

Patient Advice and Liaison Service (PALS)

If you, or someone you care for, have any concerns or problems with Trust services, the PALS service is here to help you.

Our confidential service aims to:

- Advise and support patients, their families and carers
- Provide information on mental health services
- Listen to your concerns, suggestions or queries about the NHS
- Help sort out problems quickly on your behalf

Freephone 0800 328 4397

Monday to Friday, 9am - 5pm

Sunderland/South Tyneside	Gateshead
Tel: 0191 566 7074	Tel: 0191 566 7051
Garden Lodge	Garden Lodge
Hopewood Park	Hopewood Park
Waterworks Road	Waterworks Road
Ryhope	Sunderland
Sunderland	SR2 0NB
SR2 0NB	Email: pals@cntw.nhs.uk
Email: pals@cntw.nhs.uk	

