

Name of service/organisation:

PALS

Description:

- Provide information about the NHS and helps with any other health-related enquiry
- Helps resolve concerns or problems when you are using the NHS
- Provides information about the NHS complaints procedure and how to get independent help if you decide you may want to make a complaint
- Provides information and helps introduce you to agencies and support groups outside the NHS
- Informs you about how you can get more involved in your own healthcare and the NHS locally
- Improves the NHS by listening to your concerns, suggestions and experiences and ensuring that people who design and manage services are aware of the issues you raise
- Provides an early warning system for NHS Trusts and monitoring bodies by identifying problems or gaps in services and reporting them.

There is a separate PALS office for each hospital. There is a separate PALS office for NHS Kirklees, the organisation for doctors (GP's), dentists and pharmacists.

Intended client group: Anyone using health services, GP's, hospitals, chemists, etc.

Contact Info: For **Huddersfield Royal Infirmary PALS:** 01484 342128
PALS Office, Huddersfield Royal Infirmary, Lindley, Huddersfield HD3 3EA

For **Calderdale Royal Hospital PALS:** 01422 222417
PALS Office, Calderdale Royal Hospital, Salterhebble, Halifax HX3 0PW

For **Dewsbury & District Hospital:** 01924 543687
PALS Office, Mid Yorkshire Hospitals Trust Headquarters, Education Centre, Pinderfields Hospital, Aberford Road, Wakefield WF1 4DG
E-mail: PALS@midyorks.nhs.uk

For **NHS Kirklees PALS:** 01484 464464
NHS Kirklees PALS, Broad Lea House, Bradley Business Park,
Dyson Wood Way, Bradley, Huddersfield
E-mail: pals@kirkleespct.nhs.uk

