



You can tell us what you think by:



Talking to a member of ambulance staff



Calling us on 01384 246 370



Sending an email to [pals@wmas.nhs.uk](mailto:pals@wmas.nhs.uk)



Writing to our Patient Experience Team at  
West Midlands Ambulance Service NHS  
Foundation Trust, FREEPOST, Millennium  
Point, Waterfront Business Park, Brierley Hill,  
Dudley, West Midlands, DY5 1LX



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



## Patient Advice

and LIASON SERVICE (PALS)

Easy Read Version



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



- Provide help and support to patients, their families and carers.

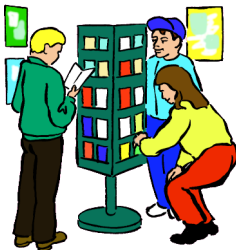


- Provide a friendly listening service.



- Help to sort out any problems that you may have. This helps us to learn and provide a better service.

### Information

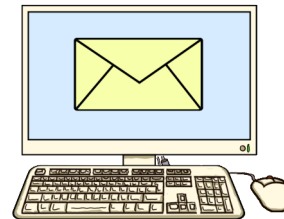


- Help you if you need information on other NHS and Social Care Services.

## What we have done that has made you happy?



Have we done something that has made you happy?  
We would like to hear from you.



You can get in touch using the details at the back of this form.  
Or you can send an email to [compliments@wmas.nhs.uk](mailto:compliments@wmas.nhs.uk)

## What we have done that has made you sad or angry?



Have we done something that has made you sad or angry?  
We would like to hear from you.

You can get in touch using the details at the back of this form.  
Or you can send an email to [complaints@wmas.nhs.uk](mailto:complaints@wmas.nhs.uk)