

How can you contact PALS?



Telephone PALS: 0161 276 8686



Email PALS: pals@mft.nhs.uk



Write PALS a letter:

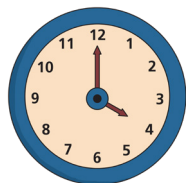
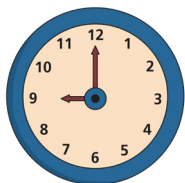
Manchester University NHS Foundation Trust,
Cobbett House, Oxford Road, Manchester, M13 9WL



Meet PALS face-to-face:

- Manchester Royal Infirmary
- Wythenshawe Hospital
- North Manchester General Hospital
- Trafford Hospital

Opening times: 9am-4pm



CM20046



PALS

Patient Advice & Liaison Service

Easy Read Leaflet Here to Help



Who are PALS?

The word PALS means Patient Advice and Liaison Service.



We are part of MFT, which stands for Manchester University NHS Foundation Trust.



These are the hospital and community services we cover:

- Manchester Royal Infirmary (MRI)
- Royal Manchester Children's Hospital (RMCH)
- Saint Mary's Hospital (SMH)
- Manchester Royal Eye Hospital (MREH)
- University Dental Hospital of Manchester (UDHM)
- Wythenshawe Hospital
- Trafford General Hospital (TGH)
- Withington Hospital
- Altrincham General Hospital
- North Manchester General Hospital (NMGH)
- Manchester & Trafford Local Care Organisation (Community Services)

How can PALS help you?



PALS are here to listen and support you with any problems or worries you have about your care at our hospitals or services.

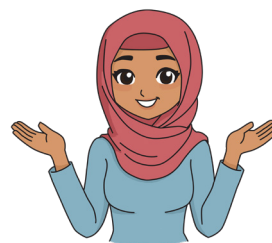


If you are unhappy about your care, you can tell us.



If you are happy about your care and want to say thank you, you can tell us.

What do PALS do?



PALS will make sure we understand what problem you have, what is important to you and why. We will answer your questions and give you the information you need.

We do this by speaking to staff in the hospital or community on your behalf.

We will try to do this as quickly as possible.

When we have an answer, we will contact you by email, telephone, or in writing.

If you want to know more about what happened and why, PALS can help you to put in a complaint.