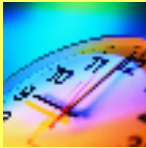


WHEN IS THE SERVICE AVAILABLE?

MONDAY TO FRIDAY

Between

**10.00am
in the
morning**



To

**4.00pm
in the
afternoon**



Except Bank Holidays

Creation Date –December 2009
Review Date –November 2011
Produced by PALS

HOW TO CONTACT PALS

❖ By telephone  at:

**Whiston Hospital on:
0151 430 1144
OR
St Helens Hospital on
01744 646465**

❖ Minicom  at:

0151 430 1655

If a PALS Officer is not available to take your call, the answerphone will pick up your message and we will call you back as soon as possible

❖ Write  to us at:

**PALS Office
Whiston Hospital
Warrington Road
Prescot L35 5DR**

❖ Email  us at:

hospitalPALS@sthk.nhs.uk

St Helens and Knowsley Hospitals 
NHS Trust

PALS

**Whiston Hospital
0151 430 1144**

Patient

Advice

and

Liaison

Service

**St Helens Hospital
01744 646465**

What is PALS?

PALS stands for Patient Advice and Liaison Service. It is a service provided at both Whiston Hospital and St Helens Hospital that can help to sort out problems quickly and effectively.

It will guide you, your family and friends through the different services available at Whiston and St Helens hospitals.

How can PALS help?

PALS have access to the right people to help resolve problems that you may have difficulty sorting out yourself.

PALS can tell you about NHS services and what you can expect.

PALS can help you get the information and support you need regarding your care and treatment.

What will PALS do?

- ❖ When you bring your concerns to us we will explain how PALS works.
- ❖ We will do our best to make sure you get the help you need.
- ❖ We will ask your permission before we do anything.
- ❖ Any information you give to us will be kept confidential. However, there may be times when this is not possible; but this will be discussed with you first.
- ❖ If you wish to make a complaint, PALS will advise you on what you need to do and who to contact.
- ❖ We will put you in touch with ICAS – Independent Complaints Advocacy Service if you need them.

PALS cannot

- ❖ Investigate complaints
- ❖ Help you to claim compensation

- ❖ Give legal advice
- ❖ Make appointments for you

Comments, compliments and suggestions

If you are pleased with the care you have received, or have any suggestions about how we can improve our services, please let us know.



We welcome your comments

Listening and responding to your views is an important way of ensuring that our services meet your needs.

Yellow comment cards are readily available on all wards. You should seal and hand in your card to a member of staff on the ward; or take it home to fill in and post it back to the hospital.

You do not need a stamp

If you cannot see the comment cards, please ask a member of staff for one.