

If you contact PALS for assistance or advice, we will:

- Contact you in person within 24 hours of your request or by the next working day
- Advise you of the options available to you and help you to find the best way of resolving your problem
- Deal with your problems in confidence and only pass on information to other people or departments with your permission
- Keep you advised at all times of the progress of any action you ask us to take on your behalf
- Use anonymised information from our contact with you to improve hospital services for the future
- Only access your medical records or obtain information about you with your agreement
- Ask you if you are happy with the help we gave and ask you for suggestions for making the service better
- Ensure that no person who contacts the Service receives less favourable treatment from PALS on the grounds of their sex, marital status, race, colour, creed, religion, physical disability, mental health, learning difficulty, age or sexual orientation
- If you are a relative/carer/friend of a patient we will obtain where possible the written or verbal permission of the patient before we can assist with the problem