



Patient Advice and Liaison Service (PALS) Information sheet



PALS *We're here to help* **NHS**
Patient Advice & Liaison Service

**Easy Read
Easy Words and Pictures**



What is PALS?



PALS is a service provided by the National Health Service (NHS). It helps patients to have a say in what they want from their local health services.

You can contact PALS if you want:



- Information and advice about local NHS health services.
- Information about healthcare support services that are not run by the NHS.
- To raise an issue or concern about a local health service.



What will PALS staff do?



- Listen to you.
- Give you information to help you get the best healthcare possible.
- Answer questions about any concerns you have about your healthcare.
- Help you to speak up for yourself.



- Tell managers what needs to change in NHS services.

What are the differences between PALS and the NHS Complaints Advocacy Service?



PALS

- PALS staff work for the NHS.
- You will find PALS staff in hospitals.



NHS Complaints Advocacy

- NHS Complaints Advocacy can help you make a complaint about care you have received from the NHS.
- NHS Complaints Advocacy is independent. This means that we are separate from the NHS. We do not have to do what its staff say.



PALS and NHS Complaints Advocacy can work together to try to sort out a complaint. We will work together quickly to help you get the answers you need.



It is always your choice which service you prefer to use.

Sometimes it might be better for you to work with PALS. At other times it might be better for you to work with NHS Complaints Advocacy



Both PALS and NHS Complaints Advocacy can pass you on to each other. They will only do this if you are happy for them to do so.



Helpline Number: 0300 330 5454



Textphone Number: 0786 002 2939



Fax Number: 0330 088 3762



NHS Complaints Advocacy
VoiceAbility,
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Huntingdon Road,
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