

Patient advice and liason service (PALS): We're here to help

Patient information sheet

PALS is a confidential service designed to support patients, relatives and carers.

Our aim is to mediate on your behalf while you are using the Trust's services.

Often, difficulties can be easily and quickly resolved. To do this, PALS will liaise with an appropriate member of staff on your behalf.

We are also here to:

- Offer advice and support
- Listen to your concerns, suggestions or queries
- Provide information about the Trust's services
- Pass on your compliments to staff

PALS aims to be an accessible service. Please let us know your needs and we will do our very best to meet them. If you would like this information in another language or format please ask us.

We understand that attending hospital can be an anxious time. If you or your relatives are unhappy with any aspect of the care or service received you should speak to a member of staff.

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

How to contact PALS

We are available Monday to Thursday 09:00 – 16:00 and Fridays 09:00 – 15:30 via:

Telephone: 01223 638896

Email: papworth.pals@nhs.net

Post:

Patient Experience Team (PALS)
Royal Papworth Hospital NHS
Foundation Trust
Papworth Road
Cambridge Biomedical Campus
Cambridge
CB2 0AY

The office has an answer phone which is available 24 hours a day. Messages will be returned as soon as possible and for most calls within one working day.

Out of Hours

Out of hours or in an emergency you can contact the site team through the main hospital switchboard by telephone: 01223 638000

Author ID: PALS Supervisor
Department: PALS
Printed: February 2025
Review date: February 2027
Version: 7
Leaflet number: PI 119



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

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www.royalpapworth.nhs.uk

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Information on car parking (Car Park 2)

Hourly rates and concessions:
[sabaparking.co.uk/car-park/
addenbrookes-car-park-2-cambridge](http://sabaparking.co.uk/car-park/addenbrookes-car-park-2-cambridge)

Telephone: 0330 123 5247

Email: customersupport.uk@sabagroup.com

Information on accommodation local to Royal Hospital for relatives:

[royalpapworth.nhs.uk/patients-and-visitors/
accommodation-relatives](http://royalpapworth.nhs.uk/patients-and-visitors/accommodation-relatives)

Pemberton House

Affordable accommodation for relatives of patients, based on site on the Cambridge Biomedical Campus.

- 8 twin rooms
- 1 single rooms
- 1 ground floor room including wet room.

To book, please call the duty manager at the Frank Lee Centre on 01223 868300.

Complaints

PALS is an informal service and does not replace the NHS complaints procedure. Should you wish to make a complaint, the Trust's formal complaints team can be contacted:

Telephone: 01279 639790

Email: papworth.viewpoint@nhs.uk

Post:

Patient Experience Team (Complaints)
Royal Papworth Hospital NHS
Foundation Trust
Papworth Road
Cambridge Biomedical Campus
Cambridge
CB2 0AY

Independent health complaints advocacy services are available by contacting VoiceAbility:

Telephone: 0300 303 1660

Email: helpline@voiceability.org

Useful Numbers

Access your medical records:

Subject access requests (SARs)

Telephone: 01223 639974

Email: papworth.sars@nhs.net

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