

Patient Advice and Liaison Service (PALS)

If you, or someone you care for, have any concerns or problems with Trust services, the PALS service is here to help you.



Our confidential service can:

- Advise and support patients, their families and carers
- Provide information on mental health services
- Listen to your concerns, suggestions or queries about the NHS
- Help sort out problems quickly on your behalf

Freephone: 0800 328 4397

Garden Lodge, Hopewood Park, Waterworks Road,
Ryhope, Sunderland, SR2 0NB

Telephone: 0191 566 7074 Email: pals@cntw.nhs.uk

Monday to Friday, 9am – 4.30pm

PALS South of Tyne covers services at:
Sunderland, South Tyneside, Gateshead and
Lotus Ward, Acklam Road Hospital.