



# PALS - Patient Help Service



The National Health Service runs lots of different services, like

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



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

You can talk to someone at PALS who will answer your questions. PALS stands for patient advice and liaison service.

They can help you to sort out any problems.



Some people might need help to understand this leaflet.

If you need someone to help you, please contact PALS

on 01509 564444

or 01455 441971

# Things that PALS can do to help you



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



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



**PALS can tell you how you can make a complaint and who can help you to do this.**



**PALS can help you to find support groups and other useful groups in your area.**



**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 and you do not have to tell them your name if you do not want to.**

# These are the ways you can contact PALS



You can contact PALS by telephone

**01509 564444**  
or  
**01455 441971**



You can contact PALS by text

**07747 006 980**



You can contact PALS by email

**pals@lcr.nhs.uk**



You can contact PALS by writing to

**PALS FREEPOST-RRHS-EUHR-LCZA**  
**NHS Leicestershire County and Rutland**  
**Lakeside House**  
**4 Smith Way**  
**Grove Park**  
**Enderby**  
**Leicester**  
**LE19 1SS**



You can come to one of our offices, but you will need to contact us to see when we are open. Or we can meet you at one of our offices near to where you live.

**If you would like this information in another language or format, please contact the Patient Information Officer on 0116 295 0903**

 **This leaflet was made easier to understand by Leicestershire County and Rutland Community Health Services using Change Picture Bank.**

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