

How do you get help from PALS?



You can call us on **0800 054 2137** or **0151 647 4251** or on the main Wired number **0844 880 1500**



You can email us on **WirralPals@wired.me.uk**



You can write to us at:
**Wired, Unit 7, Wirral Business Park,
Arrowe Brook Road, Upton,
Wirral, CH49 1SX**



You can also contact us through our website **www.wired.me.uk**

If you require a translation of this leaflet please contact PALS

- Independent Information
- Awareness • Prevention
- Support • Advice

Wired
Putting You First



Patient Advice and Liaison Service (PALS)
Provided to NHS Wirral by Wired

www.wired.me.uk | 0844 880 1500 | PALS - 0800 054 2137

We want to know what you think about your healthcare services

The PALS team provides a confidential service helping you to sort out any concerns you may have about the care you are receiving and guiding you through the different services available from the NHS.

Wirral PALS covers:

GPs

Pharmacies

Opticians

Dentists

That are located in the following areas:

- Bebington
- Bidston
- Birkenhead
- Bromborough
- Clatterbridge
- Claughton
- Eastham
- Egerton
- Frankby
- Greasby
- Heswall
- Hoylake
- Irby
- Leasowe
- Liscard
- Meols
- New Brighton
- Oxton
- Pensby
- Prenton
- Seacombe
- Thingwall
- Thurstaston
- Tranmere
- Wallasey
- West Kirby

PALS can tell you about NHS Health Services and what you can expect.

You can speak to the PALS Officers by telephone or in person (by prior arrangement) Monday to Friday 9am-4pm.

To speak to the team call 0800 054 2137 (free from most landlines, some mobiles will charge) or 0151 647 4251.



PALS can:

- Offer advice and support to patients, their families and carers
- Help sort out problems quickly on your behalf
- Listen to your concerns, ideas or queries
- Pass on compliments about services
- Accompany patients to meetings with GPs or other services if required to resolve an issue

When you bring your concerns to us we will explain how PALS works.

- We will do our best to make sure you get the help you need
- We will ask your permission before we do anything on your behalf
- We will keep your information confidential unless there are exceptional reasons, for example to protect children, yourself or another person

The PALS service is provided to NHS Wirral by Wired, a charity provider under contract. All Wired staff are governed by the same standards of patient confidentiality as NHS employed staff and all records are held securely according to the data commissioner registration standards.

