

Patient Advice and Liaison Service (PALS)

South of Tyne Information leaflet



Do you need someone to turn to for advice, help or support?

Do you have any concerns about the care you or a family member have received?

Do you need to speak to someone quickly, easily and in confidence about your healthcare?

How can the Patient Advice and Liaison Service (PALS) help?

As a patient, relative or carer, sometimes you may need to turn to someone for help, advice and support. This is where the Patient Advice and Liaison Service (PALS) can help.

PALS provide a free, confidential advice and support service. We can help you to sort out any concerns you may have about the care provided by Northumberland, Tyne and Wear NHS Foundation Trust if you live in Sunderland, South Tyneside or Gateshead area.

The service aims to:

- provide information about the Trusts mental health and disability services
- advise and support patients, their families and carers
- listen to your concerns, suggestions, compliments and queries
- help sort out problems quickly on your behalf.

We act independently when handling patient and family concerns, liaising with staff and managers.

What PALS can do:

- ✓ Provide information
- ✓ Point you in the right direction
- ✓ Support you in writing a complaint

What PALS can not do:

- ✗ Act as an advocate
- ✗ Act as a counselling service
- ✗ Process a complaint

How to contact PALS

- **Freephone 0800 328 4397** or
- **Sunderland/South Tyneside – 0191 566 7074**
Garden Lodge
Hopewood Park
Waterworks Road
Ryhope
Sunderland, SR2 0NB
- **Gateshead – 0191 441 6616**
Tranwell Unit
Queen Elizabeth Hospital
Windy Nook Road
Gateshead
NE10 9RW

Monday to Friday, 9am - 5pm

An answerphone is available at all times for you to leave a message. A member of the PALS team will aim to return your call as soon as possible.

- Email: **pals@ntw.nhs.uk**
Please note that information sent to the Trust via email is sent at your own risk.

Useful contacts

PALS North of Tyne

Freephone 0800 032 02 02 Monday to Friday, 9am - 4.30pm

Further information about the content, reference sources or production of this leaflet can be obtained from the Patient Information Centre. If you would like to tell us what you think about this leaflet please get in touch.

This information can be made available in a range of formats on request (eg Braille, audio, larger print, easy read, BSL or other languages). Please contact the Patient Information Centre Tel: 0191 246 7288

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