

How can I contact PALS?

Office hours are 9am to 5pm Monday to Friday

Telephone: 01392 261585

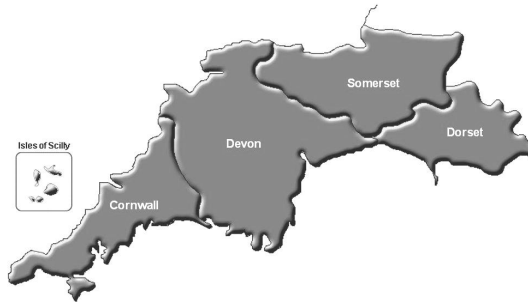
Fax: 01392 261560

Email: pals@swast.nhs.uk

Write to: South Western Ambulance
Service NHS Trust
Trust Headquarters
Abbey Court
Eagle Way
Exeter
Devon
EX2 7HY



The South Western Ambulance Service
NHS Trust covers the four counties of
Devon, Cornwall and the Isles of Scilly,
Somerset and Dorset



For more information or to feedback on all our
services, please visit

www.swast.nhs.uk



If you would like a copy of this
leaflet in a different format, please
contact the Public Relations and
Communications Team on
01392 261585, or email
publicrelations@swast.nhs.uk

Ref: LP006/08/08/06/1 authorised by the Communications
Team, Chief Executive Directorate

Patient Advice and Liaison Service (PALS)

PALS is here to help if you need
advice, have concerns or don't
know who to contact



The Patient Advice and Liaison Service (PALS) is available in every NHS Trust. PALS provides support to patients, carers and relatives, representing their views and resolving local difficulties on-the-spot by working in partnership with the NHS Trust staff.

What is PALS?

It is a confidential advice and support service helping you to sort out any concerns you may have about the ambulance service. The service will also help guide you through the different services available from the NHS.



The Ambulance Trust recognises that as a patient, relative, carer or family friend, sometimes you may need someone to talk to about its services if you have concerns.

What difference will PALS make to the local NHS?

PALS focuses on improving and developing the local NHS by listening to your concerns, suggestions and queries and acting upon them, where possible.

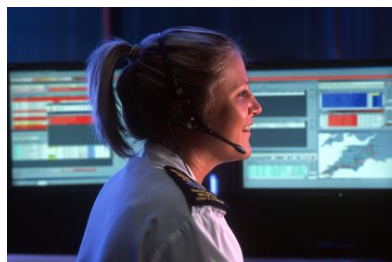
How independent is PALS?

PALS has been set up by the NHS and is not an external organisation. However all staff will put the interest of the patients first.

What does the PALS service provide?

The service provides:

- advice and support to patients, their families and carers.
- information on NHS services.
- a dedicated officer to listen to your concerns, suggestions or queries.



How soon can I expect a response?

We have set ourselves a target to try and acknowledge your request within two working days and respond within twenty five working days.

What if I'm not satisfied?

If the PALS service does not resolve matters we will refer you to our Complaints Manager. We will fully explain all other options of help to you.