PALS is...
Here to listen,
not to tell

We're here to help
when you need advice, have concerns, or don't know where to turn

NHS
As a patient, relative or carer sometimes you may need to turn to someone for help, advice and support

We provide confidential, on-the-spot advice and support, helping you to sort out any problems you may have and guiding you through the different services available from the NHS.

If you have a question, our team know the health service very well and will be able to answer it there and then or get back to you quickly.

The service aims to:
- advise and support patients, their families and carers
- provide information on NHS services
- listen to your concerns, suggestions or queries
- help sort out problems quickly on your behalf

The Patient Advice and Liaison Service focuses on improving the service to NHS patients.