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## Patient Advice and Liaison Service (PALS)

### Organisation Details

#### Description of activity

Patient Advice and Liaison Service (PALS)

We want to know what you think of our services:

Do you have a question or comment about community health services across Hounslow and Richmond

Do you need confidential advice, information or support?

Do you want to make a complaint?

We're here to listen and to help you.

We provide free, informal, confidential help and advice for patients, carers and their families.

We can help if you have a compliment, question or concern about community health services in Hounslow and Richmond.

What can PALS do for you?

- Help you get the information you need about NHS services
- Listen and respond to suggestions, concerns or queries
- Listen to any problems you may have in relation to your healthcare or the that of a loved one or friend
- Sort out problems quickly in an informal friendly manner

We will always ask for your permission before personal information is discussed with others. We can also talk to staff, management and other organisations on your behalf.

Easy read versions of PALS leaflets are available to download from the PALS website

### Contact Details

#### Telephone

Free phone: 0800 953 0363

#### Email Address

[pals.hrch@nhs.net](mailto:pals.hrch@nhs.net)

#### Website

<http://www.hrch.nhs.uk/patients/pals/>

### Address Details

#### Address 1

Patient Experience Team

#### Address 2

Hounslow and Richmond Community Healthcare NHS Trust

#### Address 3

Thames House

#### Town

Teddington

#### Postcode

TW11 8HU

### Age Range

#### Age of Users

From **0** To **25**

# Location Map

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