

Patient Advice and Liaison Service (PALS)

Do you need some help, advice or
information?

Are you, or your loved one,
concerned and need someone to
talk to?

We are here to help!





If you have any concerns then please speak to the senior sister, matron or manager who will help you with any issues that you may have. Please speak to any member of the ward/department to arrange this.

If you would rather speak to someone independent from the ward/department then please contact **PALS** as follows:

Between the hours of 9.30am and 4.00pm (Monday to Friday excluding Bank Holidays) you can:

- Visit the **PALS** office in Main Reception
- Telephone 01908 995954 – please leave a message if you reach the answer phone, the team will return your call that day or as soon as possible the following day
- Text 07773577923 and **PALS** will call you back
- Email: pals@mkuh.nhs.uk

If you wish to put your issues in writing please write to us:

PALS team
Main Reception
Milton Keynes University Hospital
Standing Way
Eaglestone
Milton Keynes
MK6 5LD

Please ensure you give us all of your details and a contact telephone number so that we can call you and discuss your concerns further.

What if PALS are not able to resolve my concern to my satisfaction?

The **PALS** team will be able to explain how to make a formal complaint by referring you to the Complaints team. The Complaints team will work with you to ensure that your complaint is formally investigated by the relevant staff. A response will be given in either a written response letter or by way of a formal meeting to discuss your complaint with appropriate staff.

Thank you

Julie Goodman
Trust Lead for Complaints and PALS

We ask information about you so that you can receive proper care and treatment. This information remains confidential and is stored securely by the Trust in accordance with the provisions of the GDPR 2018.



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