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আপনার অনুবাদ পরিষেবা বা অন্য ভাষায় এই ডকুমেন্টের একটি কপি, অডিও টেপ, অক্ষর ব্যক্তির লিখনাদির প্রণালী বা বড় আকারের মুদ্রণ প্রয়োজন হলে, অনুগ্রহ করে CWP কর্মীর একজন সদস্যের সাথে কথা বলুন বা cwp.info@nhs.net এ ইমেল করুন

Os oes angen gwasanaethau cyfieithu neu gopi o'r ddogfen hon arnoch mewn ieithoedd eraill, tâp awdio, Braille, neu brint brasach, siaradwch ag aelod o staff CWP neu e-bostiwch cwp.info@nhs.net

જો તમને ભાષાંતર સેવાઓની જરૂર હોય અથવા અન્ય ભાષાઓ, ઑડિયો ટેપ, બ્રેઇલ અથવા મોટા અક્ષરોમાં આ દસ્તાવેજની નકલ જોઈતી હોય તો કૃપા કરીને CWP સ્ટાફના સભ્ય સાથે વાત કરો અથવા cwp.info@nhs.net પર ઇ-મેઇલ કરો

Jeśli wymagane jest tłumaczenie, lub kopia niniejszego dokumentu w innym języku, na kasecie audio, alfabetem Braille'a lub druk większą czcionką, prosimy o skontaktowanie się z członkiem personelu CWP (Organizacja partnerska krajowego systemu zdrowia regionów Cheshire i Wirral) lub przez pocztę elektroniczną: cwp.info@nhs.net

如果您需要翻译服务或者需要该文件的其它版本, 录音磁带, 盲文或大字体, 请和CWP的一位员工提出, 或者发电邮至 cwp.info@nhs.net

यदि आपको अनुवाद सेवाएँ, या इस दस्तावेज़ की प्रति किसी अन्य भाषा, ऑडियो टेप, ब्रैल या बड़े अक्षरों में चाहिए, तो कृपया CPW स्टाफ के सदस्य से बात करें या cwp.info@nhs.net पर ईमेल करें

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Patient Advice and Liaison Service (PALS)

Free help, support and advice for people who access services and carers

Helping people to be
the best they can be

Meet the team



Curtis Daniels



Marley Whelan

Cheshire and Wirral Partnership NHS Foundation Trust (CWP) aims to provide high quality mental health, physical health and learning disability services for the people of Cheshire and Wirral and the wider areas.

The PALS team are a friendly, impartial and accessible service that you can contact when you have concerns, compliments or worries about your own care or care of another.

The PALS team will liaise with the correct teams and will aim to provide you with an agreeable resolution in a short time frame. The team can offer you; face to face appointments at one of CWP's sites, hold telephone discussions or can communicate via email.

The team are an informal service and we will always offer help but if you wish to make a formal complaint please see the next page.

How to contact us

Opening Hours (except bank holidays)

Monday to Friday 9am to 5pm

Telephone: - Freephone 0800 195 4462

Email: - Cwp.pals@nhs.net

Write to:

PALS FREEPOST RRBA UEGB AZJA
Patient and Carer Experience Team
Cheshire and Wirral Partnership NHS Foundation Trust
Redesmere, Countess of Chester Health Park
Liverpool Road
Chester
CH2 1BQ

What if I have a complaint?

If you wish to make a formal complaint or if the PALS team are not able to assist you further then you have the right to make a formal complaint.

Opening Hours (except bank holidays)

Monday to Friday 9am to 5pm

Telephone: - 01244 393173 or 01244 393145

Email: - Cwp.complaints@nhs.net

Care Quality Commission

You can also contact the Care Quality Commission (CQC) about your experience of our services, although they cannot investigate individual complaints.

Information about the CQC can be found at www.cqc.org.uk or you can call them on 0300 061 6161.