Patient Advice and Liaison Service
NHS South of Tyne and Wear

Based at:
Pemberton House
Colima Avenue
Sunderland Enterprise Park
Sunderland
SR5 3XB

E-mail: pals@sotw.nhs.uk

Office Hours:
Monday - Friday 9am - 5pm

Freephone: 0800 7312 326

NHS South of Tyne and Wear is committed to raising the standard of written information to patients, their carers, people who use the NHS and general public.

This information can be made available in another format or language on request. Please contact the Communications and PR Team Tel: (0191) 529 7118 Email: mopil@sotw.nhs.uk
We offer a free, confidential service, whether you are a patient, relative or carer. We will, on your behalf, liaise with staff and managers, where appropriate, to resolve your enquiry speedily and, if necessary, refer you to specific or national support agencies.

We are unable to:
- provide medical advice - please consult a health professional or NHS Direct (0845 46 47) for advice
- act as an advocate - we can supply you with details on how to access these services
- act on the formal complaints procedure - we will, however, advise you appropriately

We are here to help with any issues relating to primary care services.

These include the services provided by your GP, dentist, pharmacist, optician, community nursing and specialist palliative care services within Gateshead, South Tyneside and Sunderland.

You can also contact us if you:
- need support, advice or have concerns about your healthcare and don’t know where to turn
- require information on NHS services
- have suggestions or compliments relating to NHS services

We aim to:
- listen to your concerns, views, suggestions and compliments
- help and support you to resolve your concerns speedily
- focus on improving NHS services

Patient Advice and Liaison Service (PALS)

We would welcome any suggestions, compliments or comments you may have about the primary care services you have received.

If there is something you think we could improve upon, please let us know by either completing the details below, contacting one of our PALS officers on Freephone: 0800 7312 326 or email: pals@sotw.nhs.uk

Name:..................................................................................................................
Address:..................................................................................................................
Telephone No:..........................................................................................................
Your views:..................................................................................................................
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Thank you for your time

Freephone: 0800 7312 326