

Title of Report:	Patient Advice and Liaison Service (PALS) Annual Report	Item 5
Report to be considered by:	Healthier Select Committee	
Date of Meeting:	6 July 2010	

Purpose of Report: To receive the Patient Advice and Liaison Service (PALS) report of activity and consider the NHS Berkshire West response to the findings.

Recommended Action: To understand the NHS Berkshire West's response to the findings and whether there are any implications for the work programme.

OSC Chairman	
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Executive Report

1. Introduction

- 1.1 The Patient Advice and Liaison Service (PALS) is an internal support service run by the NHS Berkshire West which deals with patient enquiries in relation to primary healthcare services.
- 1.2 The Annual Report details the most common source of enquiries being received by the service and shows the number of enquiries by West Berkshire residents.

2. Recommendations

It is recommended that:

- 2.1 Members are asked to note the contents of the report, understand the NHS Berkshire West's response to the findings and whether there are any implications for the work programme.

Appendices

Appendix A – Patient Advice and Liaison Service (PALS) Annual Report.