



<p>If you require translation services or a copy of this document in other languages, audio tape, Braille or larger print, please speak to a member of CWP staff, e-mail info@cwps.nhs.uk or write to: Communications, Cheshire and Wirral Partnership NHS Foundation Trust, Upton Lea, Countess of Chester Health Park, Liverpool Road, Chester, CH2 1BQ.</p>
<p>যদি আপনার ট্রান্সলেশন সার্ভিসের বা এই দলিলের কপি অন্য ভাষায়, অডিও টেইপে, ব্রেইল বা বড় ছাপায় দরকার হয় তবে অনুগ্রহ করে সিউলিউপি এর স্টাফদের সাথে কথা বলুন, ইমেইল করার ঠিকানা info@cwps.nhs.uk বা কমিউনিকেশন, চেশায়ার ও উইরাল পার্টনারশীপ এনএইচএস ফাউন্ডেশন ট্রাস্ট, আপটন লী, কাউন্টস অফ চেস্টার হেলথ পার্ক, লিভারপুল রোড, চেস্টার, সিএইচ২ ১ বিকিউ ঠিকানায় লিখুন।</p>
<p>如果您需要翻譯服務或想索取這份文件的其他語文、錄音帶、凸字或大字體版本，請向我們的職員查詢。您亦可以寄電郵至 info@cwps.nhs.uk 或寄信到 Communication, Cheshire and Wirral Partnership NHS Foundation Trust, Upton Lea, Countess of Chester Health Park, Liverpool Road, Chester, CH2 1BQ.</p>
<p>જો તમારે ભાષાંતર સેવાઓ અથવા આ દસ્તાવેજની બીજી ભાષાઓમાં નકલ, ઓડિયો ટેપ, બ્રેઇલ અથવા વિશાળ ફંદની છપાઈની જરૂર હોય, તો કૃપા કરીને સીડબ્લ્યુપી (CWP) ના કર્મચારીઓ સાથે વાત કરો, ઈમેલ કરો: info@cwps.nhs.uk અથવા આ સરનામે લખો: Communication, Cheshire and Wirral Partnership NHS Foundation Trust, Upton Lea, Countess of Chester Health Park, Liverpool Road, Chester, CH2 1BQ.</p>
<p>यदि आपको अनुवाद सेवाएं या इस दस्तावेज की अन्य भाषाओं में नकल, ऑडियो टेप, ब्रेइल लीपि या विशाल आकार में छपाई की आवश्यकता हो, तब कृपया सीडब्ल्यूपी (CWP) कर्मचारियों के साथ बात कीजिये, या ईमेल कीजिये: info@cwps.nhs.uk या इस पते पर लिखिये: Communication, Cheshire and Wirral Partnership NHS Foundation Trust, Upton Lea, Countess of Chester Health Park, Liverpool Road, Chester, CH2 1BQ.</p>
<p>Jeśli wymagane jest tłumaczenie lub kopia niniejszego dokumentu w innych językach, na taśmie magnetofonowej, w języku Braille'a lub dużym drukiem, prosimy o skontaktowanie się z członkiem personelu CWP (Organizacja partnerska krajowego systemu zdrowia regionów Cheshire i Wirral) lub przez pocztę elektroniczną: info@cwps.nhs.uk lub na adres: Communications, Cheshire and Wirral Partnership NHS Foundation Trust, Upton Lea, Countess of Chester Health Park, Liverpool Road, Chester, CH2 1BQ.</p>
<p>Os oes arnoch angen gwasanaeth cyfiethu neu gopi o'r ddogfen hon mewn ieithoedd eraill, tâp sain, Braille neu brint mawr, siaradwch ag aelod o staff CWP, e-bost info@cwps.nhs.uk neu ysgrifennwch i: Communications, Cheshire and Wirral Partnership NHS Foundation Trust, Upton Lea, Countess of Chester Health Park, Liverpool Road, Chester, CH2 1BQ.</p>

Patient Advice and Liaison Service (PALS)

Free help, support and advice for service users and carers

Feedback

We welcome any suggestions you have, please send your **comments, concerns and compliments** to: PALS, Patient and Carer Experience Team, Trust Headquarters Redesmere, Countess of Chester Health Park, Liverpool Road, Chester CH2 1BQ.

For more information see www.cwps.nhs.uk

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What is the Patient Advice and Liaison Service (PALS)?



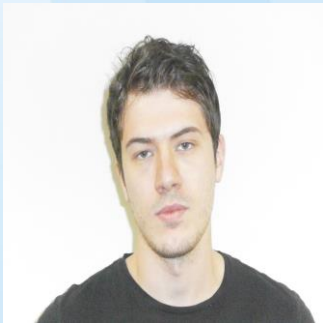
Cheshire and Wirral Partnership NHS Foundation Trust (CWP) aims to provide high quality mental health, physical health, learning disability and drug and alcohol services for the people of Cheshire and Wirral.

PALS - Patient Advice and Liaison Service.

PALS will listen to any concerns you may have about your care and liaise with services to try and resolve these. Some of the things we can do include:

- We will listen to all comments and concerns and share your views, feedback and ideas to influence service improvements
- We will advise and support people who use our services, their families, carers and staff to help resolve problems quickly
- We can refer you to other services, for example the local authority or CWP's Complaints team

Meet the team



Aaron Warner
Patient Advice & Liaison
Service Officer



Samantha Humphries
Carer Advice & Liaison
Service Officer

How to contact us

Opening Hours (except bank holidays)

Monday to Friday 9am to 5pm

Telephone:

Freephone 0800 195 4462

Email:

pals@cwps.nhs.uk

Write to:

PALS FREEPOST RRBA UEGB AZJA
Patient and Carer Experience Team
Cheshire and Wirral Partnership NHS Foundation Trust
Redesmere, Countess of Chester Health Park
Liverpool Road
Chester
CH2 1BQ

What if I have a complaint?

We try very hard to give our patients the very best service but unfortunately we may not always get it right. If your problem has not been resolved and you remain unhappy, you can make a formal complaint by contacting our Complaints team by emailing complaints@cwps.nhs.uk

Care Quality Commission

You can also contact the Care Quality Commission (CQC) about your experience of our services, although they cannot investigate individual complaints.

Information about the CQC can be found at www.cqc.org.uk or you can call them on 0300 061 6161.