

Other sources of help

Healthwatch

St Helens residents

Email: info@healthwatchsthelens.co.uk

Tel: 0300 111 0007

Website: <https://www.healthwatchsthelens.co.uk/>

Halton residents

Email: enquiries@healthwatchhalton.co.uk

Tel: 0300 777 6543

Website: <https://www.healthwatchhalton.co.uk/>

Knowsley residents

Email: enquiries@healthwatchknowsley.co.uk

Tel: 0151 449 3954

Website: <https://www.healthwatchknowsley.co.uk/>

Liverpool residents

Email: enquiries@healthwatchliverpool.co.uk

Tel: 0300 777 7007

Website: <https://www.healthwatchliverpool.co.uk/>

Whiston Hospital
Warrington Road,
Prescot, Merseyside, L35 5DR
Telephone: 0151 426 1600

St Helens Hospital
Marshall Cross Road,
St Helens, Merseyside, WA9 3DA
Telephone: 01744 26633

Twitter and Facebook
@mwlhns

www.merseywestlancs.nhs.uk

Patient Advice and Liaison Service (PALS)

This leaflet can be made available
in alternative languages / formats on request.

如有需要，本传单可提供其他语言/版式
此單張的其他語言/格式版本可按要求提供
Na żądanie ta ulotka może zostać udostępniona
w innych językach/formatach.

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Patient Advice and Liaison Service (PALS)

On 1 July 2023 St Helens and Knowsley Teaching Hospitals NHS Trust combined with Southport and Ormskirk Hospital NHS Trust and has been renamed Mersey and West Lancashire Teaching Hospitals NHS Trust.

The Patient Advice and Liaison Service (PALS) is a free and confidential service that provides help, advice and information for patients, families and carers.

PALS provides impartial advice and assistance in answering questions and resolving concerns that patients, their relatives, friends, and carers might have when accessing the NHS services provided at Whiston, St Helens and Newton hospitals or community services by West Lancashire Teaching Hospital NHS Trust.

Enquirers that are unhappy with any aspect of their care are advised to speak to a member of staff on the ward or in the department they are being treated in as soon as possible. If they feel unable to speak directly to staff, then they are advised to contact PALS who will be able to assist. The team can also visit patients and carers on the ward if they are unable to visit the PALS office. Very often problems can be resolved straight away, so please speak to a member of staff or contact PALS as soon as possible.

Will my care or my relatives care be affected by my speaking to PALS?

No, we cannot stress enough that your care will **not** be adversely affected by you speaking to PALS or raising a concern. It may very well help us to improve the experience that other patients have by resolving any concerns you may have. It is only by listening and learning from concerns that we can make things better for you and for others.

If we cannot resolve your concern

PALS will try to resolve your concerns without the need for you to make a formal complaint.

If you remain unhappy after contacting PALS, you can make a formal complaint.

Using PALS does not mean it excludes you from making a formal complaint if you remain unhappy or have further concerns.

Formal complaints team:

Email: complaintsteamDL@sthk.nhs.uk

Telephone: 0151 430 1167 or 0151 430 1427

PenPALS

If you are unable to visit your loved one because of ward restrictions, distance from the hospital or other personal reasons, "PenPAL" messages can be relayed to your loved one.

You can complete a webform or you can download one of our message templates from our webpage:

<https://sthk.merseywestlancs.nhs.uk/penpals> and email it to:

pals@sthk.nhs.uk.

If you would like to add a scanned photograph, or maybe a drawing to send to your loved one, please send as an attachment via email to pals@sthk.nhs.uk.

We please ask you to limit the size and number of your attachments.

PALS satisfaction survey

The PALS satisfaction survey asks you about your experience whilst accessing our PALS service, you may be asked to complete this survey once your concerns have been dealt with by the team.

If you wish to opt out of completing this survey, please let a member of the PALS team know.

The Trust is committed to making the process of raising a concern as easy as possible and appreciates that raising a concern can be very difficult.

Please be assured that your responses are anonymous, so whether or not you take part in this survey, and that if you do so whatever you tell us, will have no effect on any treatment you or your loved ones receive now or in the future. We hope that you feel able to help.

You can complete the survey via weblink or QR code:

<http://ratenhs.uk/c0d2I2>



Is PALS confidential?

We will not contact other people on your behalf without your consent or if we are worried about the safety of yourself or others. PALS is designed as an additional service to support patients, relatives, carers, friends of patients or members of the public in navigating the NHS system. If you have questions or concerns about the services the Trust provides, we are here to listen.

Aim of the PALS team:

- ◆ Listen to patients' concerns, queries, and suggestions.
- ◆ Advise and support patients, their families, and their carers.
- ◆ Help resolve problems quickly on your behalf by liaising with the relevant teams.
- ◆ Pass on your comments and suggestions on improving our hospital services to the relevant management.
- ◆ If we are unable to resolve your concerns we can provide you with information about the Trusts formal complaints process and should you require assistance in making a complaint, we can provide you information on the independent complaints advocacy service.

What PALS cannot do:

- ◆ Offer a counselling service
- ◆ Provide a detailed medical information or a medical diagnosis
- ◆ Change or affect a medical decision that has been made
- ◆ Book or change appointments
- ◆ Deal with requests for work experience or volunteer opportunities, references, invoices, job applications and promotional and advertising materials.

How to contact the PALS team:

PALS office hours are Monday to Friday 9.00am - 5.00pm (excluding bank holidays). We are situated on the ground floor at Whiston Hospital.

Face to face

You can arrange an appointment or drop into the department at any time between 9.30am and 11.30am and 2.00pm and 4.00pm Monday to Friday.

To arrange an appointment, please telephone or email the team.

Please note, if you do not make an appointment and a PALS Officer is not available when you arrive, you will be required to arrange an appointment either later the same day or an alternative day that suits your availability.

Telephone

You may wish to call us on **0151 430 1376**. We have an answerphone service and aim to respond to your call by the next working day.

Please note, all calls are recorded for training and monitoring purposes.

Email

You may wish to email us on pals@sthk.nhs.uk. We aim to acknowledge your email by the next working day.

PALS Webform

You can also contact the team by completing the online webform.

We aim to acknowledge your webform by the next working day.

<https://sthk.merseywestlancs.nhs.uk/patient-advice-and-liaison-service-support>

Written

You can also write to the team:

Patient Advice and Liaison Service

Whiston Hospital
Warrington Road
Prescot
Merseyside
L35 5DR

Data Protection

PALS may need to collect personal information from you, your relatives or carers.

This is to help us deal with your concerns, and provide you with the best possible service.

All information will be treated as confidential and will be kept in accordance with the current data protection legislation.

Consent to look into your enquiry

If you are contacting PALS on behalf of someone else, we will need consent from that person to investigate your enquiry.