



Royal Papworth Hospital
NHS Foundation Trust

Patient Advice & Liaison Service (PALS)

We're here to help

Information for patients,
relatives and carers

We're here to help when you need advice, have concerns, or don't know where to turn to.

As a patient, relative or carer sometimes you may need to turn to someone for on-the-spot help, advice and support.

This is where the Patient Advice and Liaison Service (PALS) comes in.

We provide confidential advice and support, helping you to sort out any concerns you may have about the care we provide, guiding you through the different services available from the NHS.

The Patient Advice and Liaison Service focuses on improving the service to NHS patients.

The service aims to:

- Advise and support patients, their families and carers.
- Provide information on NHS services.
- Listen to your concerns, suggestions or queries.
- Help sort out problems quickly on your behalf.

We act independently when handling patient and family concerns, liaising with staff, managers and, where appropriate, relevant organisations, to negotiate immediate or prompt solutions.

If necessary, we can also refer patients and families to specific local or national-based support agencies.

The aim of the service is to make a genuine difference to the overall quality of health services provided and accessed by local people.

The service is confidential and can be contacted via:

PALS Supervisor
Royal Papworth Hospital NHS Foundation Trust
Papworth Road
Cambridge Biomedical Campus
Cambridge
CB2 0AY

Tel: 01223 638896 or 01223 638963

Email: papworth.pals@nhs.net

Opening hours

Monday to Friday
08:30 - 16:30

Royal Papworth Hospital NHS Foundation Trust

Papworth Road

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www.royalpapworth.nhs.uk

A member of Cambridge University Health Partners

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