Patient Advice and Liaison Service (PALS)
Information sheet

PALS We're here to help
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,
The Old Granary
Westwick
Cambridgeshire, CB24 3AR

nhscomplaints@voiceability.org

www.nhscomplaintsadvocacy.org

The pictures used in this booklet were made with Photo Symbols 3.
Registered Charity 1076630 Limited Company 3798884 – June 2017