

Patient Advice and Liaison Service (PALS) and Complaints Department

Patient Information

Tell us what you think



An easy read leaflet

We can help you:



- to find out about services at the hospital



- if you want to thank the staff



- if you are unhappy with any of our services



- if you are worried about your care or have a question



- if you have an idea to make the hospital a better place



- to find support groups

Who can we help?



- patients, their relatives and carers



How do I get help?

You can:

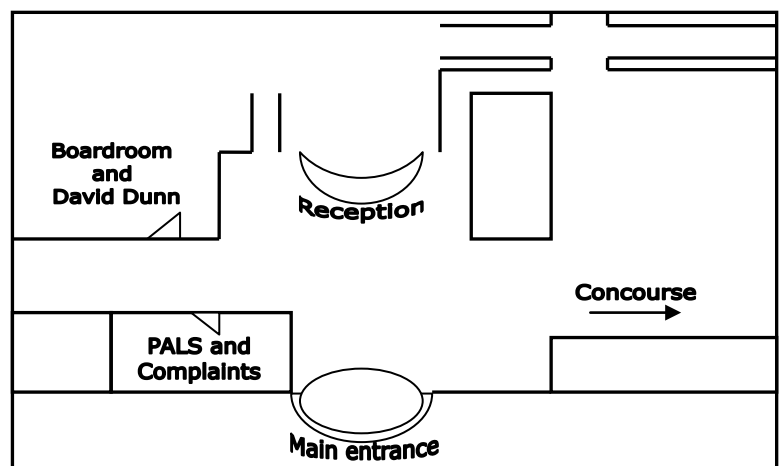


- speak to a member of staff



- speak to the PALS and Complaints team
- you can visit us in person

We are on level 2,
near the main Addenbrooke's
reception





- or call us: **01223 216756**



- if you are in hospital, you can call for free
- use the hospital telephone by your bed, and call ***801**
- if you need help ask a nurse



- you can also email us at:
pals@addenbrookes.nhs.uk

If you are very unhappy

You can contact an organisation called the NHS Complaints Advocacy Service. They are not part of the hospital.

The NHS Complaints Advocacy Service can help you make a complaint.



- call them on: **0300 456 2370**

- write to them at:
POhWER
PO Box 14043
Birmingham
B6 9BL

- or email them at:
pohwer@pohwer.net



When is the PALS and Complaints Department open?

We are open between **9am and 4pm Monday to Friday**

OPEN



CLOSE



We are now a smoke-free site: smoking will not be allowed anywhere on the hospital site.

For advice and support in quitting, contact your GP or the free NHS stop smoking helpline on 0800 169 0 169.

Other formats:



If you would like this information in another language, large print or audio, please ask the department where you are being treated, to contact the patient information

team: patient.information@addenbrookes.nhs.uk.



Please note: We do not currently hold many leaflets in other languages; written translation requests are funded and agreed by the department who has authored the leaflet.

Document history

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