



# The Patient Advice and Liaison Service (PALS)



## Here to Help



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The Patient Advice and Liaison Service (PALS) staff are here to listen to you.

- We offer information and advice about our services.
- We can help if you are unhappy about your care, or you want to make a complaint.
- We will tell you about other services which could help you.
- We can support you.



### How to make a complaint

- Tell any member of staff in any of our services
- Contact The Patient Advice and Liaison Service (PALS)

### Which services do Cambridgeshire Community Services (CCS) NHS Trust provide?

Our staff provide community-based care working in a variety of settings, including health centres and clinics, schools, children's centres, and in patients' homes. The services we provide are based across Bedfordshire, Cambridgeshire, Luton, Milton Keynes, Norfolk, Peterborough and Suffolk.

We do not provide GP or hospital in-patient services.

A full list of the services we provide can be found on our website:

<https://www.cambcommunityservices.nhs.uk>





In partnership with East London NHS Foundation Trust, we deliver a wide range of children's services and some adult services (Acquired Brain Injury and Nutrition & Dietetics services) across Bedfordshire.



Services for children and young people across Cambridgeshire and Norfolk.



Services for children and adults in Luton.



Contraception and sexual health support, information and treatment in Bedfordshire, Cambridgeshire, Milton Keynes, Norfolk, Peterborough and Suffolk.



Musculoskeletal services, including physio, across Cambridgeshire and Peterborough.



Community and emergency dental services and minor oral surgery in Cambridgeshire, Peterborough and Suffolk.



**Telephone**  
0300 131 1000



**e-mail**  
ccs-tr.pals@nhs.net



**Website**  
[www.cambscommunityservices.nhs.uk](http://www.cambscommunityservices.nhs.uk)



**Write to us**  
FREEPOST: RTGA-CTLG-SCKH  
Patient Advice and Liaison Service  
Unit7/8, Meadow Park  
Meadow Lane  
St Ives, Cambs  
PE27 4LG

**The Patient Advice and Liaison Service (PALS) phone line is open  
Monday to Friday from 9am until 5pm.**

If you require this information in a different format such as in large print or on audio tape, or in a different language please contact the service on the details above.

To find out how we use what we know about you (Privacy Notice) or how to access our buildings (AccessAble), please visit [www.cambscommunityservices.nhs.uk](http://www.cambscommunityservices.nhs.uk) and follow the links or please contact us.



If you have any compliments about this service or suggestions for improvements, contact the Patient Advice and Liaison Service (PALS).

For free, confidential health advice and information 24 hours a day, 365 days a year, please contact NHS 111.