



# OLD CATTON MEDICAL PRACTICE

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[www.oldcattonsurgery.nhs.uk](http://www.oldcattonsurgery.nhs.uk)

## Patient Advice and Liaison Service (PALS)

We know that it can be a worrying and confusing time when you or someone you know is unwell. If you have concerns about any aspect of your care, or the service you receive, it is best to first speak with a member of staff involved with your care. If you find that staff cannot help you, or you are not comfortable speaking with them, you can contact PALS.

PALS stands for Patient Advice and Liaison Service. PALS staff are there to listen to you. They can give you information and advice. They can help you if you are unhappy

PALS is a confidential service designed to support patients, relatives and carers. You can ask a friend or relative to contact the team on your behalf, but we must have your permission before we can discuss your personal circumstances with anyone else.

### We are here to:

- Offer advice and support
- Help sort out problems on your behalf
- Listen to your concerns, suggestions or queries
- Provide information about the Trust's services
- Pass on your compliments to staff

### How to contact PALS

**Email:** You can contact PALS by email at [pals@nnuh.nhs.uk](mailto:pals@nnuh.nhs.uk).

Please note that the Trust's code of confidentiality and Caldicott policies prevent the emailing of patient sensitive or confidential information across non secure networks.

**Writing:** PALS Norfolk & Norwich University Hospitals NHS Foundation Trust. East Block Level 2 Colney Lane Norwich NR4 7UY.

**Visit:** Please contact us to make an appointment to visit PALS. We are only able to meet with two people at a time.

**Telephone: 01603 289036.** The office has an answerphone which is available 24 hours a day to leave a message. All messages will be returned as soon as possible.

**Partners: Dr Anjana Rani, Dr Ademola Onakoya, Dr Adebayo Oyelola**  
**Doctor: Simon Cooke**  
**Practice Manager: Mr Matthew Catley**