



GIG
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Bwrdd Iechyd Prifysgol
Cwm Taf Morgannwg
University Health Board

Patient Advice Liaison Service

PALS

As a patient, relative or carer, sometimes you may need to turn to someone for on-the-spot help, advice or support. Usually this can be found from the doctors, nurses and therapists treating you or the person you are representing.

Sometimes however, the PALS team may be needed to provide confidential and impartial advice and support.

The service aims to:

- Advise and support patients, their families and carers
- Provide information on the NHS service
- Listen to your concerns, suggestions or queries
- Help sort out problems quickly on your behalf
- Ensure the service learns from your experience

We can liaise with staff and managers and where appropriate, relevant organisations to help sort out problems quickly on your behalf.

How do I contact PALS?

Prince Charles Hospital - ☎ 01685 724468

Email: CTM.MerthyrCynonILG.Governance@wales.nhs.uk

Princess of Wales Hospital - ☎ 01656 754194

E-mail: CTM.BridgendILGPALS@wales.nhs.uk

Royal Glamorgan Hospital - ☎ 07867 208514

Email: CTM.RhonddaTaffElyILG.Governance@wales.nhs.uk