

Patient Advice and Liaison Service (PALS)

PALS are a free, confidential, NHS advice service. They help patients, their families and carers give feedback on NHS services. This includes all NHS services in Newcastle, North Tyneside and Northumberland,, the North East Ambulance Service. PALS can:

- pass on your comments, compliments and suggestions about NHS services
- speak with NHS services on your behalf, to try to resolve issues or concerns
- explain the complaints process for NHS services and make referrals
- signpost you to other services such as, health and social care services

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Telephone: 0800 032 0202

Website: www.nhs.uk/chq/Pages/1082.aspx?CategoryID=68&SubCategoryID=153

Email: northoftynepals@nhct.nhs.uk

Opening Hours: Monday 9am - 4:30pm

Cost: Free

Address:

Freepost PALS

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