

## Health information cont...

It is important that you receive the right information, therefore we only give detailed information after you have had a medical diagnosis. We also only offer UK approved information, which ensures the quality of the information.

We provide:

- advice on where to obtain information on health and medical conditions
- information from the internet
- information about support groups and local services.

To find out more:

Telephone PALS on 01872 253545 or email us at: [rcht.pals@nhs.net](mailto:rcht.pals@nhs.net)

## Befriending Service

The service is happy to deliver email messages to patients on the wards from family, friends, and carers via the PALS email address.

## Monitoring information

The Trust has a duty to understand the profile of the patients and communities we serve, so that we can effectively identify where access to our services can be improved. This will enable us to provide services that reflect the health needs of our community. Information about you, such as about your \*disability or ethnicity, will help us to address any specific group needs and allow us to check that all patient groups are provided with a quality and equitable service. We may also ask you to complete a feedback form, your co-operation is therefore most appreciated.

\*Under the Disability Discrimination Act 1995 a disability is defined as an identified physical or mental impairment that has a permanent or long term impact on an individual's day to day activity.

If you would like this leaflet in large print, braille, audio version or in another language, please contact the Patient Advice and Liaison Service (PALS) on 01872 252793



## Patient Advice and Liaison Service (PALS)



**PALS is a service for patients, families, carers and staff offering on the spot information, support and advice.**

### **How can the PALS team help me?**

The PALS team can help you to:

- quickly resolve any problems
- make a suggestion or comment
- find out who to talk to
- find out about independent advice or advocacy services
- obtain current health information
- find out about Trust services.



**Working with staff and patients**

### **PALS Charter**

PALS is a service for everyone. If you contact PALS for advice or assistance we will:

- contact you within two working days
- discuss the options available with you to help you decide what you would like to do
- keep you advised at all times of the progress on any action we undertake on your behalf
- contact other services and agencies within the Trust and the community, with your permission
- give your comments and suggestions to the team concerned who will let you know about any changes and improvements
- keep your name or personal details confidential when informing the Trust of the need to make changes and improvements in the future.

### **When should I contact PALS?**

You or a member of staff can contact PALS at any time.

If you have a question, comment, suggestion or an issue you would like to resolve, please speak to a member of staff in the ward or department concerned as soon as possible. If you still have some questions then contact PALS.

### **How can I contact PALS?**

Ask a member of staff to contact us on extension 2793, or:

- telephone 01872 252793 between 9am and 4.30pm Monday to Friday. You can leave a message on our answer machine during the weekends and evenings
- email us at: [rcht.pals@nhs.net](mailto:rcht.pals@nhs.net)
- come into the PALS office which is situated on the first floor of Trelawny Wing at the Royal Cornwall Hospital between 9.30am and 4.30pm Monday to Friday
- ask at the General Office at St Michael's Hospital or West Cornwall Hospital. The PALS team are available by appointment
- a free PALS phone line is available at St Michael's Hospital, West Cornwall Hospital and Marie Therese House.
- Mobile phone text is 07800 006479 - this service does not accept telephone calls and is for texting only
- Text relay is 01872 240892.



### **Health information**

The PALS team can also help you with health information requests. Please contact PALS or drop into their office if you would like up-to-date health information, or to find out more about Trust services.