

PALS provides a confidential advice and support service, helping you to deal with any concerns you may have about your care.

The service can be contacted at;
Tel: 0300 123 9553
Email: LHNT.LincsPALS@nhs.net

Calls via text relay are welcome

The service is open 0900 to 1700
Monday to Friday
(except bank holidays).

This document can also be made available in different formats and languages upon request.

Chinese

此份單張備有中文譯本，請垂詢索取

Kurdish Sorani

تۆرکب ره بهتسه ده شیدی دروک ی نامز هب هی هوارک و آلب م هئ تۆرناوت ده ده
یراکاواد ره سه ل

Lithuanian

Paprašius, šį lankstinuką galima gauti ir lietuvių kalba.

Polish

Niniejsza ulotka może być na życzenie dostępna w języku polskim.

Portuguese

Este folheto também pode estar disponível, sob pedido, em português.

Russian

Эту брошюру можно также получить по желанию на Русском языке.

PALS

Patient Advice and Liaison Service

We are
here
to help

PALS does not
replace the
NHS complaints
procedure

Free to call

0300 123 9553

THIS SERVICE IS CONFIDENTIAL

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.
- Use patient experience to help shape and improve local health services.

We are here to help...

- If you or your relatives have concerns about any aspects of care or treatment received and remain dissatisfied, or do not feel comfortable raising your concerns.
- We will always ask for your permission before personal information is discussed with others and we are able to talk to health and social care organisations on your behalf.

Our aim is to agree the best way forward to deal with a problem and get it resolved quickly.

Very often problems can be sorted out quickly, so if you need help or advice, please contact PALS as soon as possible.

Providing advice and liaison services for:

- Lincolnshire Community Health Services NHS Trust
- Lincolnshire East Clinical Commissioning Group
- Lincolnshire West Clinical Commissioning Group
- South Lincolnshire Clinical Commissioning Group
- South West Lincolnshire Clinical Commissioning Group