

PALS is confidential, and can be contacted on:

Freephone 0800 376 0775

Desk 01223 219 444

E pals@cpft.nhs.uk

between 9am and 5pm, Monday to Friday

Outside these hours you can leave a message on the PALS answerphone and we will respond within two working days. **Please note this is not an emergency telephone line.**

Or write to the PALS Manager at:

Elizabeth House
Fulbourn Hospital
Fulbourn
Cambridge
CB21 5EF

Freepost address

CPFT PATIENT EXPERIENCE (all capitals)

Tell us about your care

What was good? Did you feel involved? Could anything have been better? We really want to know about your experiences of care. Tell your story at:

www.careopinion.org.uk

A free, confidential and independent website.

Or tell us by calling Freephone 0800 122 3135.

Out-of-hours service for CPFT mental health service users

Please call **NHS 111** for health advice and support.

If you require this information in another format such as braille, large print or another language, please let us know.

Leaflet updated June 2018

Leaflet review date: June 2019

HQ information

HQ Elizabeth House, Fulbourn Hospital,
Cambridge CB21 5EF.

T 01223 219400 F 01480 398501

www.cpft.nhs.uk



CPFT supports the **HeadtoToe Charity** –
visit www.HeadToToeCharity.org for details on how you can help

Patient Advice and Liaison Service (PALS)

Updated June 2018



Pride in our care

A member of Cambridge University Health Partners

Patient Advice and Liaison Service (PALS)

As a service user, relative or carer using Cambridgeshire and Peterborough NHS Foundation Trust (CPFT) services, sometimes you may need to turn to someone for help, advice, information and support.

This is where the Patient Advice and Liaison Service (PALS) can help.

We provide confidential advice, information and support, helping you to sort out any concerns you may have about the care we provide, guiding you through the different services available from the NHS, our Trust and other local organisations.

What can PALS offer?

Information

- About health issues generally.
- About CPFT services - what is available and how you can use them.
- About other NHS services and local community resources.

Advice

- How to use a service.
- How to make decisions about your care and treatment
- How to sort out any problems, disagreements or misunderstandings.

Support

You may not be able to sort out a problem with a CPFT service on your own. PALS can help you to get your voice heard by the professionals or managers involved so that you can get the answers you need about:

- Why something has gone wrong
- Why particular treatments may not be available or recommended.

Using PALS will help us to make improvements to the services we provide



The service will:

- Advise and support service users, their families and carers
- Provide information on NHS services
- Listen to your concerns, suggestions or queries
- Help sort out problems quickly on your behalf
- Advise you about the CPFT complaints procedure and the support available to you

Although we are part of CPFT, we act independently when handling service user and carer concerns, liaising with staff, managers and, where appropriate, other relevant organisations to negotiate immediate or prompt solutions.

We work closely with mental health advocacy services to ensure that service users can access PALS and receive advocacy support when needed.

We can also refer service users, their families and carers to specific local- or national-based support agencies.

We act independently when handling patient and carer concerns.