



If you have questions or concerns about Primary Care Services (GP, Dentist, Optician, Pharmacy) or Community Services (Bath NHS Healthcare Centre, Keynsham Health Centre or Paulton and St Martin's Hospitals) you can

- Speak directly to the receptionist, Practice Manager or staff member at your local service, or
- Contact PALS directly

PALS can be contacted at

Patient Advice and Liaison Service
NHS Bath and North East Somerset
Trust Headquarters
St. Martin's Hospital
Clara Cross Lane
Bath, BA2 5RP

Telephone: 01225 831717 - Monday to Friday between 9am - 5pm
Email: pals@banes-pct.nhs.uk
Website: www.banes-pct.nhs.uk

Concerned but
don't want to
Complain?



Worried and
not sure
what to do?



Have a problem
but don't know
who to ask?

PALS - We're here to help

when you need advice, have concerns, or don't know where to turn

PALS - We're here to help

As a patient, relative or carer sometimes you may need to turn to someone for on-the-spot help, advice and support. This is where the Patient Advice and Liaison Service comes in.



We provide on-the-spot advice and support, helping you to sort out any concerns you may have about the care we provide, guiding you through the different services available from the NHS.

The Patient Advice and Liaison Service focuses on improving the service to NHS patients.

The service aims to:

- advise and support patients, their families and carers
- provide information on NHS services
- listen to your concerns, suggestions or queries
- help sort out problems quickly on your behalf.



We act on your behalf when handling patient and family concerns, liaising with staff, managers and, where appropriate, relevant organisations, to negotiate immediate or prompt solutions. We can also help you get support from other local or national agencies.

