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

- **PALS**
  - Patient Advice and Liaison Services

- **ICAS**
  - Independent Complaints Advocacy Service

- **PPI Forums**
  - Patient and Public Involvement Forums

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

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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.
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
› phone NHS Direct on 0845 46 47
› visit www.nhsdirect.nhs.uk

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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
› contact your local PALS
› phone NHS Direct on 0845 46 47
› visit www.nhsdirect.nhs.uk

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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
› phone NHS Direct on 0845 46 47
› visit www.nhsdirect.nhs.uk