

# YOUR NHS

## ADVICE, SUPPORT AND HAVING YOUR SAY

There are now three new ways to help you  
get the best from the NHS



Patient and Public  
Involvement Forums



**NHS** CALL 24 HOURS ON  
**Direct 0845 4647**

Calls to NHS Direct are charged at local rates. For  
patients' safety, all calls to NHS Direct are recorded

First published November 2003. If you require further  
copies of this title quote 33908 / *Your NHS leaflet* and  
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E-mail: [doh@prolog.uk.com](mailto:doh@prolog.uk.com)



08700 102 870 Textphone (for minicom users)  
for the hard of hearing 8am to 6pm Monday  
to Friday. 33908 / *Your NHS leaflet* can also be  
made available on request in braille, on  
audio-cassette tape, on disk and in large print



# YOUR NHS

## ADVICE, SUPPORT AND HAVING YOUR SAY





## PALS

### Patient Advice and Liaison Services

#### These provide:

- › confidential advice and support to patients, families and their carers
- › information on the NHS and health-related matters
- › confidential assistance in resolving problems and concerns quickly
- › explanations of complaints procedures and how to get in touch with someone who can help
- › information on how you can get more involved in your own health care and the NHS locally

#### To contact your local PALS

- › phone your local clinic, GP surgery, health centre or hospital and ask for details of the PALS
- › visit [www.doh.gov.uk/patientadviceandliaisonservices](http://www.doh.gov.uk/patientadviceandliaisonservices)
- › phone NHS Direct on 0845 46 47
- › visit [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)



## ICAS

### Independent Complaints Advocacy Service

#### It:

- › supports you if you are making a complaint about the NHS
- › helps you resolve a complaint about the NHS, for example by accompanying you to meetings, or helping you write letters
- › is available all over England
- › is independent of the NHS and is not based in hospitals or surgeries
- › is confidential and will only release information with your permission

#### To contact your local ICAS

- › visit [www.icas-network.com](http://www.icas-network.com)
- › contact your local PALS
- › phone NHS Direct on 0845 46 47
- › visit [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)



## PPI Forums

### Patient and Public Involvement Forums

#### These:

- › help you get your views about health services fed into the NHS
- › look at health services from the patients' point of view
- › make recommendations to NHS managers about changes to services
- › are in around 570 locations across England
- › are one way to influence and change local health services
- › are made up of local volunteers
- › are independent and not part of the NHS
- › will provide information about other ways you can get involved in health services
- › welcome new members

#### To contact your nearest PPI Forum

- › phone the Commission for Patient and Public Involvement in Health on 0845 120 7115
- › visit [www.maketimeforhealth.org](http://www.maketimeforhealth.org)
- › phone NHS Direct on 0845 46 47
- › visit [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)