

Information for patients

# Patient Advice and Liaison Service (PALS)



## Governance

## What is PALS?

As a patient, relative or carer sometimes you may need to turn to someone for on-the-spot help, advice and support. This is where the Patient Advice and Liaison Service can help and guide you through the different services available at the Trust.

PALS provides confidential, on-the-spot advice and support, helping you to sort out any concerns you may have about the care we provide within the NHS.

The PALS Service aims to make patients visit to the hospital as easy as possible. **What will PALS do?**

- Advise and support patients, their families and carers
- Provide information on NHS services
- Listen to your concerns, suggestions or queries
- Help sort out problems quickly on your behalf
- Learn from patients experiences

PALS is a confidential service which aims to improve the quality of care that patients and their families receive, ensuring that their voice is heard.

## Further information and contact details

If you have a concern, problem or a request for information, contact a member of staff who will be happy to deal with your enquiry.

If your enquiry remains unresolved please contact the PALS Officer.

The PALS Officer can be contacted by:

- Speaking to PALS by telephoning the PALS Office either through the hospital switchboard on **01691 404000** and ask for ext: **4606** or calling direct on **01691 404606**
- Making an appointment on the numbers above
- Or write to the PALS Office, at the Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust, Oswestry, Shropshire SY10 7AG
- Or via email on [rjah.pals.office@nhs.net](mailto:rjah.pals.office@nhs.net)

We are looking for patients to join our patient engagement forum, if you have experience of using our services or care for someone who does, we would like to hear from you and take part in a wide range of patient experience projects and activities.

If there is one improvement we could make, what would it be? Please contact the (PALS) Team on **01691 404606** if you would you like to share your patient story or join the patient forum.



## If you require a special edition of this leaflet

This leaflet is available in large print. Arrangements can also be made on request for it to be explained in your preferred language. Please contact the Patient Advice and Liaison Service (PALS) email: [rjah.pals.office@nhs.net](mailto:rjah.pals.office@nhs.net)

### Feedback

Tell us what you think of our patient information leaflet. Please send your comments to the Patient Advice and Liaison Service (PALS) email: [rjah.pals.office@nhs.net](mailto:rjah.pals.office@nhs.net)

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