



Help Service - PALS (Patient Advice and Liaison Service)



Some people might need help to understand this leaflet.

If you need someone to help you, please ask the person who gave you this leaflet.



Or you can telephone PALS who will help you to understand this leaflet

on **0116 295 0830**



The National Health Service runs lots of different services, like

- doctors in your local surgery
- nurses
- hospitals
- dentists - who check your teeth
- opticians - who check your eyes
- pharmacists (chemists) - who give you your medicine



Sometimes, you might need help when you use these services.

If you want to talk to somebody about these services, you can ring PALS. PALS will be able to answer your questions and help you to sort out any problems with these services.



PALS will listen to you if you want to say something is good about these services.



PALS will listen to you if you want to say something is bad about these services.

You can talk to PALS about



- The staff who looked after you, like the doctors or nurses

It is OK to say you are not happy about staff.



- The treatment you had from the National Health Service.

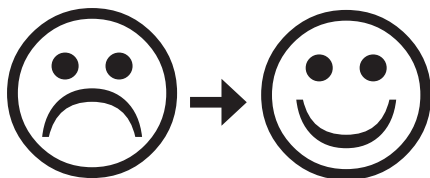
This could be an operation, some medicine, some exercises or other treatment.



- The place where you had your treatment, like
 - the doctors surgery
 - the hospital.



- Something that has happened in hospital that you are not happy about.



- Something you think needs changing to make things better.



- Something that has happened in hospital that you are really happy about.

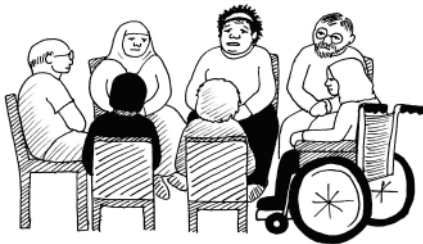
Things that PALS can do to help you



PALS can tell you what health services there are in your area.



PALS can help with any problems you are having with any Health Services.



PALS can help you to find support groups in your area. At these groups you can talk to people who have the same illness as you. You can find out information and help each other.



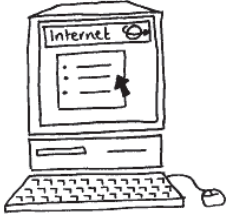
PALS will listen to what you tell them and they will try to make health services better.

You can talk to PALS about anything to do with health services. You do not have to tell them your name if you do not want to.

How to contact PALS



You can phone PALS on
0116 295 0830



You can email PALS at
PALS@leicspart.nhs.uk



You can write to PALS at

Freepost LPT PATIENT EXPERIENCE



You do not need to put a stamp on your envelope.



A person from PALS can meet with you. You can phone and make an appointment. A person from PALS can meet you at

- the PALS office
- an office near to where you live