

**You can contact the Patient Advice and Liaison Service (PALS)
between 10am and 4pm Monday to Friday:**

Telephone: 01709 423030

(Answerphone available out of office hours)

If you have a hearing difficulty you can use BT Text Direct

Write to: PALS Co-ordinator, NHS Rotherham, Oak House, Moorhead way,
Bramley, Rotherham S66 1YY.

E-mail: health.enquiries@rotherham.nhs.uk

For more information about how we use and protect your information see
"The Protection and Use of Patient Information" leaflet available from NHS
Rotherham sites and GP surgeries.

This leaflet can also be supplied in braille, audio format, PDF, large print and
other languages on request.

"هذا المشور يمكن توفيره أيضاً في البرايل، شريط كاسيت سمعي، قرص،
طبعة كبيرة و لغات أخرى عند الطلب".

درخواست دینے پر یہ کتابچہ بریل، آڈیو کیسٹ ٹیپ، ڈسک، بڑے حروف اور دیگر زبانوں
میں بھی فراہم کیا جاسکتا ہے

这份资料亦可提供盲文、录音带、磁碟、大字印刷和其它语文译本。

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Patient Advice and Liaison Service (PALS)

Health Information

Health Advice

Support



**We are here when you need advice,
have concerns,
or don't know where to turn.**

How can PALS help you?

Sometimes, as a patient, relative or carer, you may need help and advice about the care and treatment you are receiving. This is where the **Patient Advice and Liaison Service (PALS)** can help you.

- *PALS will help you to quickly sort out any concerns you may have about the NHS care you have received from your GP, dentist, pharmacist or optician and guide you through the different services available.*
- *For concerns relating to the Rotherham Foundation Trust which includes Rotherham General Hospital and Community services, please contact the Patient Services Department on 01709 424461.*
- *PALS will act impartially when handling patient and family concerns. We will liaise with staff and managers on your behalf, and will contact relevant organisations to discuss your concern, where this is appropriate.*
- *PALS cannot diagnose illnesses or give medical advice or counselling, but we can suggest suitable contacts who may be able to help you.*
- *If you have any questions about healthcare outside of Rotherham, we can also work with PALS in neighbouring areas.*
- *PALS does not replace the formal NHS complaints procedure, but you may choose to speak to PALS first to deal with your enquiry, especially where the issue may be easily or quickly resolved.*
- *For independent information and advice about making a complaint you can contact the Independent Complaints Advocacy Service (ICAS) on 0300 456 8349.*

Can anyone use PALS?

Yes, PALS is here to help anyone with a query. If we cannot help you immediately, we will find someone who can – we may want to take your details and come back to you.

Is PALS confidential?

Yes, everyone working in the NHS has a duty to keep information about you confidential. **PALS** provides confidential, on-the-spot advice and support.

PALS are here to listen to your comments, concerns and compliments, and will ensure that they are used to help improve services.

Health Information/Advice

In addition to support regarding your concerns relating to NHS care, **PALS** can also provide the following:

- *Information about the healthcare services provided in Rotherham.*
- *Written information regarding local and national support groups and contacts.*
- *A range of written information about illnesses, conditions, and treatments in the form of leaflets and fact sheets.*
- *How to look after and improve your health, such as quitting smoking or eating healthily.*
- *How to get help with NHS costs such as prescription charges or dental and optical costs.*
- *Information on how to access the complaints procedure.*