

## Patient Advice and Liaison Service (PALS)

Helping Wirral to stay Healthy

### We want to help you have a quality experience with Wirral healthcare services

The PALS team provide a confidential service helping you to sort out any concerns you may have about the care you or the person you care for are receiving, and guide you through the different services available within the NHS.

PALS can:



- Offer advice, support and act as a connector to patients and their families or Carers



- Help sort out problems quickly on your behalf
- Listen to your concerns, ideas or queries and inform the decision makers
- Accompany patients to meetings with GP's or other health professionals if required to resolve an issue

### We will do our best to help you get the help you need!

You can contact PALS team directly on 0151 363 3948 or 0800 054 2137 or email them on [WirralPals@wired.me.uk](mailto:WirralPals@wired.me.uk)

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