

Patient Advice And Liaison Service (PALS)

Description

Service Description

Our Patient Advice and Liaison Service (PALS) offers free accessible and confidential support, information and advice to all our patients, their relatives and carers.

Our dedicated team are here to:

- provide support and information and answer any questions about our services. We can also provide information about other local NHS services
- listen to your concerns and suggestions about our hospital services and feed them back to the Trust. Both positive and negative comments help us to continually improve your experience
- help resolve concerns or problems that you may have experienced either as an inpatient or outpatient at any of our hospitals

Additional Information

Additional Information

If you have a concern:

If you are unhappy about the service you received talk to a member of staff within the ward or clinical area you are visiting. Staff will do their best to try and resolve the matter in the first instance. If you are still dissatisfied, contact PALS or speak to a member of staff who can assist you in contacting the service. PALS will try to help resolve the concern or refer you to the appropriate person.

If you are a relative, carer or friend of a patient, where possible, we will need to obtain permission from the patient before we can assist with the concern.

If you wish for an official complaint investigation to be carried out and to receive a formal reply from the Trust you will need to go through the Barts Heath formal complaints procedure.

You can visit our drop-in services at:

- The Royal London Hospital – 2nd Floor Central Tower, near core lift 5, Main building
- Newham University Hospital – Zone 1, St Andrews Wing
- Whipps Cross University Hospital - Junction 4, Main Building

Call:

- The Royal London and Mile End Hospital: 020 3594 2040
- Newham and St Bartholomew's Hospital: 0207 363 9292
- Whipps Cross Hospital: 0208 535 6438

Voicemail systems operate during busy times and out of hours. Please leave a message with your details and a member of the team will call

Suitable for ages

Age of Users

All Ages

Costs

Cost

Free

and a member of the team will call you back at the earliest opportunity.

Email:

Email the PALS team at pals@bartshealth.nhs.uk

Out of hours:

For urgent advice outside PALS opening times, please contact the hospital switchboard and ask to speak to the site manager.

Make an appointment

Call the PALS team using the above telephone number and a member of the team will be happy to arrange an appointment for you.

Questions & Answers

Can Families Self-Refer To The Service? Yes

Do You Have A Waiting List? No

Eligibility - Can The Service Be Accessed By Extended Family Members Or Carers Yes

Has A Service Description? Yes

Further Information

Provider Type

Advice, Information and Support Services

Suitable For

Tourette's |
Severe Learning Difficulty (SLD) |
Profound & Multiple Learning Difficulties (PMLD)
Physical Disability |
Multi-Sensory Impairment (MSI) |
Moderate Learning Difficulty (MLD) |
Epilepsy | Specific Learning Difficulties |
Long Term Medical Conditions |
Downs Syndrome |
Speech, Language & Communication Needs (SLCN) |
Specific Learning Difficulty | Dyslexia |
Complex Needs |
Social, Emotional, Behaviour Difficulty (SEBD) |
Attention Deficit Hyperactivity Disorder (ADHD) |
Visual Impairment |

Delivery Channels

Office / Premises |

Referral Criteria

None (Self-referral) |

Provider

Advice, Information and Support Services

Information, Advice And Advocacy Services

Contact Details

Telephone No

020 3594 2040

Website

<https://www.bartshealth.nhs.uk/pals>

Email Address

pals@bartshealth.nhs.uk

Address Details

Street Number

The Royal London Hospital

Street

2nd Floor Central Tower

Town

London

Postcode

E1 1BB

Opening Times

Monday	from 09:30	to 15:30
Tuesday	from 09:30	to 15:30
Wednesday	from 09:30	to 15:30
Thursday	from 09:30	to 15:30
Friday	from 09:30	to 15:30

[Visit service website](#)

Similar Organisations

Our Time - Young People's Information, Advice & Support Service
Information, Advice, And Support Services Network
Albion Health Centre
Gough Walk Surgery
Poplaw Legal Advice Clinic