



**University  
Hospitals Sussex**  
NHS Foundation Trust

# We're here to help

# **PALS**

**Patient Advice and Liaison Service**

Offering assistance to  
patients, their relatives  
and carers

**Patient information**

# We can help you



**Find out about  
NHS Services**



**Tell you who can  
support you to say  
thank you or to  
make a complaint**



**We will try to  
make things better**

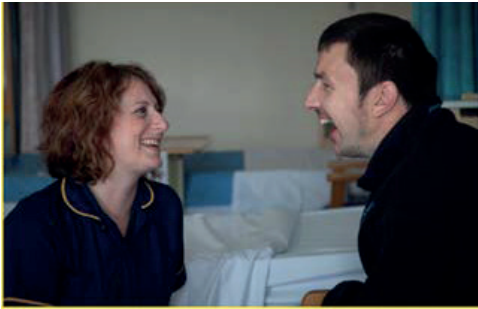


**You can talk to us  
about anything to  
do with the NHS**

# Keeping things private



**We keep the things you tell us private**



**We only talk to health workers if you want us to and think it will help**



**If someone else is in danger we might not be able to keep things quiet. We will talk to you about this.**

# These are the ways to contact PALS



**Face to face**



**Phone us on  
01273 664973 or  
01273 664511**

**E-mail us at – [uhsussex.pals@nhs.net](mailto:uhsussex.pals@nhs.net)**

**Website –  
[www.uhsussex.nhs.uk](http://www.uhsussex.nhs.uk)**



# When is PALS open?

We are open 10am to 4pm  
Monday to Friday



**10.00**



**4.00**

<b>Monday</b>	<b>10am - 4pm</b>
<b>Tuesday</b>	<b>10am - 4pm</b>
<b>Wednesday</b>	<b>10am - 4pm</b>
<b>Thursday</b>	<b>10am - 4pm</b>
<b>Friday</b>	<b>10am - 4pm</b>
<b>Saturday</b>	<b>Closed</b>
<b>Sunday</b>	<b>Closed</b>

**Phone 01273 664973 or 01273 664511**

**Leave a message on our answer phone  
when we are closed.**

**We will ring you back  
as soon as we can.**

**We are not open in the evening  
Saturdays and Sundays  
or on bank holidays.**





**This leaflet is intended for patients receiving care in Brighton & Hove or Haywards Heath**

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The information in this leaflet is for guidance purposes only and is in no way intended to replace professional clinical advice by a qualified practitioner.

