

Jeżeli chciał/abyś tę broszurę w innym języku, większym drukiem, na taśmie magnetofonowej lub w brail, albo potrzebujesz tłumacza, aby skorzystać z pomocy organizacji PALS. Prosimy zapytaj! Kontaktowe numery znajdują się na tylnej stronie tej broszury. **Polish**

إذا كنت تحتاج أن تكون هذه الجريدة مطبوعة بلغة أخرى، أو بحروف أكبر حجماً، أو مسجلة صوتياً على شريط كاسيت، أو بلغة البريل، أو إذا كنت في حاجة إلى مترجم للتحدث والتواصل مع (بالس)، الرجاء طلب ذلك – الرجاء ملاحظة المعلومات وأرقام الهواتف الموجودة في ظهر هذه الجريدة لتتمكنوا من الاتصال بنا **Urdu**

اگر آپ اس ورقہ/پرچہ کو دوسری زبان میں چاہتے ہیں، یا بڑے سائز کی طباعت میں، تو اس کی آواز ٹیپ کر لیں، یا PALS استعمال کرنے کیلئے آپ کو ایک مترجم کی ضرورت ہوگی، براہ مہربانی معلوم کریں۔ رابطہ کی تفصیلات کیلئے اس ورقہ کی پشت دیکھیں۔ **Arabic**

ਜੇ ਤੁਸੀਂ ਇਹ ਕਿਤਾਬਚਾ ਕਿਸੇ ਹੋਰ ਜ਼ਬਾਨ ਵਿੱਚ ਜਾਂ ਵੱਡੇ ਅੱਖਰਾਂ ਵਿੱਚ, ਟੇਪ ਤੇ ਜਾਂ ਬੋਲ ਅੱਖਰਾਂ ਵਿੱਚ ਚਾਹੁੰਦੇ ਹੋ ਜਾਂ ਪੇਸ਼ੇਂਟ ਐਡਵਾਈਜ਼ਰੀ ਸਰਵਿਸ PALS (ਮਰੀਜ਼ਾਂ ਵਾਸਤੇ ਸਲਾਹ ਮਸ਼ਵਰਾ ਦੇਣ ਵਾਲੀ ਸਰਵਿਸ) ਨੂੰ ਵਰਤਣ ਵਾਸਤੇ ਤੁਹਾਨੂੰ ਇੰਟਰਪ੍ਰੈਟਰ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਮਿਹਰਬਾਨੀ ਕਰਕੇ ਪੁੱਛੋ – ਸੰਪਰਕ ਕਰਨ ਦੇ ਵੇਰਵੇ ਲੈਣ ਲਈ ਇਸ ਕਿਤਾਬਚੇ ਦੇ ਪਿਛਲੇ ਸਫ਼ੇ ਤੇ ਦੇਖੋ। **Punjabi**

‘જો કે તમે આ પત્રિકા ને અન્ય ભાષામાં, અથવા વિશાળ પ્રિન્ટમાં, ઓડિઓટેપ અથવા અંધજનલિપિમાં ચાહો છો, અથવા પીએએલએસ વાપરવા માટે તમને એક દુભાષિયા ની જરૂર છે, કૃપા કરીને પૂછવું- સંપર્કની વિગતો માટે આ પત્રિકા નાં પાછળનો પૃષ્ઠ જુઓ’ **Gujarati**

Lynne Birchall, PALS © October 2011. All rights reserved. Nottingham University Hospitals NHS Trust. Review October 2012. Ref: 0649/v5/1011/JA.

## How to contact PALS at Nottingham University Hospitals NHS Trust

### Visit us:

QMC campus: on the central corridor, behind Main Reception at the Derby Road Entrance on B Floor.

City Hospital campus: at Junction 7, Green Entrance, South Corridor.

### Call us:

Freephone:  
0800 183 0204 - QMC campus  
0800 052 1195 - City Hospital campus

Textphone:  
0800 183 0204

### Fax:

0115 875 4655

### Email:

PALS@nuh.nhs.uk

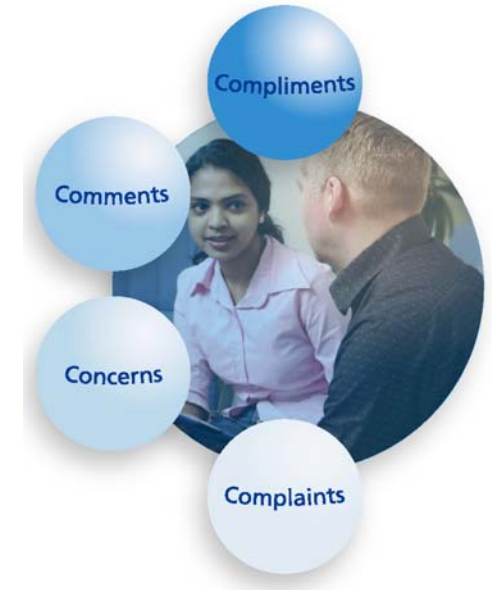
### Write:

NUH NHS Trust  
C/O PALS  
Freepost  
NEA 14614  
Nottingham  
NG7 1BR

### Online:

www.nuh.nhs.uk

# Patient Advice and Liaison Service (PALS)



This document can be provided in different languages and formats. For more information please contact:

PALS  
Tel: 0800 1830204 or  
0800 0521195

## **PALS at Nottingham University Hospitals: what do we do?**

We are here to help when you need advice, have concerns, want to tell us what you think about our services, or don't know where to turn. We can:

- Help sort out your concerns on the spot
- Tell you about the service we provide and about the NHS
- Give you information about conditions and treatments
- Put you in touch with local or national support agencies
- Listen to your suggestions and comments and take action to improve our services

### **Who is PALS for?**

Anyone who uses NUH – patients, their family and friends. See the back page for how to contact us. Raising concerns or making a complaint to any member of staff will not affect your care and treatment. Please be assured that NUH treats all concerns and complaints seriously and in complete confidence. Talk to PALS if you are worried about this.

## **How does PALS sort out concerns?**

If you are not happy about something, it is best to talk first to someone close to the problem – for example, the nurse or sister/matron on a ward, the receptionist or department manager, or the doctor you are seeing.

If you have tried this and you are still not happy, or you want to talk to someone who is not involved in your care, contact PALS. We can help get things sorted out the way you want.

PALS has a separate room where you can talk to us in private.

### **What if I am still not happy?**

If we cannot help resolve your concerns we can advise you how to make a complaint by writing to:

The Chief Executive  
Nottingham University Hospitals  
NHS Trust  
Trust Headquarters  
City Hospital campus  
Hucknall Road  
Nottingham  
NG5 1PB

We can also put you in touch with the local Independent Complaints Advocacy Services (ICAS), who will support you in making your complaint about the NHS.  
Telephone: 0808 802 3000 or 0300 456 8347.

## **What can PALS tell me about Nottingham University Hospitals NHS Trust?**

PALS can tell you about how the Trust is run, what clinics and departments we have, what facilities we have for users, how we fit into the NHS – in fact, anything about what goes on and how and where we do it.

### **What health information can PALS give me?**

Our PALS health information service can provide you with free information about treatments and conditions, and about organisations that support people with medical conditions.

### **Can PALS give me advice about my medical condition or diagnosis?**

No - you would need to talk to a qualified medical practitioner.