

Patient Advice and Liaison Service (PALS)

Do you have a worry or concern? We are here to help.

Information for patients

Our Patient Advice and Liaison Service (PALS) can help you.

- Phone: 01227 78 31 45

The team can phone you back.

- Email: ekh-tr.pals@nhs.net
- Post: Patient Advice and Liaison Service (PALS)
Trust Offices
Kent and Canterbury Hospital
Ethlebert Road, Canterbury
CT1 3NG

Text only



If you are happy or unhappy about the care you had in hospital, please tell us.

If you need help with your appointment, please tell us.

The PALS team are here to listen, help, and give advice.

Do you want to make a complaint about your care or treatment? You can speak to PALS. We can speak to the ward, department, or member of staff for you.

If you need support to make your complaint, you can contact the Independent Health Complaints Advocacy Service.

Telephone: 0330 440 900 Local call rate

Address: PO Box 375, Hastings TN334 9HU

Web: www.theadvocacypeople.org.uk

Email: info@theadvocacypeople.org.uk

Created together with people with a communication need, the experts by experience