



PALS - Patient Advice and Liaison Service

**Help and advice for patients,
relatives, carers and staff**

y o u r h e a l t h o u r p r i o r i t y



What is the Patient Advice and Liaison Service (PALS)?

Being a patient, relative or carer can be worrying and difficult. Sometimes you may need to turn to someone for advice. That's where PALS may be able to help.

PALS is free and confidential. We can help you with any questions you have about the care you have received from local health services, such as your doctor, chemist or district nurse.

We can also give you information about other local organisations.

Can anyone use PALS?

Yes. PALS is here to help anyone who has a query, including members of the public, patients, carers and staff. If we can't help, we will find out who can. Sometimes we might have to take your details and get back to you.

Is the service confidential?

Yes. PALS won't share your details with anybody unless you say we can – or if we think that you or someone else may be at risk. We keep records of enquiries so that we can check the way we work. You have a right to see these records. All information is stored in accordance with the Data Protection Act.

How can PALS help?

As well as helping you with concerns about health care, we also provide the following:

- Information about NHS Wakefield District and its services, such as district nursing and health visiting.
- Information about other local health services, such as doctors, dentists, pharmacists, and opticians.
- Information about support and self-help groups.
- Information on how to make a complaint.
- Details about independent complaints advocacy services, if you would like help in making your complaint.
- Help so that you can become involved in the work of NHS Wakefield District if you wish.

We listen to your comments and make sure they are used to help improve services. We also welcome compliments and suggestions!

What doesn't PALS offer?

We don't offer counselling, diagnosis or any detailed medical information.

How do I contact PALS?

You can visit us at our headquarters at White Rose House, West Parade, Wakefield. Or you can ring, email or write to us.

The PALS office is open from 10 o'clock in the morning to 4 o'clock in the afternoon, Monday to Friday (except Bank Holidays). There is a telephone answer phone outside these hours.



0845 602 4832



pals@wdpct.nhs.uk



Text – for general health enquiries, simply start your text with PALS, add your name and short query, then send to 64446.

Or write to:

NHS Wakefield District
Patient Advice & Liaison Service
FREEPOST BRS NEA 12747
White Rose House
West Parade
Wakefield
WF1 1LT

If you require this leaflet in another format such as large print, audio tape or other language, please contact the Patient Advice & Liaison Service (PALS) on 0845 602 4832.

اگر آپ کو یہ کتابچہ کسی اور شکل جیسے کہ بڑی لکھائی، سمی ٹیپ یا دوسری زبان میں درکار ہو، تو مہربانی فرما کر،
پیشمنت ایڈوائس اینڈ لائی ایمن سروس (PALS) سے، اس نمبر پر رابطہ کیجئے: 0845 602 4832

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PALS

Patient Advice and Liaison Service

Information request / suggestions / comments

Please use this space to let us know what information you need. You can also use it to let us know if you have a good idea about health care or if you want to say 'thank you'.

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Date:

If you would like a reply please let us know how we can get in touch with you.

Name:

Address:

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.....

Tel no: **Email:**

Please send to:

NHS Wakefield District
Patient Advice & Liaison Service
FREEPOST BRS NEA 12747
West Parade
Wakefield
WF1 1LT

(You don't need a stamp)