

**Do you
have a
complaint
about the
NHS?**

If you didn't receive the care you expect from the NHS, you have the right to make a complaint and be supported to make a complaint.

We can provide you with a trained advocate who can help you communicate your concerns in the way you want, at the pace you want and to achieve a resolution you are happy with.

Together we can help prevent others experiencing the same thing in the future.

The independent NHS complaints advocacy service is provided by Healthwatch Surrey in partnership with Advocacy in Surrey.

What is Healthwatch Surrey?

Healthwatch Surrey is an independent organisation that gives the people of Surrey a voice to improve and shape services and help them get the best out of health and social care services.

What is Advocacy in Surrey?

Advocacy in Surrey is managed by Surrey Disabled People's Partnership (SDPP). They run a wide range of County wide advocacy services and work in partnership with other advocacy providers to ensure that individuals receive the best advocacy service for their needs.

Contact us

Telephone Help Desk:

0303 303 0023

Website:

www.nhscomplaintssurrey.co.uk

Email:

enquiries@healthwatchsurrey.co.uk

Text (SMS):

07592 787533

Text Relay:

18001 0303 303 0023

healthwatch
Surrey

IN PARTNERSHIP WITH



healthwatch
Surrey

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**Our free,
independent
advocacy
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What does an advocate do?

An advocate is an experienced person who can help and support you in making a complaint about the NHS services that you have received and are unhappy with.

Their aim is to ensure that:

- You are in control of decisions which are made about you.
- Your experiences, views, wishes and feelings are heard.
- You can contribute to improving the health and care services you use.

What else can the NHS Complaints Advocacy Service do for me?

Advocates work with you so that you feel confident to make a complaint.

We can also help you pursue a complaint on your own. We will provide you with a free Self Help Information pack to help you manage your complaint.

Anyone who starts a complaint on their own can contact us for more information or to request the support of an advocate.



If you would like to work with an advocate, we will:

- ✓ Support you with your NHS complaint.
- ✓ Put you in touch with other people who can help you.
- ✓ Involve an interpreter or a translator, if you need one.
- ✓ Meet with you where you feel comfortable if you are not able to visit our office or speak on the 'phone.

Our advocates can:

- ✓ Help you write letters to the right people.
- ✓ Go with you to meetings with medical professionals.
- ✓ Give you the opportunity to speak confidentially to someone who is independent of the NHS.
- ✓ Help you explore your options at every stage of the complaint.
- ✓ Answer questions to help you make decisions.
- ✓ Act on your direction rather than the wishes of others.

What we cannot help you with

- ✗ Help you to claim compensation.
- ✗ Get an NHS employee disciplined.
- ✗ Give legal advice.
- ✗ Help you with complaints about private medical treatment.
- ✗ Give medical advice.
- ✗ Provide counselling.

Meeting your needs

We can adapt how we communicate with you depending on your needs.

This might include:

- using an interpreter or translator
- using alternative formats e.g. braille or larger print
- using British Sign Language (BSL) interpreters

Please let us know what your particular needs are and will do our best to help.