm by:

- Asking any Reception staff to contact the PALS Manager for you.
- Asking a member of staff from your ward or outpatients department to contact the PALS Manager on your behalf
- Telephoning: **01932 723553**
- Writing to the PALS Manager at:
Ashford & St.Peter's Hospitals
NHS Trust
Guildford Road
Chertsey
Surrey
KT16 0PZ

Email Address: pals@asph.nhs.uk

Trust Website: www.ashfordstpeters.nhs.uk

Ashford Hospital, London Road, Ashford, Middlesex, TW15 3AA.

Telephone 01784 884488 Facsimile 01784 884017

St. Peter's Hospital, Guildford Road, Chertsey, Surrey, KT16 0PZ.

Telephone 01932 872000 Facsimile 01932 874757

Patient Advice & Liaison Service

Patient Information