

Patient Advice and Liaison Service

The Patient Advice and Liaison Service (PALS) is a free and confidential service for anyone who would like advice, information and help or may have a concern about care commissioned by Coastal West Sussex (CWS).

PALS is here to help:

- **Patients**
- **Relatives**
- **Carers**
- **Friends**

The service aims to:

- Provide information on NHS services
- Help resolve problems and concerns quickly
- Help to explain complaints procedures and refer to agencies who can offer support through this process
- Help you to be more involved in your own health and social care and the NHS locally
- Listen to concerns and use suggestions to improve services

How do I contact PALS?

By phone: **01903 505456**
By e-mail: **ws-pct.cwspals@nhs.net**
By text: **07881 810776**
By writing to: **PALS**
NHS Sussex
1 The Causeway
Coastal West Sussex BN12 6BT