

# Patient Advice and Liaison Service (PALS)

On the spot help & advice



PALS will give you advice, support and information:

## contact:

PALS can:

- help you find the right service or support.
- help you find a dentist or GP.
- help you get your questions answered.
- Advise you about making a formal complaint.
- Tell you how to become involved in the management of your long-term condition.

Patient Advice and Liaison Service (PALS)

Tameside General Hospital  
Charlesworth Building  
Fountain Street  
Ashton-under-Lyne  
Lancashire  
OL6 9RW

Opening hours 9am to 5pm Monday to Friday  
(Answerphone outside of these hours)

Tel: 0161 922 4466 Fax: 0161 922 4009  
Minicom: 0161 922 4010  
Email: [pals@tgh.nhs.uk](mailto:pals@tgh.nhs.uk)



Here to Listen -  
Happy to Help!

# PALS

We're here to help

*"PALS staff were kind and calm and helped me to feel that I was not on my own trying to sort out my problem"*



## Concerned but don't want to complain ?

PALS can help you to sort out problems related to your health care by:

- Helping you to clarify your problems and exploring the options available to resolve them.
- Negotiating with health professionals on your behalf.
- Listening and reporting your views so that services can be improved.



Tameside and Glossop PALS can help you with any issues related to your healthcare. We cover services provided by GPs, Health Clinics, Dentists, Opticians and Pharmacies as well as services offered by Tameside Hospital and other local hospitals.