



We're here to help!

The Patient Advice and Liaison Service (PALS) is a free and confidential service for anyone who would like advice, information and help, or may have a concern about the care provided by West Sussex Primary Care Trust (PCT).

PALS can:

- Help to resolve quickly and informally any concerns or queries people have about their care by working with the healthcare professionals involved.
- Provide information about health services, voluntary organisations and support groups
- Listen to and feed back patient experiences, helping to make positive changes to the services provided by the Primary Care Trust.
- Provide information and advice about making a formal complaint although we do not investigate formal complaints.

We are able to talk through informally, any concerns patients, carers or family members may have about the treatment or services they are receiving, and help to resolve these quickly and informally. Often, people do not want to make a "formal complaint", they want to find out what happened, have an apology, or just to be heard.

An important part of solving these concerns is to collect information and feed it back to those responsible for that particular service, and highlight problem areas and potential difficulties, and then work closely with staff to change and shape services around the needs of patients.

But we can only resolve these concerns by working very closely with you - you are in contact with patients and carers and you may well be able to pick up certain trends, or comments about PCT services that we would like to know about.

We will be very happy to come along to your meetings to talk about what we do, and to let you know how, by working together, we can make sure patients experiences with the NHS is as easy and problem free as possible.

How do you find us?

The Head of PALS is **Maureen Vallon**, who is based in the **North-East Area**, and can be contacted on **01293 600300 Ext. 4281**

There are PALS Managers in each of the PCT locality areas.

Nicola Johnson & Sheila Brinton - North-East Area covering Crawley, Horsham & Chanctonbury and Mid-Sussex

- (01293 600399
- (07733 431875 (text messages only)

Pat Duffy - South-East Area, covering Adur and Worthing

- (01903 505456
- (07881 810776 (text messages only)

Bernice Preddy - West Area covering Arun, Chichester, Bognor Regis and Midhurst

- (01243 534035
- (07803 029060 (text messages only)

or e-mail the PALS team at: pals@westsussexpct.nhs.uk

By having PALS staff in each locality office across West Sussex, we feel there is a greater opportunity to influence change, address problems, identify trends, and share good practice