



Get involved

Why not consider becoming a member of Oxleas NHS Foundation Trust and help to shape future services? If you would like more information about this, please call our membership freephone line on 0800 389 6642.

Oxleas NHS Foundation Trust

Pinewood House
Pinewood Place
Dartford
Kent DA2 7WG

Tel: 01322 625700
Fax: 01322 555491
Website: www.oxleas.nhs.uk

Patient Advice and Liaison Service (PALS)

Got a problem?

We are here to help

June 2010



improving lives



What is PALS?

PALS is a confidential service helping service users, families and carers to sort out any concerns about care.

We can help you

- Find out about services provided by Oxleas NHS Foundation Trust.
- Resolve concerns or difficulties you may have with the services you are receiving.
- Find independent help and support from local or national organisations.

How does the PALS team work?

- We will contact doctors, nurses, managers and other staff to negotiate a speedy solution to your problems.
- We cannot give you clinical advice but will speak with other staff who can provide this level of support.
- We will keep you informed on progress.
- We will arrange for an interpreter if you need language assistance.
- We will provide you with information on how to make a formal complaint.

How you will be treated

- We will deal with your enquiry confidentially. We will only share information with your consent, unless there are any concerns about safety.
- We want to assure you that raising concerns will not harm or prejudice the care that you, or the person you care for, is given.
- By telling PALS your concerns you can help us improve the trust's services.

How to contact Pals

You can phone us on:

Freephone 0800 917 7159

You can write to us at:

Patient Advice and Liaison Service (PALS)
Oxleas NHS Foundation Trust
Pinewood House
Pinewood Place
Dartford
Kent DA2 7WG

You can send us an email at:

pals@oxleas.nhs.uk

Our website is:

www.oxleas.nhs.uk

Opening times:

We are open from 9am to 4pm Monday to Friday. When we are not available to take your call, there is an answer machine. Our aim is to return your call within one working day.

