

Patient Advice and Liaison Service (PALS)



We can help you



How can PALS help?

The Patient Advice and Liaison Service is free and confidential.

PALS can tell you about mental health services.

If you are worried and not sure what to do or where to go PALS can help.



We are there to listen.

We can talk to staff with you or for you.

We can tell you about services.



We will help you to sort out problems without having to make a complaint.



But we can also help you to make a complaint if you want to.

PALS can help:



You, your family or carers



When you go to hospital or to see your doctor or nurse.



We can put you in touch with support groups that might help you.



When you bring your concerns to PALS we will always explain how we work.

We will do our best to make sure you get the help you need.

We will ask your permission before we do anything.



We will only tell people what you have told us if they need to know.

How do you get help from PALS?



You can telephone us on:

0800 073 1778 or 01225 362900



You can write to us at:

**PALS, Avon & Wiltshire Mental Health
Partnership NHS Trust
Bath NHS House
Newbridge Hill
Bath, BA1 3QE**



You can email us at:

awp.pals@nhs.net

We can supply larger print copies of this leaflet and we can put it on tape too. Please ask if you would like one of these.

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