

# Patient Advice & Liaison Service (PALS)

## We're here to help

Information for patients,  
relatives and carers



**We're here to help when you need advice, have concerns, or don't know where to turn to.**

As a patient, relative or carer sometimes you may need to turn to someone for on-the-spot help, advice and support.

This is where the Patient Advice and Liaison Service (PALS) comes in.

We provide confidential advice and support, helping you to sort out any concerns you may have about the care we provide, guiding you through the different services available from the NHS.

The Patient Advice and Liaison Service focuses on improving the service to NHS patients.

***The service aims to:***

- Advise and support patients, their families and carers.
- Provide information on NHS services.
- Listen to your concerns, suggestions or queries.
- Help sort out problems quickly on your behalf.

We act independently when handling patient and family concerns, liaising with staff, managers and, where appropriate, relevant organisations, to negotiate immediate or prompt solutions.

If necessary, we can also refer patients and families to specific local or national-based support agencies.

The aim of the service is to make a genuine difference to the overall quality of health services provided and accessed by local people.

**The service is confidential and can be contacted via:**

PALS Supervisor  
Papworth Hospital NHS Foundation Trust  
Papworth Everard  
Cambridge  
CB3 8RE

Tel: 01480 364896

Fax: 01480 364187

Email: [pals@papworth.nhs.uk](mailto:pals@papworth.nhs.uk)

**Opening hours**

Monday to Friday

9:00am-5:00pm

**Papworth Hospital NHS Foundation Trust**  
Papworth Everard, Cambridge, CB23 3RE

Tel: 01480 830541

Fax: 01480 831315

[www.papworthhospital.nhs.uk](http://www.papworthhospital.nhs.uk)

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