

Easy read patient advice & liason services (PALS)

A patient's guide

We can help you:



- To find out about services at the hospital.



- If you want to thank the staff.



- If you are unhappy with any of our services.



- If you are worried about your care or have a question.



- If you have an idea of how to make the hospital a better place.

Who we can help:



- You, your family and your carer.

How to get help:



- Speak to a member of staff.



- To find support.



- Speak to the PALS team.
- You can visit us in person and come and have a chat.



- You will find us near the main reception the ground floor of the hospital.

If you are very unhappy:



- You can contact an organisation called the NHS complaints advocacy service.
- It is not part of the hospital.



- You can call them on 0300 303 1660.



- You can write a letter to them:
Mount Pleasant House,
Huntingdon Road,
Cambridge,
CB23 0RN



- Or you can call us on: 01223 638896.



- Or email us: papworth.pals@nhs.net.

When is PALS open?



- We are open between 09:00 to 16:00 Monday to Thursday and 09:00 to 15:30 on Fridays.

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Royal Papworth Hospital NHS Foundation Trust

A member of Cambridge University Health Partners



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Alternative versions of this leaflet

Large print copies and alternative language versions of this leaflet can be made available on request.

View a digital version of this leaflet by scanning the QR code.



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