

PATIENT ADVICE AND LIAISON SERVICE



PALS is a free, informal, confidential help and advice service for patients, carers and their families. It is there to help you when you need advice, have concerns or don't know where to turn.

PALS can help with queries about GPs, dentists, opticians, pharmacies, as well as services offered by local hospitals and all other NHS community services.

PALS will:

- Help you get the information you need about the NHS
- Listen and respond to your concerns, suggestions or queries
- Sort out problems quickly on your behalf in an informal and friendly manner
- Use your feedback to help improve the services that we deliver

Please contact us via any of the methods below and we will be happy to help.

Text : 075 406 68541

Fax: 01782 298228

Freephone: 0800 030 4563 - There is also a 24 hour answer phone service.

Email: mlcsu.patientservices@nhs.net

Freepost Address:

Freepost Plus
RTAA-XTHA-LGGC
Patient Services
Midlands and Lancashire Commissioning Support Unit
Springfields Health & Wellbeing Centre
19 Lovatt Court
Rugeley
WS15 2FH

Online: [Compliments and Feedback Form](#)

PALS is open Monday – Friday 9am – 4pm (excluding bank holidays).

Any information you give us will be treated as strictly confidential. We may need to collect personal information from you in order to provide the best possible service. However, we will not give your personal details to anyone without your consent.