



Patient Advice and Liaison Service (PALS)

South of Tyne
Patient 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 and treatment provided by Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust services in Sunderland, South Tyneside, Gateshead and at Lotus Ward, Acklam Road Hospital in Middlesbrough.

The service aims to:

- provide information about the Trust's 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:

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

How to contact PALS

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

Telephone: Freephone 0800 328 4397 or 0191 566 7074

Address:

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

Monday to Friday, 9am-4.30 pm

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@cntw.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

Published by the Patient Information Centre

2024 Copyright, Cumbria, Northumberland, Tyne and
Wear NHS Foundation Trust

Ref, PIC/05/0424 April 2024 V10

www.cntw.nhs.uk Tel: 0191 246 7288

Review date 2027

Find us on social media, search for CNTW