



University Hospitals Birmingham  
NHS Foundation Trust

Do you have a worry or concern?

**We are here to help!**

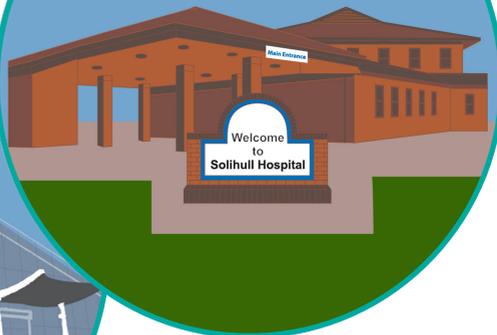
Queen Elizabeth Hospital Birmingham



Good Hope Hospital



Heartlands Hospital Birmingham



Easy Read

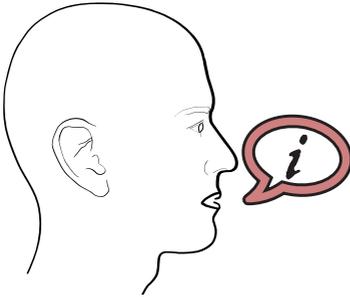


Building healthier lives

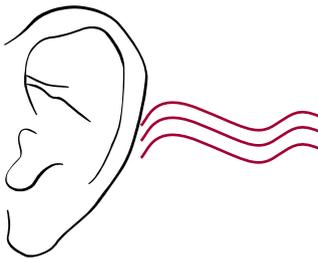


We are Patient Advice and Liaison Service (PALS).

We are here to help you with any worries you have about our hospitals or care.

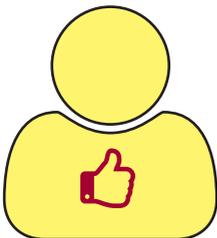


We can explain to you how things work in our hospitals and community services.



We want to hear about your experience in our hospitals.

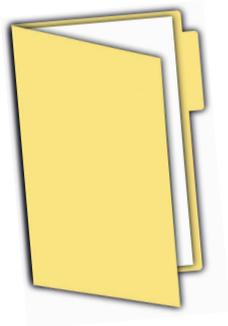
You can tell us what has been good about your care and treatment or what needs to improve.



We are happy to help you and we want you to be satisfied with your care.



If you have difficulties with accessing and understanding your care and treatment, please share them with us so that we can help you.



We will keep your compliment, complaint or comment confidential and we will take it seriously.



We will get back to you with an update about your complaint and tell you what we have done to resolve it.



You can call us on  
**0121 424 0808**



You can write to us at  
**PALS Department**  
46F Nuffield House  
Queen Elizabeth Hospital  
Birmingham  
B15 2TH



You can email us on  
**pals@uhb.nhs.uk**



Thank you to the  
Student Council at  
Glasshouse College  
for co-designing  
this leaflet

**Vulnerabilities Team**  
University Hospitals Birmingham  
NHS Foundation Trust