



Your suggestion, query,  
compliment or concern.

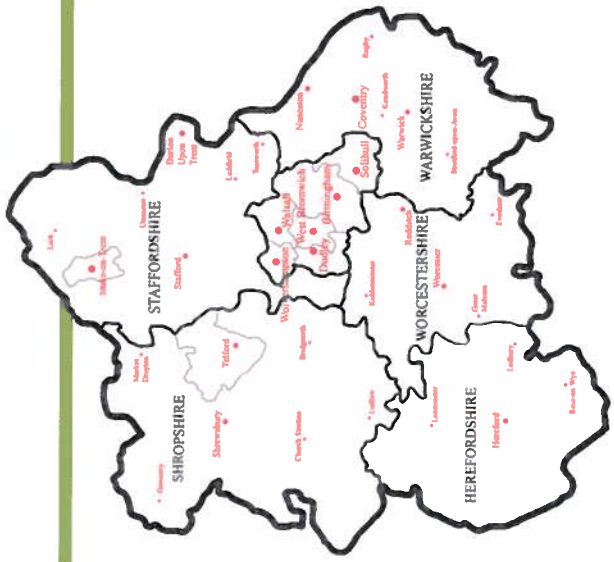
Lined area for writing a suggestion, query, compliment or concern.

Date

Please tick this box  
if you are happy to be contacted by sms

Trust us to care.

When you need advice, have  
concerns, or don't know where  
to turn, PALS is here to help.



**PALS CONTACT DETAILS**

Patient Experience Team  
West Midlands Ambulance Service  
NHS Foundation Trust  
Freeport  
Millennium Point  
Waterfront Business Park  
Brierley Hill  
Dudley  
West Midlands  
DY5 1LX

01384 246370

@ [pals@wmas.nhs.uk](mailto:pals@wmas.nhs.uk)

Website: [www.wmas.nhs.uk](http://www.wmas.nhs.uk)

If PALS is unable to resolve your concerns  
informally, staff will help you access the Trust's  
complaints procedure.

This leaflet is available in other languages and  
formats. Please contact us.

Trust us to care.



**Patient Advice**

and LIAISON SERVICE (PALS)

Trust us to care.



## Patient Advice and Liaison Service (PALS) will:

- ✓ Provide advice and support to patients, their families and carers.
- ✓ Provide a friendly, confidential listening service.
- ✓ Help to sort out any problems you encounter, but also ensure the Trust learns lessons from the issues identified.
- ✓ Provide information on other NHS and Social Care Services.
- ✓ Act independently, liaising with relevant staff, managers and organisations.



## Patient Survey

To take part in our patient survey or to complete the Friend and Family Test, log on to [www.wmas.nhs.uk](http://www.wmas.nhs.uk)  
To request a paper copy, contact the Patient Experience Team on 01384 246370

## Compliments

Were you impressed?

We provide high quality emergency treatment, care and transportation for patients at a time when they are at their most vulnerable whether through accident or illness. If you would like to compliment us on the service you have received, PALS will gladly pass your thanks to the staff members involved. Alternatively:  
**Email: [compliments@wmas.nhs.uk](mailto:compliments@wmas.nhs.uk)**

## Making a Formal Complaint

Your complaint should be made within twelve months of the incident or when you realise you have a concern to raise. It can be raised in writing, by telephone or by email. We will acknowledge receipt within three working days and will then respond fully within a mutually agreed time-frame.  
**Tel: 01384 246366 Email: [complaints@wmas.nhs.uk](mailto:complaints@wmas.nhs.uk)**



## Would you like to be involved in developing your ambulance service?

Patients and escorts look at our service from their own experience and often see things differently.

We would like to listen to your views on how you think we could improve our services for the benefit of all patients.

Contact the team directly or use this form to make any comments or suggestions you may have about the services we provide.

### Contact details (please complete in CAPITAL LETTERS)

Title	First Name	
Surname		
Address		
		Postcode
Contact Telephone Number		
E-mail Address		
Signature		
Date		



Please use the contact details on the back page to speak to a member of the Patient Experience Team.

**Trust us to care.**