

Name of service/organisation:

Patient Advice Liaison Service (PALS) NHS

Description:

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 you with health-related questions
- help resolve concerns or problems when you're using the NHS
- tell you how to get more involved in your own 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

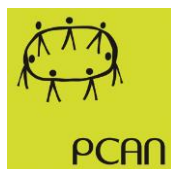
PALS also helps to improve the NHS by listening to your concerns and suggestions.

Intended client group: Anyone using health services, GP's, hospitals, chemists, etc.

Contact Info: For **Huddersfield Royal Infirmary PALS:** 0800 0130018
PALS Office, Huddersfield Royal Infirmary, Lindley, Huddersfield
HD3 3EA

For **Calderdale Royal Hospital PALS:** 0800 0130018
PALS Office, Calderdale Royal Hospital, Salterhebble, Halifax HX3
OPW

For **Dewsbury & District Hospital:** 01924 543686
PALS Office, Halifax Road, Dewsbury WF13 4HS
E-mail: PALS@midyorks.nhs.uk



COMPLAINTS, COMMENTS AND COMPLEMENTS

PCAN Pages

Really useful information for parents of children with additional needs in Kirklees

Website www.pcankirklees.org Call 07754 102336 Email info@pcankirklees.org