

Patient Advice and Liaison Service (PALS)



0800 085 4839

We are here to help when you need advice, information,
have concerns or don't know where to turn

NHS

East London
NHS Foundation Trust

Being a service user, a relative or caring for someone who is unwell can be worrying. It helps when there is someone to turn to for advice and support.

PALS is available to help sort out worries and concerns that may arise and will liaise with staff and managers to negotiate quick solutions to problems or questions.

PALS hold information about local and national support organisations as well as information about conditions and treatments.

What can PALS do?

PALS will:

- ▶ Listen to your concerns and provide information, advice and support
- ▶ Try to answer queries and resolve your concerns as quickly as possible
- ▶ Talk to managers and staff on your behalf
- ▶ Advise how to access the Trust's complaints process
- ▶ Be a gateway to other services including non NHS Services
- ▶ Identify gaps in service provision
- ▶ Raise awareness in the Trust of where organisational changes could improve services

Who can use PALS

Anyone can use PALS. We will assist anyone who comes into contact with the Trust. This includes:

- ▶ Service users
- ▶ NHS staff
- ▶ Carers
- ▶ Local Authority staff
- ▶ Relatives
- ▶ Voluntary and community organisations
- ▶ Friends

PALS does not replace the Trust's formal complaints procedure. You may choose to speak to PALS first to try to resolve a problem before or instead of making a formal complaint. In the first instance, PALS will encourage people to discuss their concerns with the person providing their health care.

If you are still unhappy after contacting PALS and wish to make a formal complaint, PALS can assist you accessing the complaints procedure or you can contact the Complaints department directly on 0800 085 8354.

This leaflet is also available in Bengali, Hindi, Chinese, Turkish, Somali and Urdu and can be downloaded from the Trust's website at www.elft.nhs.uk

PALS is a confidential service

You can contact the PALS office on freephone:

0800 783 4839

You can email the PALS office via:

elft.pals@nhs.net

You can access information on the Trust's website:

www.elft.nhs.uk

Alternatively, you can contact us at:

**FREEPOST RTXT-HJLG-XEBE
The Complaints Manager
Complaints Department
Governance and Risk Management
East London NHS Foundation Trust
1st Floor, Health E1
9-11 Brick Lane, London, E1 6PU**

Opening Hours:

Monday to Friday 9.00am - 5.00pm

Outside of office hours, during weekends and public holidays a message can be left on the PALS answer machine.



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