



# PALS Factsheet

# **The Patient Advice & Liaison Service Factsheet**

## **What exactly is PALS?**

The Patient Advice & Liaison Service (PALS) is a service that has been set up by the NHS for patients to have a voice in their local health services.

## **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?**

- PALS helps to resolve patient issues and concerns quickly and locally.
- Helps patients to speak up for themselves.

- 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**

- PALS staff are NHS employees.
- You will find PALS staff in organisations which provide NHS services, including hospitals and specialist NHS Trusts.

### **NHS Complaints Advocacy**

- NHS Complaints Advocacy is independent, therefore not answerable to the NHS.
- NHS Complaints Advocacy services are nationwide, in easily accessible locations.

- The NHS Complaints Advocacy service will support you to voice your concerns and complaints 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.



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

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[www.nhscomplaintsadvocacy.org](http://www.nhscomplaintsadvocacy.org)

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