

Play Pathfinder Overview

Help and Advice From Your Local NHS
Contact the Patient Advice and Liaison Service (PALS)



PALS is an informal problem solving and listening service for patients and their carers, relatives and friends. PALS offers help to patients who have encountered difficulties with the NHS services or have questions about local services that NHS Cambridgeshire is responsible for buying on behalf of the residents of Cambridgeshire.

If you contact PALS, you will receive an informal and confidential service where our trained members of staff will listen to your concerns. We understand that each caller will want a single point of contact where they can receive friendly advice to help resolve a particular problem.

PALS can help you in a number of ways

- ⊙ Negotiating transport arrangements between home and care facilities
- ⊙ Liaise between a patient and their clinician around certain issues
- ⊙ Acting as a signpost to other PALS departments in hospitals, the ambulance service and neighboring PCT's
- ⊙ Assisting patients in finding NHS dentists and dental access centres if they require emergency treatment, including advice on NHS dental charges
- ⊙ Sign posting patients to their nearest GP surgery
- ⊙ Helping patients access interpreting services
- ⊙ Advising patients who have enquires with choice relating to hospital referrals
- ⊙ Assisting patients to access the exceptions committee if they require certain treatments not available under normal NHS contracts
- ⊙ Giving advice on how patients can access their medical records, sign posting patients to equipment services and how to access the NHS Complaint Regulation.

How to get in touch

- ⊙ Contact NHS Cambridgeshire's PALS team Monday to Friday 9am to 5pm
- ⊙ Call us on 0800 279 2535 or locally on 01223 884 418 (including answer phone)
- ⊙ Email to: pals@cambridgeshirepct.nhs.uk
- ⊙ Confidential fax line: 01223 884 068
- ⊙ Write to PALS, Ida Darwin, Fulbourn, CB21 5EE or call in and see us face to face

Answering your local NHS queries

PALS will do their best to answer every enquiry that comes into the office and all information is strictly confidential.

If PALS is unable to resolve a case you have the choice to access the NHS Complaint Regulation. If a patient or their representative chooses this option, PALS can give advice on the complaints procedure and offer ongoing support throughout the life of the complaint. If a patient engages with PALS and the problem is not resolved to their satisfaction, this does not mean the patient cannot start a complaint about the same problem.

For immediate medical problems contact NHS Direct on 0845 46 47

New Oasis Chairman Steve Cawthorne

Firstly, I'd like to thank all those on the Trust who voted for me to be the next Chairman of the Wisbech Community Development Trust, it is appreciated.

The principal aims of the Trust in the future will be twofold, firstly to form a new approach to the issues and problems that we face as a Trust and secondly to try and simply give local people back a feeling of ownership, in what is after all their local Community Centre.

This is something the Trust wishes to encourage and build on for the future. So we hope to get even more of the community included and using the Oasis Community & Children's Centre. The Centre building is owned by the Wisbech Community Development Trust on behalf of the community. Hopefully with the support of local people, we can make the Oasis the focal point for community activities on the Waterlees Estate, once again.



Multiple Sclerosis Christmas celebration

The MS group who are regular visitors to the centre came down to celebrate the holiday season and enjoy our facilities. They all enthusiastically tucked into a plentiful supply of food and drink and thanked Oasis staff for all their support.

To find out more about the group please visit their web site to find out about upcoming events and what support is available if you are a sufferer of MS. www.the-motivators.co.uk or contact the Oasis Centre to ask for information on 01945 461526



Festive Fun

The North Ward Elderly group laid on another of their Christmas dinners and like last years was fully booked and went down well with everyone there. Nearly a hundred people turned up for the meal! and were entertained by Cockney Dave (pictured bottom left) who added to the festivities with his cheerful songs. If you wish to hold an event our hall is available on request. Maybe you would like to have a similar event? or even a Disco which is a ticketed event, please contact the centre for availability.



Nutrat & Hairysnotter
wish you a very Happy New
Year and lots of good luck!
for the coming months.

