

## Patient advice and liaison service

The Patient Advice and Liaison Service (PALS) acts on behalf of service users, families, and carers to negotiate prompt solutions and help bring about changes in the way that services are developed.

As well as providing a confidential advice and support service, PALS will help guide you through the different services available from the NHS.

**Telephone:** 0161 604 5897

**Email:** [pals@pat.nhs.uk](mailto:pals@pat.nhs.uk).

Alternatively, you can write to: PALS, IM&T Building, North Manchester General Hospital, Delaunays Road, Crumpsall, M8 5RB.

## Comments and complaints

We want to learn from comments and complaints about our services. If you have any, please speak with a member of staff. Every effort will be made to resolve any concerns and complaining will not cause any difficulties in your care with us.

You can also contact our Complaints Department via post at:

Complaints Department, IM&T Building, North Manchester General Hospital, Delaunays Road, Crumpsall, Manchester, M8 5RB

**E-mail:** [complaintsoffice.trust@pat.nhs.uk](mailto:complaintsoffice.trust@pat.nhs.uk)

**Telephone:** 0161 604 5800