



County Durham and Darlington

Our Reference YC/JCM/corres/130211 PALS closure
Your Reference None

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26 February 2013

Dear colleague

**Notification of closure of the Patient Advice and Liaison Service (PALS)
- NHS County Durham and Darlington**

I write to advise you that PALS at NHS County Durham and Darlington (the Primary Care Trust) will close on 31 March 2013. This is as a result of the abolition of the PCT with effect from that date, as part of the changes to the NHS.

For anyone contacting PALS at the PCT after this date, a recorded message will be in place directing callers to alternative sources of support regarding queries, concerns, comments and compliments.

I would like to assure you that beyond 31 March 2013 PALS within local NHS provider organisations will continue to offer support to patients, relatives and the public regarding queries and concerns about NHS trust services. Details of PALS in local NHS trusts, along with other useful contacts, can be found in the attached document.

The NHS Commissioning Board's National Customer Contact Centre and Local Healthwatch will also be able to provide information and support. Both services will be introduced on 1 April 2013 and contact details will be communicated to you by our PALS team when they become available.

Further information to help staff signpost patients and the public to alternative sources of advice and support will be available via the PCT's website until September 2013 - <http://www.cdd.nhs.uk> (click 'access to services' and follow the link to PALS).



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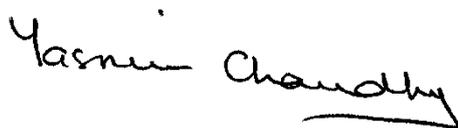
Until 31 March 2013, the PCT PALS team will continue to be contactable on freephone 0800 195 7998 or by email via cd-pct.pals@nhs.net. Please be aware that during February and March 2013, PALS will operate a reduced service and the freephone will be staffed from 10am until 3pm, Monday to Friday, excluding public holidays.

I would be grateful if you could remove information about the PCT PALS service from your service's literature, website and public areas.

All members of our PALS team have secured alternative posts within the new local NHS organisations.

I and the team would like to thank you and your team for your help, co-operation, advice and support in resolving issues raised via PALS over the last eleven years.

Yours sincerely

A handwritten signature in black ink that reads "Yasmin Chaudhry". The signature is written in a cursive style with a horizontal line underneath the name.

Yasmin Chaudhry
Chief Executive

Enc

cc Katharine Humby, Patient Advice and Liaison Service (PALS) Manager