

Other sources of help

Healthwatch

St Helens residents

Email: info@healthwatchsthelens.co.uk

☎ 03001110007

Halton residents

Email: enquiries@healthwatchhalton.co.uk

☎ 0300 777 6543

Knowsley residents

Email: Knowsley-advocacy@together-uk.org

☎ 0151 4263174

Liverpool residents

Email: enquiries@healthwatchliverpool.co.uk

☎ 0300 777 7007

Whiston Hospital
Warrington Road,
Prescot, Merseyside, L35 5DR
Telephone: 0151 426 1600

St Helens Hospital
Marshall Cross Road,
St Helens, Merseyside, WA9 3DA
Telephone: 01744 26633

 /sthknhs  @sthk.nhs
www.sthk.nhs.uk



St Helens and Knowsley
Teaching Hospitals
NHS Trust

Patient Advice and Liaison Service PALS

This leaflet can be made available
in alternative languages / formats on request.

如有需要，本传单可提供其他语言/版式
此單張的其他語言/格式版本可按要求提供

Na żądanie ta ulotka może zostać udostępniona
w innych językach/formatach.

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The Patient Advice and Liaison Service (PALS) team can:

The Patient Advice and Liaison Service (PALS) is a free and confidential service that provides help, advice and information for patients, families and carers.

PALS is here to:

- Help our patients and families find answers to questions or concerns regarding their care or treatment
- Provide patients, families or carers with information, advice or support
- Help to resolve concerns quickly and informally by liaising with staff and managers
- Refer patients and carers to external agencies or specialist advocacy services, where this is appropriate
- Listen to any compliments or suggestions you may have about the care or treatment you or your family member have received

How do PALS resolve concerns?

- If you are not happy about something in the first instance it is best to talk to someone close to the problem, this could be a nurse, the ward manager or matron or the doctor. If you have tried this and are still unhappy, or you want to talk to someone who is not involved in your care, you can contact a member of the PALS team, who can help you get the answers you are looking for.

Is PALS confidential?

- Yes, although in order to deal with your concern or query, we may need to discuss this with other NHS staff within the Trust.

Will my care or my relatives care be affected by my speaking to PALS?

- **No**, we cannot stress enough that your care will **not** be adversely affected by you speaking to PALS or raising a concern. It may very well help us to improve the experience that other patients have by resolving any concerns you may have. It is only by listening and learning from concerns that we can make things better for you and for others.

How to get in touch

You may wish to come to the department in person:

If you want to speak to a member of the PALS team in person, we are open between 9.00am - 5.00pm (except Bank Holidays).

We are situated on the ground floor at Whiston Hospital.

You can call the service to speak to a member of the PALS team between 8am - 6pm, Monday to Friday (except Bank Holidays).

You may wish to telephone us:

0151 430 1376

We have an answerphone service and aim to respond to you within 24 hours of your call, during normal working hours.

You may wish to email us:

pals@sthk.nhs.uk

We aim to reply to your email within 24 hours, during normal working hours

Other sources of help and support

Carers centres:

St Helens Carers Centre: 01744 675 615

Halton Carers Centre: 01925 580 182

Knowsley Carers Centre: 0151 549 1412

Liverpool Carers Centre: 0151 709 0990