

LOCAL PALS TEAM AT THE LOCAL HOSPITALS

We encourage our Patients to contact the local PALS Team of the Hospitals as they are the quickest way in which to find answers to any query related to the care at the Hospital.

Patient Advice and Liaison Service (PALS)

This service is run by groups of friendly volunteers and they are there to facilitate the patient experience within the hospital setting. They know how to help with any queries presented to them and know the quickest way of sorting out any problems you may have. They know the hospital systems and know whom to contact to find answers or assist in your hospital experience, from having your relative stay longer than the Ward anticipate to finding out what has happened to your appointment. **This is a private and confidential service.**

The PALS Department have an office within the hospital, you can visit them, email or phone and they will respond to your enquiry as soon as they can. They will also feedback issues to the organisation to help improve the service and patient experience.

IMPERIAL PALS DEPARTMENT

EMAIL: imperial.pals@nhs.net

St. Mary's Hospital : 0203 312 7777

Telephone number: 0203 313 0088 **Charing Cross Hospital, Hammersmith and Queen Charlotte and Chelsea Hospitals**

Walk In Service available

Monday to Friday 9.30 am – 17.00 pm

LONDON NORTH WEST HOSPITALS PALS DEPARTMENT

Telephone number: 0208 869 5118

Should you have any difficulties with this Service, please contact the Surgery and ask to speak to the Practice Secretary

0208 459 5550