



Royal Berkshire
NHS Foundation Trust



Patient Advice and Liaison Service (PALS)

Easy Read information for
patients, relatives and carers

PALS can help you with questions you have about your care at the hospital.



PALS can help you talk to doctors, nurses, wards or other people who may be able to answer your questions.



Questions you might have:

- If you have a question about an operation or test you are having.



- If you are unhappy with the care you or someone close to you is receiving.



- If you are in hospital and are well enough to go home but are unsure what happens next.



- If you have questions about the care of someone who has died.



Why?

PALS will try to provide a reply to your question within a week. Sometimes, it may take longer, because we need more time to find the answer.



Messaging service

PALS can also help you to send a message to a loved one while they are in hospital. To do this, please email PALS pals@royalberkshire.nhs.uk.

How to contact PALS

We are open Monday to Friday 8.30-4.30pm.

Call us on: 0118 322 8338



Email us at:

pals@royalberkshire.nhs.uk



Write to us at: PALS

Main Entrance, Level 2

**Royal Berkshire Hospital, Craven Road,
Reading RG1 5AN**



If you want to make a complaint call on **0118 322 8338** or email: complaints@royalberkshire.nhs.uk or write to us at: **Complaints, Main Entrance, Level 2, Royal Berkshire Hospital, Craven Road, Reading, RG1 5AN**

The Complaints Team will be in touch to tell you they have received your complaint and explain what happens next.

If you need more support, contact the **Learning Disability Liaison Nurses** for help and advice on hospital care on **0118 322 8159**



For advocacy support, please contact:

Healthwatch **Reading** 0118 937 2295
info@healthwatchreading.co.uk

Healthwatch **West Berkshire** 01635 886 210
contact@healthwatchwestberks.org.uk

Healthwatch **East Berkshire (WAM)** 0300 068 3000
info@healthwatchwam.co.uk

Healthwatch **Wokingham** 0118 418 1418
enquiries@healthwatchwokingham.co.uk

If you are NOT a resident of these councils, contact:
The Advocacy People, PO Box 375, Hastings TN34 9HU
0330 440 9000 info@theadvocacypeople.org.uk

RBFT Patient Advice & Liaison Service (PALS), April 2023