

## Contact us

Please call us on free phone:

**0800 953 0363**

If no one is available please leave a message and we will return your call as soon as possible and within one working day.

Our fax number is: 020 8630 1938

Or you can email us at: [pals.hrch@nhs.net](mailto:pals.hrch@nhs.net)

You can find out more about us and our services at: [www.hrch.nhs.uk/pals](http://www.hrch.nhs.uk/pals)

## PALS opening times

The PALS service can be contacted from 9am to 5pm, Monday to Friday.

## Language support

We can help you if English is not your first language. If you would like to receive this leaflet in a language or format of your choice please contact the PALS team who will be happy to help.

Arabic *يمكننا مساعدتك إذا لم تكن الإنجليزية لغتك الأولى. إذا كنت ترغب في الحصول على هذا الكتيب بلغة أو صيغة من اختيارك تفضل بالاتصال بفريق PALS والذين سيسعدون بتقديم المساعدة.*

Farsi *اگر انگلیسی زبان اول شما نیست میتوانیم به شما کمک کنیم. اگر مایلید این جزوه را به زبان و یا فرمت مورد نظر خود دریافت نمایید، لطفاً با تیم پالز PALS تماس بگیرید و آنها در نهایت خوشوقتی شما را کمک مینمایند.*

Polish *Możemy Państwu pomóc, jeśli angielski nie jest Państwa językiem ojczystym. Jeśli chcieliby Państwo otrzymać tę ulotkę w wybranym przez Państwa języku lub formacie, prosimy skontaktować się z zespołem PALS, który chętnie Państwu pomoże.*

Punjabi *ਜੇ ਤੁਹਾਡੀ ਮੁੱਖ ਭਾਸ਼ਾ ਅੰਗਰੇਜ਼ੀ ਨਹੀਂ ਹੈ ਤਾਂ ਅਸੀਂ ਤੁਹਾਡੀ ਮਦਦ ਕਰ ਸਕਦੇ ਹਾਂ। ਜੇ ਤੁਸੀਂ ਇਹ ਪੁਸਤਿਕਾ ਆਪਣੀ ਮਨਪਸੰਦ ਭਾਸ਼ਾ ਜਾਂ ਰੂਪ ਵਿਚ ਪ੍ਰਾਪਤ ਕਰਨਾ ਚਾਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ PALS ਟੀਮ ਨਾਲ ਸੰਪਰਕ ਕਰੋ। ਤੁਹਾਡੀ ਮਦਦ ਕਰਕੇ ਉਹਨਾਂ ਨੂੰ ਖੁਸ਼ੀ ਹੋਵੇਗੀ।*

Somali *Anaga waan ku caawinkarnaa hadii Ingiriis owsan aheyn luuqadaadda. Hadii aad ku dooneysit warqadan yari luuqad kale ama siyaaba kale ayaad u dooran kartaa in lagugu habayo fadlan la'xiriir kooxda ee PALS ee aad ugu faraxsan in ay ku cawiyaan.*

Hounslow and Richmond   
Community Healthcare  
NHS Trust

## Patient Advice and Liaison Service (PALS)

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

Do you need confidential advice, information or support?

Our PALS team is here to listen and to help you.

Contact us 0800 953 0363

or email [pals@hrch.nhs.uk](mailto:pals@hrch.nhs.uk)

## What is the Patient Advice and Liaison Service (PALS)?

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 or 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 health care or the health care of a loved one or friend
- Sort out problems quickly in an informal friendly manner
- Use your feedback to help improve the quality of community services in Hounslow and Richmond
- Liaise with other PALS services in neighbouring boroughs.

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

## Who are we for?

- All NHS patients, relatives, friends, carers and visitors
- We can also provide information to other NHS staff, as well as staff from outside the organisation, together with the local councils, voluntary and patient organisations
- You may also wish to be involved in our patient and public involvement service, where you can have your say about community services in Hounslow and Richmond. We can tell you about help and support groups for you or your carer.

## What services does Hounslow and Richmond Community Healthcare NHS Trust provide?

Community healthcare covers most of the services that are provided outside hospital or GP surgeries. These include podiatry, district and community nursing, health visiting, physiotherapy, speech and language therapy and occupational therapy, as well as some specialist services such as continence, diabetes and neuro-rehabilitation.

Hounslow and Richmond Community Healthcare NHS Trust provides services across the two boroughs. Our staff work in a variety of settings including health centres and clinics, schools, children's centres, and in patients' homes.

## Other PALS services

### NHS England

The NHS England Customer Contact Centre team can help with any difficulties or concerns you may have including:

- NHS care provided by GPs, dentists, pharmacies and opticians in Hounslow and Richmond

They can be contacted on **0300 311 22 33** (Monday to Friday 8.00am to 6pm), or by email to:

[england.contactus@nhs.net](mailto:england.contactus@nhs.net)

### West Middlesex University Hospital

The PALS team, based at West Middlesex University Hospital, can offer advice and help with any problems you may have with services at the hospital.

They can be contacted on **020 8321 6261** (Monday to Friday 8am to 4pm), or by email to:

[pals.service@wmuh.nhs.uk](mailto:pals.service@wmuh.nhs.uk)

You can also visit the service in the atrium of the main hospital, adjacent to the reception desk. Please note that due to staff visits to wards and departments, the office may be closed at times.