Reply slip

You can use this space for your comments if there is not enough room on the other side. You can also use a separate sheet if you wish.

Please complete the details overleaf and return this form to:

PALS, Building 1, Room 1.1.13,
Prospect Park Hospital,
Honey End Lane,
Reading RG30 4EJ

or

FREEPOST RLYE-TKEY-UYKS
Berkshire Healthcare NHS Foundation Trust
PALS - Prospect Park Hospital
Honey End Lane,
Reading, RG30 4EJ
What is the Patient Advice Liaison Service (PALS) and how can we help you?

PALS is a free, informal and confidential service providing support and guidance across our services. It also assists carers and relatives and recognises their essential role.

What does PALS do?

In particular, PALS will:

- Provide you with information about the NHS and help you with any other health-related enquiry.
- Help resolve concerns or problems when you are using the NHS.
- Provide information about the NHS complaints procedure and how to get independent help if you decide you may want to make a complaint.
- Provide you with information and help introduce you to agencies and support groups outside the NHS.
- Inform you about how you can get more involved in your own healthcare and the NHS locally.
- Improve the NHS by listening to your concerns, suggestions and experiences and ensuring that people who design and manage services are aware of the issues you raise.
- Provide an early warning system for NHS trusts and monitoring bodies by identifying problems or gaps in services and reporting them.

What can PALS do to help?

Whether you are a service user, relative or carer, PALS can help you in the following ways:

- Offer confidential advice and support to patients, families and carers.
- Provide information on the NHS and health-related matters.
- Listen to concerns and queries and help solve problems as promptly as possible.
- Liaise with other organisations and professionals on your behalf.
- Refer you to other services outside the Trust.
- Assist with formal complaints about Trust services or any other matter.

PALS works with your best interests at heart. With your permission, we will work directly with our mental health services to resolve all problems.

How do I contact PALS?

PALS is available during office hours from Monday to Friday (excluding public bank holidays). If we are unable to answer please leave a message and we will get back to you as soon as possible.

PALS, Building 1, Room 1.1.13, Prospect Park Hospital, Honey End Lane, Reading, RG30 4EJ.

Tel: 0118 960 5027

You can also contact us by filling out the attached form and returning it to us via our freepost address (see reverse of this leaflet).

Or you can reach us via the internet at:
www.berkshirehealthcare.nhs.uk
Click on 'Help & Support' and follow the link to the Patient Advice Liaison Service.

Getting in touch with PALS?

You can use this slip to contact PALS. Please fill in the details, cut out and post to the address overleaf. There is additional space for comments overleaf - or you can use a separate sheet.

Name......................................................................................
Address................................................................................................................... ... .................................................................................................................
Telephone.................................................................................................
Mobile.................................................................................................
Email.................................................................................................

How can we help?

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