

Very often problems can be resolved straight away by talking to the staff on the ward. However, if you feel they cannot help or you are not comfortable talking to them you can contact the Patient and Advice Liaison Service (PALS) on free phone: **0800 028 4203** or alternatively email: **feedback@uhcw.nhs.uk**.

The PALS service is a free and confidential service for patients, their families, carers, and friends. They are there to respond to concerns about any aspect of your care or Trust services and aim to resolve any problems as quickly and as easily as possible.

Other useful contacts:



Hello, how may I help you?

I am
your "*named clinician*", which means that I am the
doctor in charge of your care.



