

Patient Advice and Liaison Service (PALS) and Complaints Department

Patient Information

Tell us what you think



An easy read leaflet

We can help you:



- to find out about services at the hospital



- if you want to thank the staff



- if you are unhappy with any of our services



- if you are worried about your care or have a question



- if you have an idea to make the hospital a better place



- to find support groups

Who can we help?



- patients, their relatives and carers



How do I get help?

You can:

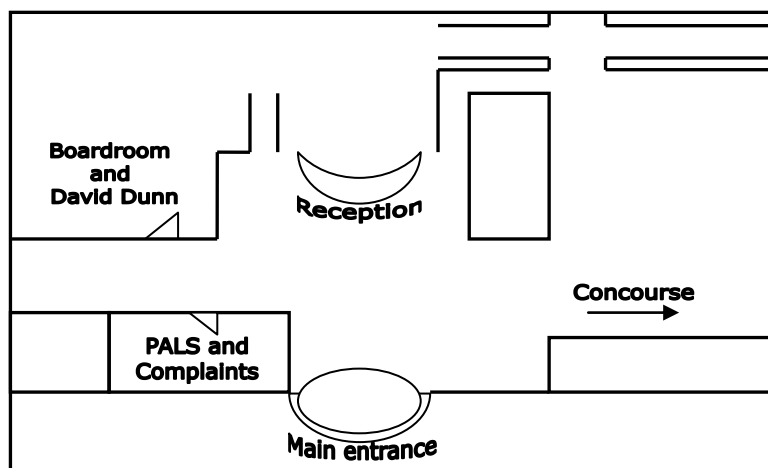


- speak to a member of staff



- speak to the PALS and Complaints team
- you can visit us in person

We are on level 2,
near the main Addenbrooke's
reception





- or call us: **01223 216756**



- if you are in hospital, you can call for free
- use the hospital telephone by your bed, and call ***801**
- if you need help ask a nurse



- you can also email us at:
pals@addenbrookes.nhs.uk

If you are very unhappy

You can contact an organisation called Total Voice Advocacy Cambridgeshire and Peterborough.

They are not part of the hospital and can help you make a complaint.



- call them on: **0300 222 5704**

Children and young people can contact National Youth Advocacy Service on: 0808 808 1001 or email: help@nyas.net

- or email them at: **tvcp@voiceability.org**



When is the PALS and Complaints Department open?

We are open between **9am and 4pm Monday to Friday**

OPEN



CLOSE



We are now a smoke-free site: smoking will not be allowed anywhere on the hospital site.

For advice and support in quitting, contact your GP or the free NHS stop smoking helpline on 0800 169 0 169.

Other formats:



If you would like this information in another language, large print or audio, please ask the department where you are being treated, to contact the patient information

team: patient.information@addenbrookes.nhs.uk.



Please note: We do not currently hold many leaflets in other languages; written translation requests are funded and agreed by the department who has authored the leaflet.

Document history

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