



Patient Advice and Liaison Service (PALS)

We are here to help



EasyRead version

Patient Advice and Liaison Service (PALS)



Using NHS services or caring for someone who is unwell can be worrying.



It helps when there is someone to go to for advice and support.



PALS is here to help sort out worries. We can talk to staff and quickly get problems sorted or answers to questions.

What can PALS do?



At PALS we will:

- listen to your worries and give you information, advice and support to help



- try to answer questions and sort out problems as quickly as possible



- talk to staff for you



- tell you how to make a complaint



- tell you about other services that might help



- point out any gaps in services

East London **NHS**
NHS Foundation Trust



- tell the Trust about how services could get better.

Who can use PALS?



Anyone can use us. This includes:

- service users



- NHS staff



- carers



- Local Authority staff



- relatives



- voluntary and community organisations



- friends.



If you have a complaint you still need to take that to the Trust.



But if you speak to us we might be able to sort a problem out quickly and more easily.



We can help people talk about their worries to their health care staff.



If you are still unhappy and want to make a complaint, we can help you to do that.



Or you can go straight to them by ringing
0800 085 8354

How to get in touch with PALS



Ring on freephone:
0800 783 4839



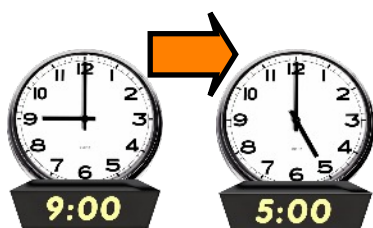
email:
PALS@elft.nhs.uk



Find out more on the Trust's website:
www.elft.nhs.uk



Write to us at:
FREEPOST RTKB-ESXB-HYYX
PALS Department
9 Alie Street
London
E1 8DE



Opening Hours:
Monday to Friday 9.00am - 5.00pm

Messages can be left on the PALS answer machine.



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