

How to contact PALS

Visit us in the PALS office at the RUH main entrance.



Telephone: 01225 825656 / 826319

A voicemail service is available and all calls are returned within one working day (with the exception of weekends and bank holidays).



Email: ruh-tr.pals@nhs.net



Write to: PALS

**Royal United Hospitals Bath
NHS Foundation Trust
Combe Park
Bath
BA1 3NG**

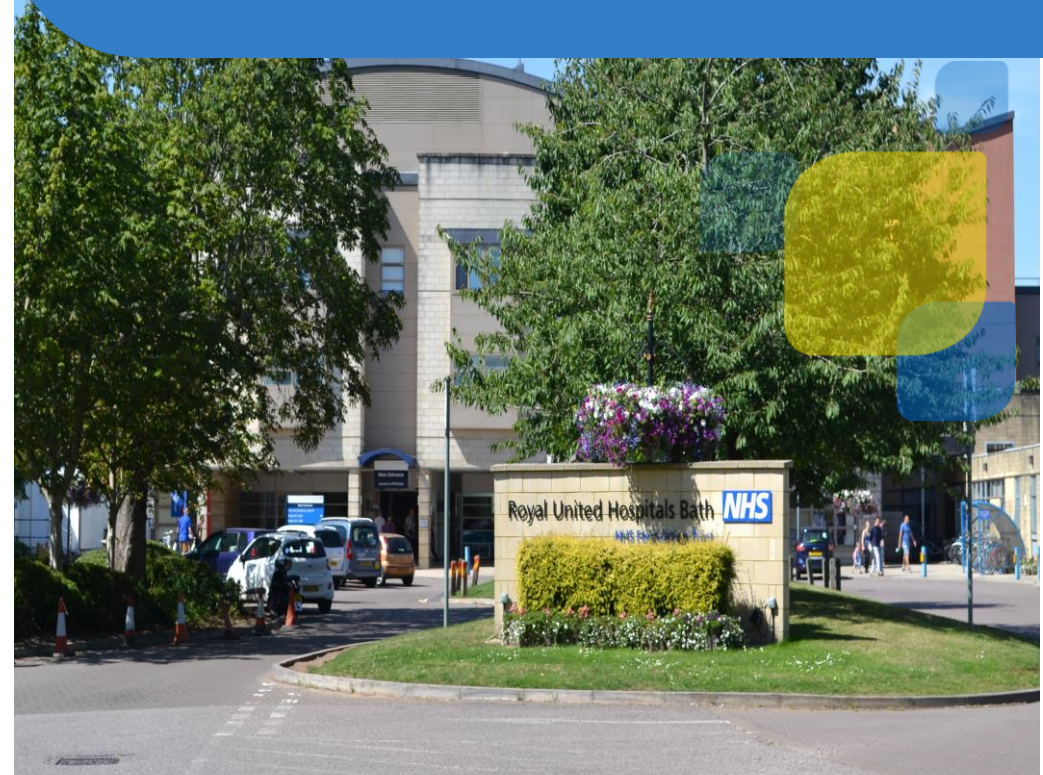
Please contact the Patient Advice and Liaison Service (PALS) if you require this leaflet in a different format, or would like to feedback your experience of the hospital.

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Patient Advice and Liaison Service (PALS)

The RUH Patient Advice and Liaison Service (PALS) offer confidential advice, support and information on matters relating to services provided by the RUH. We provide a point of contact for patients, their families and their carers.



PALS can help anyone who uses the hospital, or their relatives and carers.

How PALS can help you

- We can tell you about services provided by the hospital.
- Provide information to enable you to access the hospital's services as easily as possible.
- Provide you with a sympathetic ear and support when you, or someone you know, is ill and you may not know where to go for help.
- With your consent, use your views and comments to influence improvement within the hospital.
- Use information about experiences of the hospital's services to help hospital staff to understand patient's experiences.
- Help if you are worried about care and treatment or appointments.
- Provide you with information about the hospital's formal complaints procedure.

How PALS can help if you have a concern

- Agree with you what action you would like us to take on your behalf when you have a concern.
- Treat your information in strict confidence and ask your permission if details of your concerns need to be shared with others.
- Help and support you to address your concerns.
- We may not have all the answers, but we can put you in touch with someone else who can help you.
- We know how the hospital and the local NHS work. We can use that knowledge to help you and the hospital to solve your concerns together.
- We have information about local community and support groups who may be able to help you.

