

Do you have a worry or concern?

We are here to help!

Queen
Elizabeth
Hospital
Birmingham



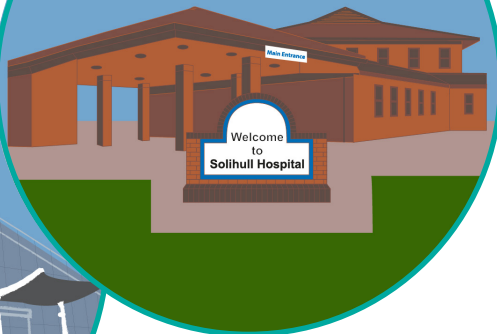
Good Hope
Hospital



Heartlands
Hospital
Birmingham



Main Entrance



Easy Read

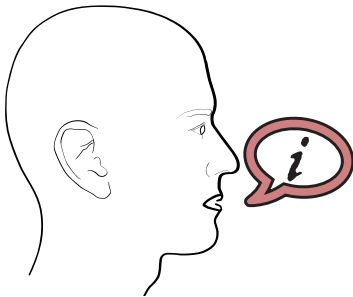


Building healthier lives

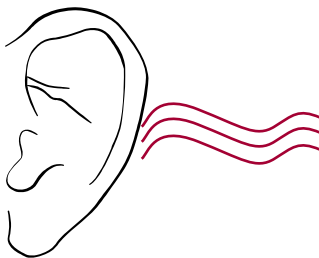


We are Patient Advice and Liaison Service (PALS).

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

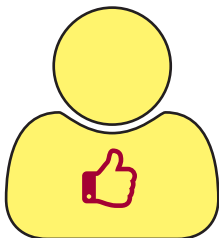


We can explain to you how things work in our hospitals and community services.

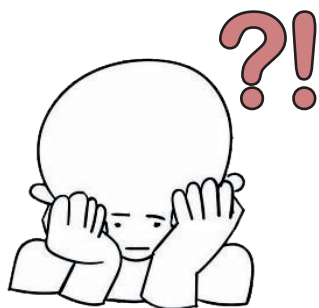


We want to hear about your experience in our hospitals.

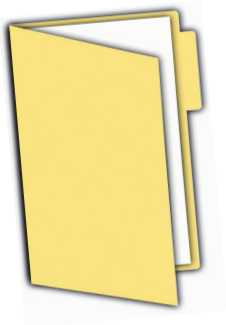
You can tell us what has been good about your care and treatment or what needs to improve.



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.



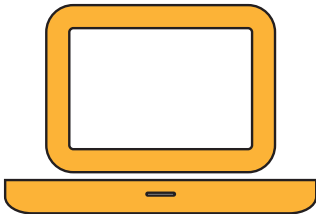
We will get back to you with an update about your complaint and tell you what we have done to resolve it.



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
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Glasshouse College
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this leaflet

Vulnerabilities Team
University Hospitals Birmingham
NHS Foundation Trust