

# Patient Advice and Liaison Service (PALS)

Support, information and assistance for patients, relatives and visitors

El Servicio de Atención al Paciente ofrece ayuda, información y asistencia a pacientes, familiares y visitas.

Serviço de interligação e assessoria ao paciente oferece apoio, informação e assistência aos pacientes, familiares e pessoas que os visitam.

Dział doradztwa i współpracy zapewnia wsparcie i pomoc oraz udziela informacji pacjentom, rodzicom i odwiedzającym.

Dịch Vụ Hướng Dẫn Và Liên Lạc với Bệnh Nhân (Patient Advice and Liaison Service) cung cấp thông tin, hỗ trợ và giúp đỡ bệnh nhân, người nhà và khách đến thăm bệnh nhân.

病人諮詢同聯繫服務部向病人及其家屬同訪客提供資訊、支援同幫助。



## The Patient Advice and Liaison Service (PALS) offers support, information and assistance to patients, relatives and visitors. We can:

- offer you a wide range of information about the hospital's services and guidance on how to access other health information
- help with problems or concerns you have about the hospital's services, that you have not been able to sort out by speaking to staff on the ward or in the clinic
- listen to your views and comments to help improve our services. We also offer patients the opportunity to become involved more directly in the development of our services
- provide access to interpreters, signers and other support services for patients.

### How to find us

The PALS office is on the ground floor of Hambleton Wing, near the main entrance on Bessemer Road. Help desk staff will be happy to direct you.

### Opening times

You do not need an appointment. You can come and see us 10am - 4pm (closed 1pm - 2pm), Monday to Friday.

### Patients or visitors on other Trust sites:

If you are a patient receiving treatment at another King's site or cannot visit our office but would like to talk to a member of the PALS team in person, please telephone (or ask a staff member to call on your behalf) and we will arrange to visit the ward or department at a convenient time.

### How to register a complaint

The PALS team will offer help to resolve any of your problems as quickly as possible. However, if we are unable to do so, or if you wish to register a complaint we can advise you on the process.



**We can also provide information about outside independent advocacy services who can assist you to make a complaint.**

### **Spanish**

El Servicio de Atención al Paciente ofrece ayuda, información y asistencia a pacientes, familiares y visitas. Si tiene algún comentario, preocupación o necesita ayuda en relación a alguno de nuestros servicios, por favor póngase en contacto con nosotros; podemos proporcionar el servicio de traductores verbales y de señas bajo previa cita. Abrimos de lunes a viernes de 10:00 a 16:00 (cerrado 13:00 - 14:00).

### **Portuguese**

Serviço de interligação e assessoria ao paciente oferece apoio, informação e assistência aos pacientes, familiares e pessoas que os visitam. Se tiver algum comentário, preocupação ou se precisar de ajuda com respeito a algum dos nossos serviços, por favor contactenos; avise-nos com antecedência se precisar de tradutor ou intérprete de linguagem gestual. Estamos abertos de Segunda a Sexta das 10:00 às 16:00h (techado 13:00 - 14:00h).

### **Polish**

Dział doradztwa i współpracy zapewnia wsparcie i pomoc oraz udziela informacji pacjentom, rodzicom i odwiedzającym. Jeśli mają Państwo uwagi lub wątpliwości lub jeśli potrzebują Państwo pomocy w związku którąkolwiek z naszych usług prosimy o kontakt; możemy poprosić o przybycie tłumacza języka migowego lub tłumacza języka obcego. Godziny otwarcia: od poniedziałku do piątku od 10:00 do 16:00. (Zamkniję te 13:00 - 14:00h).

### **Vietnamese**

Dịch Vụ Hướng Dẫn Và Liên Lạc với Bệnh Nhân (Patient Advice and Liaison Service) cung cấp thông tin, hỗ trợ và giúp đỡ bệnh nhân, người nhà và khách đến thăm bệnh nhân. Vui lòng liên hệ với chúng tôi để góp ý về các dịch vụ bệnh viện của chúng tôi. Chúng tôi cũng giúp xem xét giải quyết các vấn đề hoặc mối quan ngại của quý vị. Chúng tôi có các dịch vụ thông dịch và dùng ngôn ngữ dấu hiệu. Giờ làm việc của chúng tôi là từ Thứ Hai đến Thứ Sáu, từ 10:00 đến 16:00 (đóng cửa 13:00 - 14:00).



## Cantonese

病人諮詢同聯繫服務部向病人及其家屬同訪客提供資訊、支援同幫助。請就您對我哋醫院嘅服務提供意見或建議，我哋亦可以幫助篩選您嘅任何問題或關注。醫院提供口譯同手語翻譯，我哋嘅營業時間係星期一至星期五早上10:00點至下午16:00點。13:00-14:00 休息

### Contact us or call in at our office

PALS at King's College Hospital, Denmark Hill, London SE5 9RS

Tel: **020 3299 3601**

Email: **kch-tr.palsdh@nhs.net**

**If you would like this leaflet in a different format or language please contact our Patient Advice and Liaison Service (PALS) on 020 3299 4826 or email [kch-tr.accessibility@nhs.net](mailto:kch-tr.accessibility@nhs.net)**

[www.kch.nhs.uk](http://www.kch.nhs.uk)  
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King's College Hospital is part of King's Health Partners Academic Health Sciences Centre (ASHC), a pioneering collaboration between King's College London, and Guy's and St. Thomas', King's College Hospital and South London and Maudsley NHS Foundation Trusts.

For more information, visit [www.kingshealthpartners.org](http://www.kingshealthpartners.org) 