

Patient Advice and Liaison Service

Complaints Team

Information for patients and carers

• Home • Community • Hospital
Caring for you

Introduction

If you have any concerns regarding your care, the Patient Advice and Liaison Service (PALS) encourage patients, relatives, and carers to speak with the staff involved in your care or speak with the department / ward manager in the first instance. If you have tried this and are still unhappy, PALS can assist you.

PALS can:

- advise patients, relatives and carers
- signpost to other NHS services
- listen to your concerns, suggestions or feedback
- help resolve concerns quickly by speaking with staff on your behalf

PALS is not a replacement for the formal NHS complaints procedure.

To make a formal complaint, you can contact the team on 01925 662281 or email ncm.complaints@nhs.net

PALS cannot:

- give medical advice or information
- discuss a medical diagnosis
- influence or bring forward treatment or appointments
- alter decisions made regarding care, treatment or discharge plans
- offer a counselling service
- provide copies of a patient's medical records (but can signpost to the right department who can help with this)
- help with queries relating to primary care providers, such as your GP, pharmacist or optician, or mental health services

How to contact PALS

By post: PALS Office, Warrington Hospital, North Cheshire and Mersey NHS Foundation Trust, Lovely Lane, Warrington, WA5 1QG

Email: ncm.pals@nhs.net

Telephone: 01925 275512

If no one is available to take your call, please leave your name and number and a member of the team will call you back as soon as possible.

The PALS office is at the main entrance of Warrington Hospital. No appointment is necessary. However, please bear in mind that other patients may be seeing the PALS Team or PALS officers may be visiting the clinical areas.

Walk-in hours: Monday to Friday, 10am to 4pm* (times can differ if the team need to visit a patient on the ward).

*Opening hours are subject to change.

For more information, please visit <https://northcheshireandmersey.nhs.uk/>.

Other sources of help:

- **Healthwatch – Warrington**
Email: contact@healthwatchwarrington.co.uk
Phone: 01925 246893
- **Healthwatch – Halton**
Email: enquiries@healthwatchhalton.co.uk
Phone: 0300 7776543
- **Healthwatch – St Helens**
Email: info@healthwatchsthelens.co.uk
Phone: 0300 1110007
- **Cheshire and Merseyside Integrated Care Board (ICB)**
Email: enquiries@cheshireandmerseyside.nhs.uk
Phone: 0800 132996
- **NHS England**
Email: england.contactus@nhs.net
Phone: 0300 3112233