

The Patient Advice and Liaison Service provides support, advice, help and information on health care services. Our service is available to all users of local health services as well as residents in the London Borough of Southwark. If you have a concern or just need advice please contact us on:

0800 58 77 170

تم تأسيس خدمة تقديم النصح للمرضى والتنسيق معهم (بالر اختصاراً) لمساعدتكم على التمكن من الحصول على الخدمات الصحية وإتاحة الفرصة لكم للتعلق على الخدمات الصحية المحلية. إن كان لديكم أمرٌ يقلقكم أو كنتم تحتاجون للنصح فحسب فالرجاء الاتصال بنا على الهاتف 0800 58 77 170.
Arabic

পেশেন্ট এডভাইস এন্ড লিয়াজন সার্ভিস (PALS) এর কাজ হলো আপনাকে হেলথ সার্ভিসের সুবিধা পেতে সাহায্য করা এবং স্থানীয় হেলথ সার্ভিসগুলোর ব্যাপারে আপনার অভিমত প্রকাশের সুযোগ দেয়া। আপনার কোন চিন্তাভাবনা থাকলে অথবা যদি কোন উপদেশ চান তবে 0800 58 77 170 এ মাধ্যমে আমাদেরকে ফোন করুন।
Bengali

這裡備有的病人諮詢及聯繫服務(簡稱 PALS)可幫助你取得保健服務，並給予你機會提出對各項當地 保健服務的意見。如果你有什麼關心問題或者需要忠告，請致電 0800 58 77 170 與我們聯絡。
Cantonese

« Patient Advice and Liaison Service » (Service de Conseils et Liaison Patients) est à votre disposition pour vous aider à accéder aux services médicaux et pour vous donner l'occasion de donner votre opinion sur les administrations locales de la santé. Si vous avez un problème ou si vous voulez uniquement des conseils, veuillez nous contacter au 0800 58 77 170.
French

这里备有的病人咨询及联系服务(简称 PALS)可帮助你取得保健服务，并给予你机会提出对各项当地 保健服务的意见。如果你有什么关心问题或者需要忠告，请致电 0800 58 77 170 与我们联络。
Mandarin

Usługi Poradnictwa i Kontaktów dla Pacjentów (Patient Advice and Liaison Service - PALS) udziela pomocy w zakresie kontaktów ze służbą zdrowia oraz przyjmuje uwagi pacjentów na jej temat. Jeśli chcesz się z nami podzielić swoimi spostrzeżeniami lub uzyskać poradę – zadzwoń do nas: tel 0800 5877170.
Polish

O Serviço de Conselho e Contacto do Paciente (PALS) está aqui para ajudar-lhe no acesso aos serviços de saúde, e para lhe dar uma oportunidade de comentar nos serviços de saúde locais. Caso tenha alguma preocupação ou precisar de conselho, por favor, contate-nos no número 0800 58 77 170.
Portuguese

Waanooyinka Dadka Buka iyo Adeegyada Isku xirka (PALS) wuxuu halkan u joogaa inuu kuugu caawiyiyo sadaad u heli lahayd adeegyada caafimaadka, islamarkaana ku siiyo fursad aad ugu faallooto adeegyada caafimaadka ee hoose. Haddii ay ku khusayso ama aad waano u baahan tahay nagala soo xiriir 0800 58 77 170
Somali

El Servicio de Enlace y Asesoramiento al Paciente (PALS por sus siglas en inglés) está aquí para ayudarte a acceder a los servicios de salud y proporcionarte la oportunidad de poder comentar sobre los servicios locales de salud. Si hay algo que le inquieta o simplemente necesita asesoría, póngase en contacto con nosotros llamando al 0800 58 77 170
Spanish

Hasta Danişma ve İrtibat Servisi (PALS), sağlık hizmetlerinden yararlanmanız ve yerel sağlık hizmetleri konusunda görüşlerinizi bildirebilmeniz için burada size yardımcı olmaya hazırdır. Eğer bir sorunuz varsa ya da sırf danışma gereğini duyuyorsanız 0800 58 77 170 numaraya telefon edip bize başvurabilirsiniz.
Turkish

Dịch Vụ Cố Vấn và Liên Lạc Bệnh Nhân (PALS) có sẵn tại đây để giúp quý vị vì hưởng dùng các dịch vụ y tế, và tạo cơ hội cho quý vị trình bày ý kiến về các dịch vụ y tế địa phương. Nếu quý vị có điều gì quan tâm hoặc cần được chỉ dẫn, hãy tiếp xúc với chúng tôi bằng điện thoại số 0800 58 77 170
Vietnamese

PALS will discuss the options available to you if you have concerns about the services you have received and will support you to resolve those concerns.

We can also tell you about the NHS Complaints Procedure.

If you wish to become more actively involved in the provision and development of the local NHS then you can contact the Public Involvement Team at:

Public Involvement Team
Southwark Primary Care Trust
Dulwich Hospital
East Dulwich Grove SE22 8PT
Tel: 020 7346 6409

claire.foreman@southwarkpct.nhs.uk
nicky.saynor@southwarkpct.nhs.uk

If you are living with a chronic condition such as diabetes and wish to improve the quality of your life by developing effective coping mechanisms perhaps you would be interested in becoming an Expert Patient.

For more information contact
Tel: 020 7733 2231

www.southwarkpct.nhs.uk



Southwark Primary Care Trust
Patient Advice & Liaison Service



Free phone **0800 58 77 170**
(mobile phone rates apply)

Language line available to non English speakers

Type talk service available for the Deaf or hard of hearing



Southwark Primary Care Trust Patient Advice and Liaison Service is committed to improving the patients experience of health care by:



Using patients comments to improve services

Providing accurate information about local health services

Helping to sort out issues that are of concern to you

Helping you to get the best out of your local health services

Supporting people to get involved in the provision and development of our services.

contact us on:

tel:

0800 58 77 170

9.30pm - 4.30pm
Monday to Friday

email:

pals@southwarkpct.nhs.uk

fax:

020 7346 6445

writing:

Patient Advice and Liaison Service
Dulwich Hospital
East Dulwich Grove
London SE22 8PT

PALS will:

Be open and accessible to everyone

Resolve concerns quickly

Treat everyone with respect and sensitivity

Offer a confidential service

Be responsive to your views

If you require medical advice contact NHS Direct who offer health information and advice which is provided by a specially trained nurse over the telephone 24 hours a day.

0845 4647

