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Membership and Patient Advice & Liaison Service (M-PALS)
Chelsea and Westminster Hospital NHS Foundation Trust
369 Fulham Road
LONDON
SW10 9NH

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369 Fulham Road
London
SW10 9NH

T: 020 8746 8000
W: www.chelwest.nhs.uk

October 2011

Comments? Compliments? Concerns?

We are here to help

Membership and Patient Advice & Liaison Service (M-PALS)

Choose Chelsea and Westminster

Chelsea and Westminster Hospital NHS
NHS Foundation Trust

Membership and Patient Advice & Liaison Service (M-PALS)

At Chelsea and Westminster Hospital NHS Foundation Trust we aim to provide a service of the highest standard to ensure that your stay or visit is as pleasant as possible.

M-PALS is an easy-to-access service with a friendly team who provide assistance to patients, their relatives and carers, and staff.

M-PALS can offer you on-the-spot advice and information if you have general queries or difficulties with your experience of our services and your care.

We will listen to your concerns and help you to find ways of resolving them.

We will also take note of what you tell us so that we can improve our services.

Contact details:

M-PALS
Chelsea and Westminster Hospital
369 Fulham Road
London
SW10 9NH

T: 020 3315 6727
E: m-pals@chelwest.nhs.uk

How to contact M-PALS

Please complete the attached comment card and return it by hand to the M-PALS office or send it by Freepost.

Alternatively, you may wish to visit us. The M-PALS office is located in the main atrium on the Ground Floor of the hospital near the escalators. We are open Monday to Friday, 9am–5pm.

To contact us by telephone please call 020 3315 6727 or email us at m-pals@chelwest.nhs.uk.

We aim to respond to all queries within one working day.

How you can get involved

As a Foundation Trust member you can have an important role in helping us to develop our services.

For further information and to become a Foundation Trust member, please take a leaflet from the M-PALS office or from the Information Zone opposite Costa Coffee on the ground floor of the hospital.

Alternatively, you can visit www.chelwest.nhs.uk/getinvolved or call 0870 707 1567 to become a Foundation Trust member.

Raising a concern

If you have a concern about your experience in hospital, please approach a member of staff in the department or ward where you were treated and they will attempt to resolve the issue as quickly as possible.

If you are not satisfied with the outcome, you can contact M-PALS who can help to resolve the issue or provide information that may help.

If you remain dissatisfied you can make a formal complaint by writing to:

Heather Lawrence, Chief Executive
Chelsea and Westminster Hospital NHS Foundation Trust
369 Fulham Road, London SW10 9NH

If you prefer, you can email your complaint to the Complaints Team at complaints.team@chelwest.nhs.uk or call 020 3315 8817.

Your details

I have a:
- ☐ comment
- ☐ suggestion
- ☐ compliment
- ☐ concern
- ☐ request for information/advice

This relates to the following ward or department:

_____

_____

I am a:
- ☐ patient
- ☐ relative
- ☐ carer
- ☐ visitor
- ☐ staff member

If you are making a complaint, would you like to be contacted?

☐ yes ☐ no

If yes, my contact information is:

Name: _____

Hospital n° or date of birth: _____

Email: _____

Address: _____

_____

_____

Telephone n°: _____

Your feedback

_____

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