Contact us

PALS can be contacted on:
T Freephone 0800 376 0775
Deskphone 01223 726774
(Monday-Friday, 9am-5pm)
E pals@cpft.nhs.uk

This is a freephone number and will not cost you anything from a landline or a phone box. Outside working hours you can leave a message and we will call you back.

Tell your story at:
www.patientopinion.org.uk
A free and independent website National Youth Advocacy Service (NYAS)

T 0808 808 1001
Monday-Friday, 9am-8pm,
Saturday, 10am-4pm
E help@nyas.net

Patient Advice and Liaison Service (PALS)
Information for young people

Leaflet updated April 2017
Leaflet review date: April 2018

For more information
HQ Elizabeth House, Fulbourn Hospital, Cambridge CB21 5EF.
T 01223 726789
F 01480 398501

www.cpft.nhs.uk
If you have concerns about your treatment the Patient Advice Liaison Service (PALS) can help you to sort out any concerns you may have about your care and treatment.

PALS will:

- Advise and support you
- Provide information on NHS services for young people
- Listen to your concerns, suggestions or queries
- Help sort out problems quickly on your behalf
- Find you an advocate if you need more support
- Speak to staff on your behalf
- Will provide information on making a complaint that gives assurance to young people, parents/carers that there will be no discrimination and that your care will not be compromised.

What is an advocate?

- An advocate can support you
- An advocate can put you in touch with other people who can help
- An advocate can get an interpreter or translator if you need one
- An advocate can meet you in a place where you feel comfortable
- An advocate can help you write letters to the right people
- An advocate can answer questions to help you make decisions

Confidentiality

What does it mean? Confidentiality means not telling anyone else about what you’ve said. It means that you can feel safe talking to us about something that is happening to you, or how you feel about something knowing that no-one else will find out.

There are some things that we think are too big to keep between you and us and we will talk to you about whether other people need to know what’s happening.

We may need to tell someone else what is happening if:

- We think your life or someone else’s life is in danger
- You’ve told us that someone is hurting you, who might be hurting other people, too - like a teacher who works with other children
- You’ve told us that you’ve been hurting another person which makes us worried about their safety.