

PALS Helpline

30 March 2020



Due to our current visitor restrictions, we know it is very difficult not being able to see loved ones and how important it is to stay in touch.

Our Patient Advice and Liaison Service (PALS) will help you get your message to your family or friend, so please email your message and photo to pals@addenbrookes.nhs.uk

Please ensure you include the recipient's full name, date of birth and ward name, so we can make sure it goes to the right person.

Once your message has been received it will be printed off and taken to the appropriate ward area.

Alternatively, we have a dedicated helpline you can call: **01223 216 756**, which is open 8am to 8pm, Monday to Friday.

The PALS and Complaints office is currently closed, but the PALS helpline can assist with questions and concerns about the hospital's services during the coronavirus outbreak.

We can also deliver items to patients on wards, such as phones, chargers, clothes for discharge and patients' regular medication. Please make sure all items are in a bag labelled with the patient's name and date of birth.

The usual PALS and complaints service will continue by telephone or email – use the helpline contact details.

Call the helpline on **01223 216756**

or email pals@addenbrookes.nhs.uk

The helpline is open from 8am to 8pm Monday to Friday. Outside these times please email the helpline or leave a message and we will respond the next working day.