

## Complaints about Hospital Treatment

**As a patient, relative or carer sometimes you may need to turn to someone for on-the-spot help, advice and support. This is where the Patient Advice and Liaison Service comes in.**

The Patient Advice and Liaison Service provides confidential, on-the-spot advice and support, helping you to sort out any concerns you may have about the care we provide, guiding you through the different advice and support.

The Patient Advice and Liaison Service aims to:

- Advise and support patients, their families and carers.
- Provide information on NHS services.
- Listen to your concerns, suggestions or queries.
- Help sort out problems quickly on your behalf.

The Patient Advice and Liaison Service acts independently when handling patient and family concerns, liaising with staff, managers and, where appropriate, relevant organisations, to negotiate immediate or prompt solutions. If necessary, the Patient Advice and Liaison Service can also refer patients and families to specific local or national-based support agencies.

### Contact information

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PALS is a confidential service. They can be contacted at:

If you live in the Bexhill, Hastings and Rother areas:

#### **Patient Advice and Liaison Service**

##### **Conquest Hospital**

The Ridge,  
St. Leonards-on-Sea,  
East Sussex, TN37 7RD.

**Telephone:** (01424) 758090.

**Email:** [scwcsu.palscomplaints@nhs.net](mailto:scwcsu.palscomplaints@nhs.net)

If you live in the Eastbourne area:

#### **Patient Advice and Liaison Service**

##### **Eastbourne District General Hospital**

Kings Drive,  
Eastbourne,  
East Sussex, BN21 2UD.

**Telephone:** (01323) 435886.

**Email:** [scwcsu.palscomplaints@nhs.net](mailto:scwcsu.palscomplaints@nhs.net)

### Healthwatch

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Healthwatch is the independent consumer champion created to gather and represent the views of the public on issues relating to health and social care. Healthwatch will play a role at both a national and local level, ensuring that the views of the public and people who use services are taken into account.

For more information about Healthwatch in East Sussex visit their website - [www.healthwatcheastsussex.co.uk](http://www.healthwatcheastsussex.co.uk)