Information NOW
Information for people in Newcastle upon Tyne

Patient Advice and Liaison Service (PALS)

Patient Advice and Liaison Service (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: https://www.nhs.uk/nhs-services/hospitals/what-is-pals-patient-advice-and-liaison-service/

Email: pals@nhct.nhs.uk

Cost: Free

Address:
Freepost PALS

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