

Liaison Service (PALS)

Opening Hours:

10am – 3pm

Monday – Friday

Tel: 01323 747721

E-mail: pals@hastingsrotherpct.nhs.uk

The Patient Advice and Liaison Service (PALS) is here to help when you need advice or information, have concerns or don't know where to turn. As a patient, relative or carer sometimes you may need to turn to someone for help, advice and support. This is where the Patient Advice and Liaison Service can help. Our aim is to agree the best way forward to deal with a problem and get it resolved quickly - if possible on the spot. We will do this by:

- . offering advice and support to patients, their families and carers providing information on NHS services
- . listening and responding to concerns, suggestions or queries
- . helping sort out problems quickly on your behalf.

We will always ask for your permission before personal information is discussed with others. We can talk to staff, management and other organisations on your behalf. The Patient Advice and Liaison Service works with patients and staff to improve our health service. When we have assisted you in resolving your concern we look at what lessons can be learnt from what you have told us and make recommendations for service improvement to the Primary Care Trust Board.