

# PALS

Patient advice and  
liaison service

Here to help patients, families and carers



The PALS team (patient advice and liaison service) work to support patients and their representatives.

We're here if you:



need advice



wish to raise  
a concern



have a problem  
or complaint

### We can:

- answer your questions
- help resolve concerns quickly
- listen to your comments, compliments and suggestions
- provide information and advice about NHS services

## Contact PALS

We are available 9am to 4pm, Monday to Friday and have a 24-hour answerphone.

Our contact details are below, or you can visit us in person – no appointment is needed. (However, during busy times we may ask you to return later, to ensure we can offer you a private space in which to talk).

Our PALS ward liaison nurse can help by visiting wards and clinical areas.

If urgent on-the-spot help is needed and a member of PALS is not available, please ask for assistance from the hospital site team.

- Telephone: **023 8120 6325**
- Email: **pals@uhs.nhs.uk**
- Post: **PALS, Mailpoint 81, Southampton General Hospital, Tremona Road, Southampton, SO16 6YD**
- SMS text message: Text '**callback**' plus your name and number to **07879 667350** and we will call you back.
- In person: You can also talk to PALS in person – visit the main reception desk on C level at Southampton General Hospital for directions or ask any member of staff.

## Complaints procedure

With your agreement, we will always try to resolve any issues you have by liaising directly with the appropriate hospital staff. However, if you're still not happy, we can advise you on the hospital's complaints procedure and support you to make a complaint. There is more information in our 'Raising a concern or complaint booklet' – ask a member of staff for a copy or visit: [www.uhs.nhs.uk](http://www.uhs.nhs.uk)

## Positive feedback and suggestions

We are dedicated to making things better for patients. When things go well it's nice to hear it, so we can continue to build on the positives. We know there's always room for improvement and your opinions are really important. You can contact the PALS team with your feedback, ideas and suggestions – we'd love to hear from you.

For a translation of this document, or a version in another format such as easy read, large print, Braille or audio, please telephone **023 8120 4688**.

For help preparing for your visit, arranging an interpreter or accessing the hospital please visit: [www.uhs.nhs.uk/additionalneeds](http://www.uhs.nhs.uk/additionalneeds)

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