

Press Release

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RUH provides help to those who need it

On Tuesday 12 September, the RUH is making the patient advice and liaison service (PALS) even more accessible to those who need it.

A new PALS office has been created in the hospital's atrium and will be formally opened by visiting speaker Roy Lilley. Mr Lilley is an independent health policy analyst, writer, broadcaster and commentator on health and social issues.

PALS manager for the RUH Alan Gorse says: "We've had a PALS service in the RUH since July 2002, but it was in a different location within the hospital. Having this new facility in such a central position will make the PALS service even more accessible to those who need either help or information. We're here to listen to concerns, suggestions or queries and help sort out problems quickly.

"We are delighted that Mr Lilley has kindly agreed to open the new office and we are very grateful to the League of Hospital Friends who provided the funding for this to happen. It will make such a difference."

Each hospital trust has its own Patient Advice & Liaison Service, which focuses on improving services for patients and aims to advise and support patients, their families and carers.

The PALS office will be open from 10.00am to 3.00pm Monday, Tuesdays, Thursdays and Fridays and on Wednesdays from 10.00am to 12.00 noon with appointments only from 12.00noon to 3.00pm.

Ends

Photo opportunity: A photo opportunity is available at the formal opening of the PALS office on Tuesday 12 September at 1.15pm.

For more information please contact: Communications officer Anita Houlding on 01225 825799.