Contact **PALS** (Patient Advice and Liaison Service) at your local hospital. PALS is a confidential service which offers support, information and help to patients, their families, carers and friends. We can provide support in person, via email or over the telephone. We can help to sort out problems on your behalf, provide help and support to patients, their families, carers and friends, listen to suggestions, queries and concerns, and provide information on NHS services.

**PALS teams help by:**
- Helping answer questions about hospital care
- Listen to suggestions for improving our service to patients and visitors
- Respond to concerns if someone is unhappy with any aspect of care
- Support patients with learning disabilities and their carers
- Ward and telephone consultation to address any queries.
- Seeking out the views of patients through visits to different departments e.g. A&E, Outpatients.
- Supporting patients’ rights.
- Providing information and support to access other information including the NHS Complaints Procedure.
- Providing information and signposting to independent/specialist advocacy services/support groups.
- Providing information about any aspect of the Trusts services.
- Liaison between professionals for patients.
- Auditing comments to pick up trends and influence changes required to make improvements.
- Supporting patients and public involvement in care.
- Raising staff awareness of public concerns and issues

Royal Bournemouth and Christchurch Hospitals NHS Foundation Trusts  

Poole Hospital NHS Foundation Trust  

Dorset County Hospital NHS Foundation Trust  
[https://www.dchft.nhs.uk/patients/patient-experience/Pages/About-PALS.aspx](https://www.dchft.nhs.uk/patients/patient-experience/Pages/About-PALS.aspx)