

PALS



North of Tyne
Patient Advice and Liaison Service (PALS)

Freephone:

0800 0320202

The Patient Advice and Liaison Service

**Do you have questions or need
advice about NHS services?**

We're here to help with:

- **information**
- **advice and support**
- **help to sort out problems**


North of Tyne PALS for all NHS services in Newcastle, North Tyneside,
Northumberland and the North East Ambulance Service

PALS is a free, confidential NHS service for patients, their relatives and carers of all ages.

PALS will:

- help you to find answers to your questions about:
 - services
 - appointments
 - information about what will happen during appointments and treatment
 - where to get more information
 - who to talk to and where to get help
 - when you need an interpreter
 - coming out of hospital
 - information and support when someone dies
- help to sort out any problems quickly and informally
- help guide you through the different services available from the NHS including:
 - hospitals
 - doctors
 - dentists
 - ambulance
 - chemists
 - opticians
 - clinics

- pass on your compliments and suggestions
- provide you with information about social care services
- refer you to local and national support and advice agencies
- explain how you can make a complaint
- help you to improve your experience of NHS services



We act independently and can liaise with staff, managers and other organisations to find answers to your questions.

Your comments and questions will help to make changes and improve services for the future.



If you want to talk to us you can ring us on:



0800 032 02 02

9.00-4.30 Monday to Friday – answer-phone at all other times

You can write to us at:



FREEPOST PALS

You can fax us on:



01670 511260

You can email us on:



northoftynepals@nhct.nhs.uk

You can text us on:



01670 511098

This information is available in another format or language on request. Please contact PALS, details as above.

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