

## How to access PALS

There is a telephone in the main foyer that will link the enquirer at the press of a button to the PALS team.

If there is no one in the office to answer your call, please leave a message and a PALS officer will get back to you as soon as they can.

**Patient Advice and Liaison Service  
James Paget University  
Hospitals NHS Foundation Trust  
Lowestoft Road, Gorleston  
Great Yarmouth, Norfolk NR31 6LA  
Telephone: 01493 453240  
Fax No: 01493 453086  
Email: PALS@jpaget.nhs.uk**

**PALS does not replace the NHS  
Complaints Procedure.**

### Trust Values

#### Courtesy and respect

- A welcoming and positive attitude
- Polite, friendly and interested in people
- Value and respect people as individuals  
So people feel **welcome**

#### Attentively kind and helpful

- Look out for dignity, privacy & humanity
- Attentive, responsive & take time to help
- Visible presence of staff to provide care  
So people feel **cared for**

#### Responsive communication

- Listen to people & answer their questions
- Keep people clearly informed
- Involve people  
So people feel **in control**

#### Effective and professional

- Safe, knowledgeable and reassuring
- Effective care / services from joined up teams
- Organised and timely, looking to improve  
So people feel **safe**



**James Paget  
University Hospitals**  
NHS Foundation Trust

## Patient Advice and Liaison Service - PALS



Do you need information and don't know where to turn?  
Worried and not sure what to do?  
Concerned but don't want to complain?

**Information for patients and  
members of the public**

Author: Tracey Noakes, Complaints Investigator

© March 2002 Revised July 2018

Review Date: July 2021 version 6 CO 10

© James Paget University Hospitals NHS Foundation Trust

## What is PALS?

PALS stands for Patient Advice and Liaison Service. It is here to help and support patients, relatives, carers and members of the public who need information about the health care system.

PALS will be pleased to help you with your enquiry.

## What can PALS offer?

- Find the information needed to answer your questions.
- Answer general enquiries about the health care services available within the hospital.
- Resolve problems you may have by identifying the right people to talk to.
- Explain what you can do if your concern is unresolved.

### **PALS are here to help!**



The hospital can arrange for an interpreter or person to sign to assist you in communicating effectively with staff during your stay. Please let us know.

**For a large print version  
of this leaflet, contact  
PALS 01493 453240**

## We would like to:

- Encourage you to become involved and share your views about health topics and the development of services within the Trust.
- Use your experience to help change and improve our service in the future.

## When to access the service

- First of all we would encourage you to discuss any queries with the person in charge of the ward or department or with the senior nurse/matron.
- If you need more information or your enquiry cannot be dealt with at ward or department level, the PALS team may be available to help.
- The service is confidential and we will not speak to anyone about you unless you give us permission to do so.
- There is a PALS telephone in the main foyer; information and leaflets are available for patients, relatives and the public.
- We are there to help you decide what you can do next.