

NHS Complaints Advocacy Service

Listening | Supporting | Enabling | Empowering

What are my rights?

What are my options?

I'm struggling to get my point across.

I need someone on my side.

I need someone confidential and independent.

healthwatch
Newham

Delivered in partnership with

 **mind**
for better mental health
in Tower Hamlets
and Newham



Contact details:

Phone: 020 3828 8245

Email: advocacy@healthwatchnewham.co.uk

www.healthwatchnewham.co.uk

The Newham NHS Complaints Advocacy Service

This service is for anyone who is living in Newham and who would like support in making an NHS complaint.

Our service is delivered in partnership with Healthwatch Newham and is commissioned by London Borough of Newham.

We offer one to one support, in private. The service is FREE, Confidential and Independent.

We are here to support you and if you need it we can represent you.

What does an Advocate do?

An advocate helps you to:

- ✓ Express your views
- ✓ Secure your rights
- ✓ Represent your issues
- ✓ Obtain the services you need

What we can do for you:

- ✓ Support you to understand the information given to you so that you can make an informed decision
- ✓ Explore the options available to you at each stage of the complaints process
- ✓ Support you to write raising a concern/ complaints letter or can provide you with a template

- ✓ Help you arrange and prepare for meetings in relation to your complaint and accompany you if necessary
- ✓ Signpost you to the right people where appropriate
- ✓ Contact the NHS organisation and third parties relating to your complaint, on your behalf with your consent
- ✓ Help you decide whether you are satisfied with the response you receive from the NHS provider

What we do not do

- ✓ Make calls or write letters/ emails on your behalf without your consent
- ✓ Give you advice or try to persuade you to take a particular course of action
- ✓ Support you in any matters which fall outside of the NHS Complaints process

An Advocate will

- ✓ Listen to YOU
- ✓ Be on YOUR side
- ✓ Work with you at YOUR pace
- ✓ Treat you with RESPECT

An Advocate will never

- ✗ Tell you what to do
- ✗ Judge you
- ✗ Make decisions for you



Confidentiality

Everything you discuss with your advocate will be kept confidential within Mind in Tower Hamlets and Newham, and our records are not available to hospital staff, social workers or other professionals.

Our service is confidential, except if you said something that worries us about your or other people's safety. This happens very rarely and we would always inform you if it was necessary to report it.

Feedback and complaints

If you have any feedback, comments, suggestions or complaints please contact our main office on 020 7510 1081 or email info@mithn.org.uk

Prioritising service

Our service supports anyone living in Newham who would like to be supported to make an NHS complaint. Although we are committed to meeting all of our clients needs, we occasionally have to prioritise our service due to capacity. In such cases priority will be given to those who have an urgent need, which will be determined through an assessment of all the referrals to the service.

Contact details

To contact the NHS Complaints Advocacy Service:

NHS Complaints Advocacy Service
The Resource Centre
200 Chargeable Lane
London E13 8DW

Phone: 020 3828 8245

Email:

advocacy@healthwatchnewham.co.uk
www.healthwatchnewham.co.uk

Our referral form, information and leaflet can be found on our website:
www.mithn.org.uk

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