

## The team:

Lesley Vale – PALS officer  
Kim Dunmore – PALS officer



We have an open door policy, and we welcome you to call into the office for an informal face to face chat between the hours of 8.30am to 4.00pm.

## Patient Information Service

This service is confidential and can be contacted at:

**Southend University Hospital NHS Foundation Trust**  
Prittlewell Chase  
Westcliff-on-Sea  
Essex, SS0 0RY  
**Telephone:** 01702 385333  
**Internal ext:** 5333

**Opening Times: 8.30am to 4.30pm**  
**Monday to Friday**

Outside of these hours please leave a message, to which we will respond first thing on the next working day.

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

## Patient Information Service

## Patient Advice and Liaison Service (PALS)

We are here to help when you need somewhere to turn for knowledgeable advice and help.

If you use the PALS service, it will help us to make improvements to the overall hospital services we provide.

At Southend University Hospital, we understand that issues can arise. To help address your concerns you can contact the PALS team in the following ways:

- email [compliments@southend.nhs.uk](mailto:compliments@southend.nhs.uk)
- email [PALS@southend.nhs.uk](mailto:PALS@southend.nhs.uk)
- write a letter to the PALS team at the address given overleaf
- complete a comment card – these are available in all wards and departments
- come and see us in person.

Your feedback helps us to improve our hospital services.

If you would like to share your experiences and read other peoples views, please visit [www.nhs.uk](http://www.nhs.uk) and search for 'Southend Hospital'. We monitor and respond regularly to comments that are left about our services.

PALS provide on-the-spot, confidential advice and support, guiding you through the different services available from the NHS.

We act independently when handling patient and family concerns, by liaising with staff, and managers to achieve solutions. Also, where appropriate, we speak with relevant outside organisations, to negotiate or prompt action to achieve solutions.

Issues can be resolved in the first instance by discussing your concerns with the nurse, doctor, ward sister or matron taking care of you (or your relative/friend). There are some wards that facilitate a relative's clinic where you can meet and discuss issues you may have.

If you still have concerns, PALS will be happy to offer information and advice to help resolve your concerns.

## Southend University Hospital's vision is:

**'Excellent care from  
excellent people'.**

**This is supported by our  
values of:**

**Everybody matters  
Everything counts  
Everyone's responsible**