

PALS provides a confidential on-the-spot advice and support service helping you to deal with any concerns you may have about the care provided and can guide you through the different services available from the NHS.

PALS does not replace the NHS complaints procedure

The service can be contacted at;
Tel: 0845 602 4384
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 هه هیه وارک و آلب مه ئه 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**

0845 602 4384
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, try initially to raise the issue with the person/ service involved. If you remain dissatisfied, or do not feel comfortable raising your concerns.
- Very often problems can be sorted out quickly, so if you need help or advice, please contact PALS as soon as possible.
- Our aim is to agree the best way forward to deal with a problem and get it resolved quickly.
- We will always ask for your permission before personal information is discussed with others. We can talk to staff, management and other organisations on your behalf.

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 and South West Lincolnshire Clinical Commissioning Group