

PALS (PATIENT ADVICE AND LIASON SERVICE)

The Patient Advice and Liaison Service (PALS) offers confidential advice, support and information on health-related matters. They provide a point of contact for patients, their families and their carers.

You can find officers from PALS in your local hospital.

HOW CAN PALS HELP?

PALS provides help in many ways. For example, it can;

- Help with health-related questions
- Help resolve concerns or problems when you're using the NHS
- Tells you how to get more involved in your healthcare

PALS can give you information about;

- The NHS
- The NHS complaints procedure, including how to get independent help if you want to make a complaint
- Support groups outside the NHS

PALS also helps to improve the NHS by listening to your concerns and suggestions.

HOW DO I CONTACT MY NEAREST PALS?

You can find your nearest PALS office on the NHS Choices website.

You can also ask your GP surgery, hospital or phone NHS 111 for details of your nearest PALS.

COMPLAINING ABOUT THE USE OF THE MENTAL HEALTH ACT

If you wish to make a complaint about a mental health service, you should either contact the service provider or the local CCG.

But if you wish to complain about the use of the [Mental Health Act](#) on someone detained in hospital or put on a guardianship or under a community treatment order, complain to the Care Quality Commission (CQC).

You can find detailed guidance on the [CQC website](#).

MAKING A COMPLAINT

If you're not happy with an NHS service, you can make a complaint. You should complain to the person or organisation providing the service first, such as the GP, dentist, hospital or pharmacist. Alternatively, you can complain to the commissioner of that service – either NHS England or the area clinical commissioning group (CCG).

In general, NHS England commissions most primary care services, such as GP and dental services. CCGs oversee the commissioning of secondary care, such as hospital care and some community services.

Read the answers to more questions about NHS services and treatments from the links below;

FURTHER INFORMATION

- Get involved in the NHS
- How do I make a complaint about my GP?
- How do I make a complaint about an NHS service?
- Feedback and complaints about the NHS in England
- Comment on NHS services

FURTHER INFORMATION

- Get involved in the NHS - <https://www.nhs.uk/common-health-questions/nhs-services-and-treatments/>
- How do I make a complaint about my GP? - <https://www.nhs.uk/Services/Trusts/ContactDetails/DefaultView.aspx?id=89590>
- How do I make a complaint about an NHS service? - <https://www.nhs.uk/using-the-nhs/about-the-nhs/how-to-complain-to-the-nhs/>
- Feedback and complaints about the NHS in England - <https://www.nhs.uk/using-the-nhs/about-the-nhs/how-to-complain-to-the-nhs/>

We understand how important it is to keep your personal information safe and secure and we take this very seriously. We have taken steps to make sure your personal information is looked after in the best possible way and we review this regularly.

Please read our GDPR Privacy Policy carefully, as it contains important information about how we use the personal and healthcare information we collect on your behalf.

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