

Patient Advice and Liaison Service

The Patient Advice and Liaison Service, known as PALS, was introduced in 2002 to ensure that the NHS listens to patients, their relatives, carers and friends, and answers their questions and resolves their concerns as quickly as possible

What does PALS do?

PALS can provide you with accurate information about their Trust's services and other health related issues, using reliable sources. If you have a question about local health services or an enquiry about health matters, you can contact PALS.

In particular, PALS will:

- Provide you with information about the NHS and help you with any other health-related enquiry
- Help resolve concerns or problems when you are using the NHS
- Provide information about the NHS complaints procedure and how to get independent help if you decide you may want to make a complaint
- Provide you with information and help introduce you to agencies and support groups outside the NHS
- Inform you about how you can get more involved in your own healthcare and the NHS locally
- Improve the NHS by listening to your concerns, suggestions and experiences and ensuring that people who design and manage services are aware of the issues you raise
- Provide an early warning system for NHS Trusts and monitoring bodies by identifying problems or gaps in services and reporting them.



Our local PALS office can be contacted on 0800 783 2894 or visit www.pals.nhs.uk