



The Patient Advice & Liaison Service Factsheet

What exactly is PALS?

NHS Trust Hospitals share a service called The Patient Advice & Liaison Service (PALS). This is a service that has been set up by the NHS for patients to raise concerns that can be acted on quickly.

You can contact PALS if you want:

- Information and advice about local health services.
- To raise an issue or concern about a local health service.
- Information about relevant organisations outside the NHS (including NHS Complaints Advocacy services).

So what does PALS do?

- Helps to resolve patient issues and concerns in hospitals quickly and locally.
- Provides information to help patients get the best from their health services.
- Feeds back the information given by patients to senior managers, which may help to improve the quality of health services.

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

PALS

- Staff are NHS employees.
- Covers concerns about an individual NHS Trust's services.
- Will support you to achieve a local resolution to your concerns.

NHS Complaints Advocacy

- Is independent, therefore not answerable to the NHS.
- Will support you to voice your concerns.
- Covers concerns about **all** NHS services and NHS funded healthcare.
- Will support you throughout the whole complaints process.

PALS and the NHS Complaints Advocacy service work closely together to try to resolve a complaint quickly and to your satisfaction. It is always your choice which service you prefer to use.

Both PALS and the NHS Complaints Advocacy service will refer you on to each other if it is more appropriate that you use the other service and if the patient consents to this course of action.