







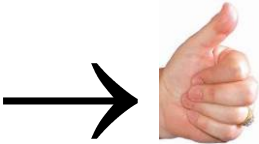



PALS (The Patient Advice and Liaison Service)

	<p>PALS are here to help with health and social care issues. You can contact us if you:</p> <ul style="list-style-type: none">• Need advice• Are worried• Would like to say something good or bad about your local NHS service
	<p>If you have a problem or are upset you can speak to any member of health and social care staff or contact the PALS team.</p>
	<p>The PALS team helps patients, their families, carers and NHS staff.</p>
	<p>You do not have to pay for our help.</p>
	<p>We will not tell anyone what you have said unless you say we can.</p>

<h2>We can help you:</h2>	
	<ul style="list-style-type: none"> To sort out a problem
    	<ul style="list-style-type: none"> If you have something you would like to say about your NHS services <p>NHS services include GPs, dentists, opticians and chemists.</p>
	<ul style="list-style-type: none"> If you need someone to listen to you and treat you with respect
	<ul style="list-style-type: none"> If you want to talk to someone face to face
	<ul style="list-style-type: none"> If you would like to change and improve something. <p>The PALS team wants to know when services are not as good as they could be. We can then help make them better.</p>
	<p>If you make a complaint it will be taken seriously and it will not affect your healthcare.</p>

PALS – at your service



PALS can give you information, advice or explain something by working with you and your local health and social care staff.



We will ask you what you would like us to do and how we can contact you.



We will use your experiences to make local healthcare better.



We will give you support when we are working on your issue.



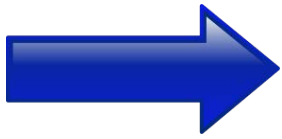
We will go with you to meetings with healthcare professionals.



We will get involved in local patient/carer support groups to find out what is happening locally.



We will tell you what help we can give you.



Change



When you have raised an issue your experiences are used to make health and social care services better.



Some stories are used in staff training to help them understand patient experiences. But your name is not used so the story can not be traced back to you.



How to contact us



We are open from 9am to 5pm from Monday to Friday.



Telephone:

PALS – 0300 123 1672
01392 267665

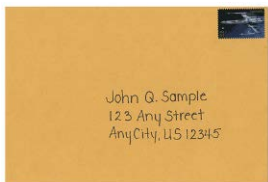


Email: pals.devon@nhs.net



Website:

www.newdevonccg.nhs.uk



Address:

Patient Advice and Complaints Team
FREEPOST EX184
County Hall
Topsham Road
Exeter
EX2 4QL

Please include your telephone number when you write to us.



Text us on:

07789 741099



We can meet you with a friend or an interpreter