



By responding to your concerns, we can improve and develop the services that we provide for you.

- ① If something is bothering you, try raising the concerns with the person providing your care in the first instance.
- ② If you have tried this and you feel they were unable to help or you don't feel able to discuss your concerns directly with the person involved, then contact PALS, who can raise concerns on your behalf.
- ③ If you still feel dissatisfied and you wish to make a formal complaint, we can give you information about how to do this

All information will be treated in confidence and we'll seek your permission if issues raised need to be taken forward.

What can PALS do for me?

- Concerned, but don't want to complain?
- Have a problem, but don't know who to ask?
- Worried, but not sure what to do?
- Have a suggestion or idea and want to share it?

Contact PALS, we can

- Help you resolve problems or concerns as quickly as possible
- Advise and support you and your family
- Point you in the right direction of other useful sources of information and support



If you have difficulty reading this document we can help by providing an interpreter, translation, audio tape, large print, Braille or on computer disc. Contact us or ask someone who speaks English to contact us:

Phone: 020 8339 8107

E-mail leigh.broggi@kpct.nhs.uk

Arabic

إذا كانت هناك أي صعوبات في قراءة هذا المستند فيمكننا أن نوفر لك مترجم، ترجمة كتابية للمستند، شريط تسجيل، كتابة بحروف كبيرة، كتابة بطريقة بريل أو على قرص كمبيوتر. اتصل بخدمة العملاء أو اطلب من أي شخص يتكلم الإنجليزية أن يتصل بنا.

الهاتف: 020 8339 8107

بريد إلكتروني: leigh.broggi@kpct.nhs.uk

Farsi

اگر خواندن این دستاویز برای شما دشوار باشد ما میتوانیم که برای شما مترجم، آدیو تیب، تحریر بحروف بزرگتر، صفحه بریل یا کمپوتر دیسک مهیا کنیم. با کستمر سروسز یا کسی را که زبان انگلیسی میدانند بگوئید که با ما رابطه کند.

تلفن : 020 8339 8107

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Gujarati

જો આપને આ દસ્તાવેજ વાંચવામાં મુશ્કેલી પડતી હોય તો આપની સુવિધા માટે અમે અનુવાદક (ઈટરપ્રીટર) ની વ્યવસ્થા કરી શકીશું કે દસ્તાવેજને ભાષાંતર કરેલ, ઓડિયો ટેપ, મોટા અક્ષરોમાં છપાયેલ, બ્રેલ અથવા કમ્પ્યુટર ડિસ્ક ઉપર પ્રસ্তুત કરેલ રૂપમાં આપી શકીશું. તે માટે કસ્ટમર સર્વિસનો સંપર્ક કરશો અથવા તો અંગ્રેજી બોલનાર કોઈ વ્યક્તિ સાથે અમારો સંપર્ક કરાવશો :

ટેલિફોન : 020 8339 8107

ઈ-મેઈલ : leigh.broggi@kpct.nhs.uk

Tamil

உங்களுக்கு இப்பத்திரத்தை வாசிக்க சிரமமிருந்தால் ஒரு உரைபெயர்ப்போ, மொழிபெயர்ப்போ, ஒலிநாடாவோ, பெரிய எழுத்திலோ, குருடர் மொழியிலோ அல்லது கணனி மூலம் பார்க்கவோ எங்களால் உதவ முடியும். எங்கள் வாடிக்கையாளர் வரவேற்பு சேவையுடன் ஒரு ஆங்கிலம் தெரிந்தவர் மூலமாகத் தொடர்பு கொள்ளலாம்.

தொலைபேசி : 020 8339 8107

மின்அஞ்சல் : leigh.broggi@kpct.nhs.uk

Punjabi

ਜੇਕਰ ਤੁਸੀਂ ਇਹ ਦਸਤਾਵੇਜ਼ ਪੜ੍ਹ ਨਹੀਂ ਸਕਦੇ, ਤਾਂ ਅਸੀਂ ਇਕ ਇੰਟਰਪ੍ਰੇਟਰ (ਦੁਭਾਸ਼ੀਆ), ਇਸ ਦਾ ਅਨੁਵਾਦ, ਇਸ ਦੀ ਆਉਡੀਓ ਟੇਪ, ਮੋਟਾ ਪ੍ਰਿੰਟ, ਬ੍ਰੇਲ ਜਾਂ ਕੰਪਿਊਟਰ ਡਿਸਕ 'ਤੇ ਪਰਦਾਨ ਕਰਕੇ ਸਹਾਇਤਾ ਕਰ ਸਕਦੇ ਹਾਂ। ਕਸਟਮਰ ਸਰਵਿਸਿਸ ਨਾਲ ਸੰਪਰਕ ਕਰੋ ਜਾਂ ਜੇ ਅੰਗ੍ਰੇਜ਼ੀ ਬੋਲ ਸਕਦਾ ਹੈ, ਉਸ ਨੂੰ ਸਾਡੇ ਨਾਲ ਗੱਲ ਕਰਨ ਲਈ ਆਖੋ:

ਫੋਨ ਨੰਬਰ : 020 8339 8107

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Korean

이 문서를 읽으시는데 어려움이 있으시다면, 통역, 번역, 오디오 테이프, 큰 활자체, 브리유 점자 또는 컴퓨터 디스켓을 통해 저희들이 도와드릴 수 있습니다. 고객 서비스에 연락하시거나 영어로 대화가능한 분을 통해 저희에게 연락하십시오.

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Portuguese

Se tiver dificuldade em ler esse documento, nós podemos ajudar arranjando um intérprete, tradução, cassette audível, prensa grande, Braille ou disco de computador. Contate o Serviço para Consumidores (Customer Services) ou peça a alguém que fale Inglês para nos contatar.

Telefone: 020 8339 8107

E-mail: leigh.broggi@kpct.nhs.uk

If we are out of the office, or you phone out of hours, please leave a message and we will return your call as soon as possible.



By Email

leigh.broggi@kpct.nhs.uk



By Phone

020 8339 8107



By Letter

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PALS

Patient Advice
and Liaison Service

Here to help
you get the
best from the
NHS

Kingston 
Primary Care Trust