

# Patient Advice & Liaison Service (PALS)

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When you need advice, have concerns, or are unsure where to turn

**Patient Relations**

**Patient Information Leaflet**

## **What is PALS?**

PALS is a free and confidential service run by the University Hospitals of Morecambe Bay NHS Foundation Trust (UHMBT) and is part of the Patient Relations Department.

If you need to speak to one of our PALS Officers in person, you can contact PALS and we will try to make arrangements that suit you.

PALS can:

- liaise with Trust staff on your behalf and help organise meetings
- give you information about hospital services across Morecambe Bay
- tell the Trust what works well and what needs changing from your valued feedback
- pass on your comments and compliments to specific wards, departments, and staff
- help deal with any concerns you have as quickly as possible
- help you discover local health services

## **Who can use PALS?**

Anyone who uses the services of UHMBT can get in touch with PALS for information, advice or to make suggestions about how hospital services can be improved. This includes patients, relatives, or visitors to the Morecambe Bay area.

If your concern is about a friend or relative, we may require consent from the individual. If you have concerns about another health service provider, we may require consent to share your information. This will be discussed in more detail with you.

## **What if I have a problem?**

If something is bothering you, the first thing to do is talk to a member of staff responsible for your care, or a more senior member of staff.

The staff on the ward or in the department can help you with this.

If you find this difficult, or if the problem continues, you can get in touch with PALS.

## **PALS can help by:**

- working with staff to try to resolve your concerns as quickly as possible
- helping to arrange a meeting for you with relevant staff to discuss your concerns further
- giving you more information about your health care
- helping you to find out about any relevant local support groups in your area

PALS Officers are situated at each of the Trust's three main sites:

- **Royal Lancaster Infirmary** (Centenary Building)
- **Furness General Hospital** (Main Entrance)
- **Westmorland General Hospital** (Main Entrance)

## **How can I contact PALS?**

PALS is part of the Patient Relations Department, and is available from 9am until 5pm, Monday to Friday.

You can contact PALS by:

**Telephone: 01539 715577**

Central 24 hour line (outside office hours, this is an answerphone service only).

**Email: PALS@mbht.nhs.uk**

You can leave general feedback for the Trust, by visiting <https://www.uhmb.nhs.uk/> and going to: **'Patients and Visitors' - 'Compliments, Comments, Complaints'**

## Leaflet Details

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## Other formats

If you would like to receive this information in an alternative format, then please contact: **01539 715577**

## Travelling to our hospitals

For the best way to plan your journey visit our website:

**<http://www.uhmb.nhs.uk/>** or contact Patient Advice and Liaison Service (PALS): **01539 715577**

## Useful Contact Details

NHS 111 (24 hour urgent health advice.): **111**

Patient Advice & Liaison Service: 01539 715577

## Your Information:

If you would like to know how we use, share, disclose and secure your information and your rights of access to the information we hold about you, visit the Trust's website: **<http://www.uhmb.nhs.uk/>** or contact Patient Advice and Liaison Service (PALS) **01539 715577**

## Evidence

Details of the evidence used in writing this leaflet are available on request from: Patient Information Officer **01524 512476**

## Feedback

We appreciate and encourage feedback. If you need advice or are concerned about any aspect of care or treatment, please speak to a member of staff or contact PALS: **01539 715577**.

UHMBT is a no smoking Trust. Smoking is not permitted on any of the hospital sites. You can contact the NHS North Lancashire Stop Smoking services on the number below:

NHS Quit Squad: **0800 328 6297**.

If you live in Cumbria, please call **0300 013 3000** to find a local pharmacy who can offer 1-2-1 support and nicotine replacement therapy.

A great place to be cared for; a great place to work