

## Contact details for local Patient Advice and Liaison Service (PALS)/Patient Experience Teams

| Trust & Website Link | Services                                                                             | Phone                                                                     | Text                                                           | Email                                                                                                                                                                                                                                                                                                                                                      |
|----------------------|--------------------------------------------------------------------------------------|---------------------------------------------------------------------------|----------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">UHNM</a> | Royal Stoke Hospital<br>The County Hospital, Stafford<br><a href="#">Online form</a> | 01782 676450<br>(appointments)                                            | If you are hard of hearing you can text PALS on 07788 150 404. | <a href="mailto:patientadvice.uhnms@nhs.net">patientadvice.uhnms@nhs.net</a><br><br>Since October 2025, the PALS Team will no longer be open for walk-in enquiries and will be moving to an appointment only system. Opening hours are:<br><br>Mon, Tues, Wed, Fri – 09:00 – 16:00<br>Thursday – 09:00 – 13:00<br>(excluding bank holidays)                |
| <a href="#">UHDB</a> | Royal Derby Hospital<br>Queen's Hospital, Burton                                     | 01332 785156<br><i>Please leave a voicemail outside of opening hours.</i> | 07799 337 500                                                  | <a href="mailto:uhdb.contactpalsderby@nhs.net">uhdb.contactpalsderby@nhs.net</a><br><br>You can contact PALS via email, telephone, completing a feedback form, through a video call or face to face meeting.<br><br>A member of the PALS team will listen and discuss with you the most appropriate way to take your enquiry, concern or feedback forward. |
| <a href="#">MPFT</a> | St George's Hospital, Stafford<br><br>Other services from MPFT                       | 0800 783 2865                                                             | 01785 783023                                                   | <a href="mailto:customerservices@mpft.nhs.uk">customerservices@mpft.nhs.uk</a><br><br>Leave your full name and contact number.<br><br>The Customer Service Team & Experience Team will be returning calls between                                                                                                                                          |

|                                                                                           |                                                    |                                 |               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|-------------------------------------------------------------------------------------------|----------------------------------------------------|---------------------------------|---------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                           |                                                    |                                 |               | 9.30am to 4.00pm, Monday to Friday (excluding Bank Holidays).                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <a href="#"><u>NSCH</u></a>                                                               | Harplands Hospital<br><br>Other services from NSCH | 0800 3899676<br>or 01782 275031 | 07718 971 123 | <a href="mailto:patientexperienceteam@combined.nhs.uk"><u>patientexperienceteam@combined.nhs.uk</u></a><br><br>emails/texts are monitored Monday to Friday, 9am to 5pm                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <a href="#"><u>WMAS</u></a>                                                               | Ambulance Services                                 | 0300 303 0996                   |               | <a href="mailto:patientexperience@wmas.nhs.uk"><u>patientexperience@wmas.nhs.uk</u></a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <a href="#"><u>Integrated Care Board (ICB) for Staffordshire &amp; Stoke-on-Trent</u></a> |                                                    | 0808 196 8861                   |               | <a href="mailto:PatientServices@staffsstoke.icb.nhs.uk"><u>PatientServices@staffsstoke.icb.nhs.uk</u></a><br><br><i>"There is currently unprecedented demand on our Patient Services Team (PALS &amp; Complaints).<br/><br/>All telephone calls are being diverted to our answering service for callers to leave a message. Calls will be returned, and emails will be responded to by a member of the team as soon as possible, but there will be a delay due to high demand at this time. There is no need to leave a further message or send a further email, you will receive a response as soon as we are able to do so.<br/><br/>We apologise for the delay and thank you for your patience during this time."</i> |