

Evelina London Children's Hospital
Guy's Hospital
Harefield Hospital
Royal Brompton Hospital
St Thomas' Hospital
Community services in Lambeth and Southwark

The Patient Advice and Liaison Service (PALS)

We're here to help.

Talk to us if you have a compliment, comment, or concern.

PALS provides help and advice to patients, families and carers.

Please contact us if you need advice about a service or department in our hospital, or if you have concerns about any aspect of the service you have received.

What PALS can do

- Provide information about our hospital and community services.
- Actively listen to any problems you have about our hospital and community services, and suggest the best way to resolve them.
- Try to answer any questions, and resolve your concerns as quickly as possible.
- Agree what should happen, and the next steps we will take.
- Advise you on the formal complaints procedure.
- Pass on any compliments to the relevant staff.

How to contact PALS

You can talk to us in person, send us an email or contact us on the phone.

You will need to contact the correct team, depending on which hospital you are at.

If the team is busy or if the office is closed, you can leave a voicemail message or send an email. We'll respond to you as soon as possible. This will usually be within 1 to 2 working days.

Guy's Hospital, St Thomas' Hospital, and Evelina London Children's Hospital

In person at St Thomas' Hospital:

Main entrance, Westminster Bridge Road, London SE1 7EH,
Monday to Friday, 10am to 4pm (not on bank holidays).

In person at Guy's Hospital:

Main entrance, Ground floor, Great Maze Pond, London SE1 9RT, Monday to Friday, 10am to 1pm and 1.30pm to 4pm, (not on bank holidays)

By phone: 020 7188 8801, Monday to Friday, 9am to 5pm.

By email: gstt.pals-gstt@nhs.net

Royal Brompton Hospital

In person: Main entrance, Royal Brompton Hospital, Sydney Street, London SW3 6NP, Monday to Friday, 9am to 4pm (not on bank holidays).

By phone: 020 7349 7715, 9am to 4pm

By email: gstt.rbhh-pals@nhs.net

Harefield Hospital

In person: Main entrance, Harefield Hospital, Hill End Road, Harefield YB9 6JH

By phone: 01895 826 572, Monday to Friday 9am to 4pm (not on bank holidays)

By email: gstt.rbhh-pals@nhs.net

How we work

PALS help with trying to resolve informal concerns raised by patients. We do this by liaising with the management teams and other staff in the relevant service. They would then look into the issues, and contact the patient (usually by phone) to discuss the concerns and any actions that are needed.

If the concerns cannot be resolved satisfactorily through PALS or the patient would like their concerns to be formally investigated, they can make a formal complaint.

When you can expect a response

Services are allocated up to 5 working days to respond to any PALS case, so you should be contacted by us within this time. We will give you a response sooner if we can.

Making a formal complaint

If you have a raised an issue with PALS, but you are unhappy with the outcome, or you would like a matter investigated formally, we have a formal complaints procedure.

As part of this process, an investigation will be done, and you will get a written response. This will offer an explanation, an apology, and say what has been done to put matters right.

How to contact the complaints service

You can contact the complaints service, by:

- **email:** gstt.complaints@nhs.net
- **phone:** 020 7188 3514

You can find out more about how to make a formal complaint by reading our leaflet, **Making a complaint**. This information is also available on the Guy's and St Thomas' **website:** www.guysandstthomas.nhs.uk/contact-us/your-feedback

Notes
