

## The Patient Advice & Liaison Service Factsheet

### What exactly is PALS?

PALS is a service that has been set up by the NHS for patients to have a voice in their local health services.

### You can contact PALS if you want:

- Information and advice about local health services
- To raise an issue or concern about a local health service
- Information about relevant organisations outside the NHS (including ICAS)

### So what does PALS do?

- Helps to resolve patient issues and concerns quickly and locally
- Helps patients to speak up for themselves
- Provides information to help patients get the best from their health services
- Feeds back the information given by patients to senior managers, which may help to improve the quality of health services

### What are the differences between PALS and ICAS?

#### **PALS**

PALS staff are NHS employees  
You will find PALS staff in every  
Hospital Trust and PCT

#### **ICAS**

ICAS is an independent advocacy service,  
therefore not answerable to the NHS

ICAS have offices nationwide, in easily  
accessible locations

ICAS will support you to voice your  
concerns and complaints throughout the  
whole complaints process

PALS and ICAS work closely together to try to resolve a complaint quickly and to the satisfaction of the patient. It is always your choice which service you prefer to use.

Both PALS and ICAS will refer you on to each other if it is more appropriate that you use the other service and if the patient consents to this course of action.