

The Patient Advice & Liaison Service (PALS)

What exactly is PALS?

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

So what does PALS do?

- 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 seAp?

PALS

PALS staff are NHS employees. You will find PALS staff in every Hospital Trust and PCT.

seAp

seAp is an independent advocacy service, therefore not answerable to the NHS.

seAp will support you to voice your concerns and complaints throughout the whole complaints process.

PALS and seAp work closely together to try to resolve a complaint quickly and to the satisfaction of the patient. It is always your choice which service you prefer to use.

Both PALS and seAp 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.