

Hours of Service:

Monday*, Tuesday, Thursday, Friday:

8am—4pm

Wednesday 8am—1pm

**excluding public and Bank Holiday's*

Contact us:

By phone: 087 943 6046

By Email: muh.pals@hse.ie

By post:

PALS Coordinator

Quality and Patient Safety Dept

Mayo University Hospital

Castlebar

Co Mayo

F23 H529

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Some concerns may take a little longer than others to resolve.

PALS will support you until the matter is resolved.

If we are not able to sort things out to your satisfaction we will advise you on the complaints process and what you need to do.



An Initiative of the Strategic Plan
for Public and Patient Involvement
2013—2015



PALS

Patient Advice and

Liaison Service

Mayo University Hospital

PALS is here to help:

- * Address your concerns
- * Listen to your suggestions
- * Provide Information
- * Pass on your compliments

PALS

PALS provides a liaison service for Patients, Carers and Visitors.

If you have a concern regarding your care you should first speak to a member of the team looking after you. They are best placed to answer questions about your care.

However, if you feel your concerns have not been fully addressed, or if you would like some support in reaching out to your care team and understanding the next steps in your care plan, then PALS can help you with this.



PALS will:

Help to answer any questions about your care.

Support and Advise you, your carer or family member. We understand being in hospital is an anxious time and you might need someone else to talk to.

Respond to your concerns if you are unhappy with any aspect of your care. All concerns through PALS are dealt with informally and verbally.

Ensure Confidentiality, all enquiries are confidential & impartial. If you are raising a concern for a family member or close friend we will ask their consent to discuss their care with staff involved.

Your care will not be adversely affected by contacting PALS and raising a concern. We hope it will help to improve your experience and make things better for you and others .

Listening, Learning & Improving

PALS promotes a culture of encouraging patients and their families to share their experience and suggestions towards improving our service.

Patient Feedback forms are located throughout the hospital and we encourage patients, carers and visitors to fill these out so we can find out what our service users believe we need to improve on. Sometimes small changes make a big difference to a patient experience.

