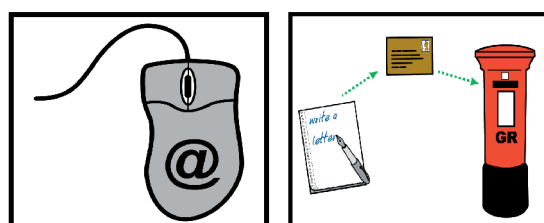


Patient Advice and Liaison Service (PALS)

Do you have a worry or concern? We are here to help.

Information for patients



Easy Read

Our Patient Advice and Liaison Service (PALS) can help you.

- **Phone:** 01227 78 31 45

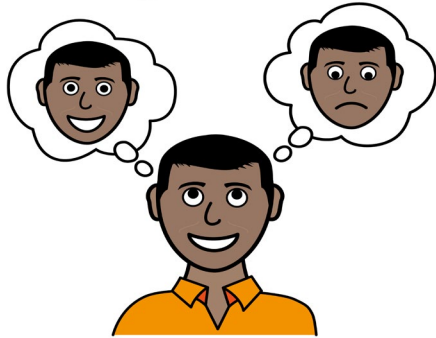
The team can phone you back.

- **Email:** ekh-tr.pals@nhs.net

- **Post:** Patient Advice and Liaison Service (PALS), Trust Offices
Kent and Canterbury Hospital
Ethlebert Road, Canterbury
CT1 3NG



my care



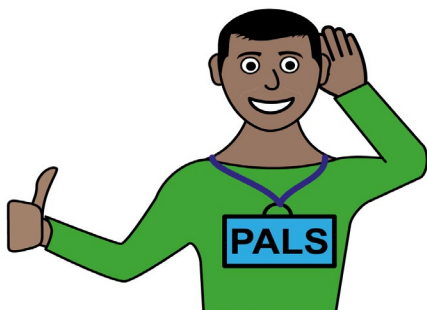
If you are **happy or unhappy** about the care you had in hospital, please tell us.

your appointment



If you need help with **your appointment**, please tell us.

here to help



The PALS team are **here to listen, help, and give advice.**



Do you want to make a **complaint** about your care or treatment?



You can speak to PALS.

We can **speak to the ward, department, or member of staff** for you.



If you need support to make your complaint, you can contact the **Independent Health Complaints Advocacy Service**.

Telephone: 0330 440 900 Local call rate

Address: PO Box 375, Hastings
TN334 9HU

Web: www.theadvocacypeople.org.uk

Email: info@theadvocacypeople.org.uk

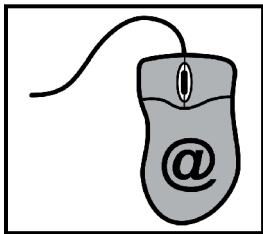


Our Patient Advice and Liaison Service (PALS) can help you.

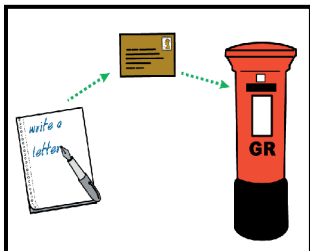
You can ask a question or tell them if you are unhappy about something.

- **Phone:** 01227 78 31 45

The team can phone you back.



- **Email:** ekh-tr.pals@nhs.net



- **Post:** Patient Advice and Liaison Service (PALS), Trust Offices
Kent and Canterbury Hospital
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Created together with people with a communication need, the experts by experience



Easy Read Group

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