

# Patient Advice and Liaison Service (PALS)

[Back to results](#)

Barts Health NHS Trust Patient Advice and Liaison Service (PALS) offers free accessible and confidential support, information and advice to all our patients, their relatives and carers.

Our dedicated team are here to:

- provide support and information and answer any questions about our services. We can also provide information about other local NHS services.
- listen to your concerns and suggestions about our hospital services and feed them back to the Trust. Both positive and negative comments help us to continually improve your experience.
- help resolve concerns or problems that you may have experienced either as an inpatient or outpatient at any of our hospitals

The PALS service is available Monday to Friday, 9.30am-4.30pm. You can visit our drop-in services at The Royal London Hospital, 2nd Floor Central Tower, near core lift 5, Main building

## Who to contact

Telephone	020 3594 2040
Email	<a href="mailto:pals@bartshealth.nhs.uk">pals@bartshealth.nhs.uk</a>
Website	<a href="https://www.bartshealth.nhs.uk/pals">https://www.bartshealth.nhs.uk/pals</a>

## Where to go

Name of venue	Royal London Hospital
Venue address	2nd Floor Central Tower Whitechapel Road London
Postcode	E1 1BB

## When is it on?

Date & Time Information	9am to 5pm, Monday to Friday
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## Other details

Referral required?	Yes
Who can make a referral?	Anyone including self-referral

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