

Contact us

You can email us at:
oxl-tr.pals@nhs.net

You can call us on:

Freephone

0800 917 7159

(landlines only – mobiles will be charged)

Our opening times:

Monday to Friday 9am – 5pm

When we are not available to take your call, there is an answer machine.

If you leave a message, we will aim to call you back within one working day.

You can write to us at:

Patient Advice & Liaison Service

Oxleas NHS Foundation Trust

Pinewood House

Pinewood Place

Dartford

Kent

DA2 7WG

oxleas.nhs.uk

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Patient Advice & Liaison Service (PALS)

Got a problem or need advice, we are here to help

Improving lives

oxleas.nhs.uk



Patient Advice & Liaison Service (PALS)

PALS is a free, confidential service helping patients, families and carers to deal with concerns about the treatment and care we provide.

By telling us your concerns you can help us improve services. Raising concerns will not harm or prejudice the care that you, or the person you care for, are given.

How we can help

- Help you find out about our services
- Help you resolve concerns or difficulties you may have with the services you are receiving
- Tell you about independent local or national organisations that may be able to help and support you
- We can arrange an interpreter if required

We do this by

- Keeping you informed
- Contacting doctors, nurses, therapists, managers and other staff to help ensure a speedy solution to your problems
- Getting professional clinical advice on your behalf
- Providing information on how to make a formal complaint if required

