How can I contact PALS?

Come and see us in the PALS office at the RUH main entrance we are open 09:00 to 16:00 Monday to Friday.

You can telephone us:
01225 825656   01225 826319

You can write to us:
**PALS
Royal United Hospitals Bath
NHS Foundation Trust
Combe Park
Bath
BA1 3NG**

Or you can email us:
ruh-tr.PatientAdviceandLiaisonService@nhs.net

Patient Advice and Liaison Service (PALS)

The RUH Patient Advice and Liaison Service (PALS) offer confidential advice, support and information on matters relating to your health.

We provide a point of contact for patients, their families and their carers.

How can PALS help me?

PALS can help by telling you about services provided by the hospital

PALS will

- Provide information to enable you to access the hospital's services as easily as possible.

- Provide you with a sympathetic ear and support when you, or someone you know, is ill and you may not know where to go for help.

- With your consent, use your views and comments to influence improvement within the hospital.

- Use information about experiences of the hospital's services to help hospital staff to understand patient's experiences.

- Help if you are worried about care and treatment or appointments.

- Provide you with information about the hospital's formal complaints procedure.

Who can PALS help?

Anyone who uses the hospital, or their relatives and carers.

How can PALS help if I have a concern?

- Agree with you what action you would like us to take on your behalf when you have a concern.

- Treat your information in strict confidence and ask your permission if details of your concerns need to be shared with others.

- Help and support you to address your concerns.

- We may not have all the answers, but we can put you in touch with someone else who can help you.

- We know how the hospital and the local NHS work. We can use that knowledge to help you and the hospital to solve your concerns together.

- We have information about local community and support groups who may be able to help you.