



**LUTON &  
DUNSTABLE  
UNIVERSITY  
HOSPITAL**

CLINICAL EXCELLENCE, QUALITY & SAFETY

## **Patient Advice and Liaison Service**

**PALS is a confidential service that provides help for patients, carers, friends and family. You can find us at the Main Entrance of the hospital within the Patient Experience Centre.**

### **How can PALS help you?**

- Help with information about services in the hospital
- If you have a problem that has not been sorted out on the ward or in a department, we will assist you or refer you to the appropriate person.
- If your first language is not English we can arrange an interpreter to help you access our services.
- We will speak to staff/managers on your behalf.
- We may refer you to outside advocacy services.
- Signposting to community services, social services, transport, health information, services for the disabled.
- If you want to make a complaint we can give you the information you need and help you to write your complaint if you wish.

## How can you help PALS?

- Help the hospital to improve services by providing your feedback on your experience or on your friends and families experiences

## Contacting PALS

**Phone** us on 01582 497990. You may get an answering machine if the team is busy. Please leave a message and we will return your call as soon as we can.

**Email** us at [pals@ldh.nhs.uk](mailto:pals@ldh.nhs.uk)

We are not open at weekends and bank holidays and so will contact you on our return with the aim to answer your enquiry within 2 working days.

You can **visit** us at the Patient Experience Centre next to Main Reception at the front of the hospital from Monday to Friday between **10.00 - 12.00** and **14.00 - 16.00**.

You can write to us using the following address:

PALS  
Luton and Dunstable University Hospital  
Lewsey Road  
Luton  
Beds  
LU4 0DZ  
United Kingdom