PALS - Patient Advice and Liaison Service

Why are PALS here?

- To listen to your views on the services we provide
- To take action to deal with your concerns or queries. If PALS is unable to help they will try to find someone who can.
- If you wish to make a formal complaint, PALS will give you information about the Trust's complaints procedure and support you in making your complaint. More information about the complaints procedures can be found via the 'complaints' page
- Provide advice and information on our services, policies and procedures
- To help you get in touch with independent advocacy and support
- To help you become involved in the way we plan and deliver our services

Category(ies): Casework, advocacy & support, Information & options appraisal, Advocacy, Information, Signposting / gateway service, Emotional support

Who it is for: People who would like information about, or to comment on, any aspect of the services provided by Northamptonshire Healthcare NHS Foundation Trust.


What it costs: The service is free of charge

How to access or apply for it: Contacting PALS

Anyone using our services and/or their families and carers can contact us via the PALS Office.

Our PALS team, Janice and Diana, are committed to helping you.

Janice Anderson and Diana Belfon

Northampton Healthcare NHS Foundation Trust
Sudborough House,
St Mary's Hospital,
London Road,
Kettering,
NN15 7PW

Freephone telephone: 0800 917 8504

PALS Office: 01536 494130
e-mail: pals@nhft.nhs.uk

Opening hours:
Mon - Fri, 9am-5pm. Messages can be left outside of office hours.

Info. updated: 26/09/2011

About the service provider:

Contact info: PALS (Patient Advice and Liaison service): London Road, Kettering, Northamptonshire, NN15 7PW.
Telephone: 0800 917 8504.

Parent organisation: Northamptonshire Healthcare NHS Foundation Trust

Web link: http://www.housingcare.org/s/link-info-6559.aspx
Contact provider: http://www.housingcare.org/s/link-info-6559.aspx?srw=contact
Providers website: http://www.nht.nhs.uk/main.cfm?Type=PATIENTADVICEANDL&objectid=2775