

**Patient  
Information**

# Patient Advice & Liaison Service



**PALS**

**Patient Advice &  
Liaison Service**

*We're here to listen and here to help*



Our office is open from 8:30am to 4:30pm, from Monday to Friday



**Freephone**

**0800 019 3282**

Reference No.

**GHP11060\_04\_22**

Department

**Easy Read**

Review due

**April 2025**

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**About us**



We can help you find information and sort out any problems you have with the hospital



We can help with:

Information about health services such as the treatments and care we can give when you are ill



Anything in the hospital that you are unhappy about



Any problems you have with how you are being looked after in hospital

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We can help you to speak up or we can speak up for you



Anyone can talk to us, here is how you can contact us:



You can telephone us at no cost on this Freephone number **0800 019 3282**



If we cannot answer the phone, please leave us a message when asked



Remember to leave your name and telephone number for us to call you back

## Patient Information



You might prefer to email us about what you are unhappy about:

[ghn-tr.pals.gloshospitals@nhs.net](mailto:ghn-tr.pals.gloshospitals@nhs.net)



Or you could write to us, here is our address:

The PALS Office  
Gloucestershire Royal Hospital  
Great Western Road  
Gloucester GL1 3NN



You could come and see us in the PALS Office at Gloucestershire Royal Hospital

## PALS

Come into the hospital through the Tower Block entrance. We are on the Ground Floor near the chapel

Thank you to Photosymbols for the pictures

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