How to contact PALS

Drop in and see us:
We are located on Level 1, close to the main reception at Whiston Hospital (see map below).
We are open Monday to Friday, 8am – 6pm

Write to us:
PALS office, Level 1, Whiston Hospital, Warrington Road, Whiston, L35 5DR

Email us:
pals@sthk.nhs.uk

Telephone us:
0151 430 1376

The office has an answerphone which is available 24 hours a day and messages will be responded to as quickly as possible. If you have an urgent enquiry, you can speak to a member of staff who will contact the PALS team for you.

If you feel that your concerns cannot be resolved at the time of your treatment, and you wish to contact the Complaints Department, then you can visit the Trust website: www.sthk.nhs.uk and click on the ‘Contact us’ section for more information.

Other agencies you can contact include:

Carers Trust
The Carers Trust is able to support those who may need extra support caring for loved ones.
Telephone: 01744 646 640

Independent Complaints Advocacy
Healthwatch is an independent organisation that can also help you raise any concerns you may have about your care or treatment.
Contact:
St Helens residents:-
Tel No: 0300 111 0007
email: info@healthwatchsthelens.co.uk
Liverpool residents:-
Tel No: 0300 777 7007
email: enquiries@healthwatchliverpool.co.uk
Knowsley residents:-
Tel No: 0151 486 4045
email: Knowsley-advocacy@together-uk.org

On the spot advice and support.
We are here to help.
PALS
Introducing the team:

Clare Aspinall,
Patient Experience Manager

Marie Coulter,
PALS Officer

Julie Lyanan,
PALS Officer

Helen Brennan,
PALS Officer

We are here to help with any queries, advice, support and information.

The Patient Advice and Liaison Service (PALS) is here to:

• advise and support you and your family. We understand that being in hospital can be an anxious time, and you might need someone else to act on your behalf
• respond to your concerns if you are unhappy with any aspect of your care
• listen to your suggestions for improving our services for patients and visitors
• pass on your compliments to staff if you are pleased with any aspect of your care

If you, your relatives or carers are unhappy with any aspect of your care, you should firstly speak to a member of staff on the ward or in the department you are being treated, as soon as possible.

If you feel unable to speak directly to staff, then you can contact PALS who will be able to assist you.

You can ask a friend or relative to speak to us on your behalf, but we must have your permission before we discuss your personal circumstances with anyone else.

The team can also visit you on the ward if you are unable to visit our PALS office.

Very often problems can be resolved straight away, so please contact us as soon as possible.

Contact details for the PALS Service are on the back of this leaflet.

Patients are at the heart of all we do.