

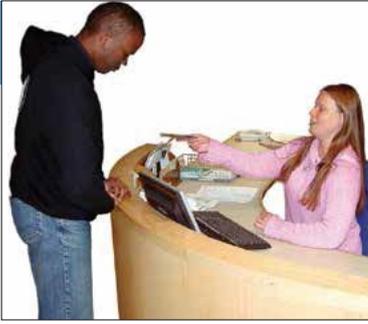


Royal Papworth Hospital
NHS Foundation Trust

Easy Read

Patient Advice and Liaison Service (PALS)

Tell us what you think



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 to make the hospital a better place



- To find support



Who can we help?

- You, your family and your carer



How do I get help?

- Speak to a member of staff



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



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



- Or call us on: 01223 638896 or 01223 638963



- You can also email us at: papworth.pals@nhs.uk



If you are very unhappy

You can contact an organisation called the NHS Complaints Advocacy Service. It is not part of the hospital.

The NHS Complaints Advocacy Service can help you make a complaint

- Call them on: 0300 330 5454



Write to them at:

Mount Pleasant House, Huntingdon Rd, Cambridge CB23 0RN



email: nhscomplaints@voiceability.org



When is PALS open?

We are open between 8.30am–4.30pm Monday–Friday



Royal Papworth Hospital is a smoke-free site

For help to give up smoking ask your GP or call the helpline on:
0300 123 1044

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