



REMEMBER

In prison, you have the same right to healthcare and treatment, and the same right to complain if something goes wrong, as someone not in prison



How to contact seAp

By Post



You can send any information to us at the following address:

PO Box 375, Hastings TN34 9HU

By Phone



Call us on: **0330 440 9000**

At First

Please fill in the contact form on the other side of this leaflet and send it to seAp using the addressed envelope provided in this pack. You do not need a stamp.

Our Website



If you, a member of your family, or a friend have access to the internet, you can find out more about the seAp service by visiting our website at:

www.seap.org.uk

Prison Transfers

If you are moved to another prison, please let us know, so seAp can continue to support you.



Are you unhappy with your NHS care or treatment?



We can help you **find your voice** if you would like to make a complaint



Working in partnership with



Supporting you with healthcare complaints

Your voice | Your rights | Your choice

seAp Advocacy | PO Box 375 | Hastings | TN34 9HU

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CONTACT FORM

If you would like seAp to help with an NHS healthcare or treatment complaint, please fill in this form and send it to us in the addressed envelope provided. You do not need a stamp if you use our envelope.

If you are currently in prison, please tell us:

Your name:

Your prisoner number:

Name of prison:

What is your first language?.....

Do you need an interpreter or translation services?

Yes No

Is anyone else already supporting you with this complaint?

Yes No

If you are making an NHS healthcare complaint on behalf of a prisoner, please give your contact details:

Name:

Address:

.....

.....

Phone:.....

Email:.....

Are you: A family member A friend

Other please tell us your relationship:

.....

Has the prisoner agreed that you can contact us on their behalf?

Yes No

If you do *not* have the addressed envelope supplied with this pack, please send your completed form to:

seAp Advocacy, PO Box 375, Hastings TN34 9HU

Please remember to use a stamp.

seAp can support you if you have had a problem with your NHS healthcare in the last 12 months – either in prison or in the community – and you would like to make a complaint

- seAp provides a free and independent service
- We support people who want to complain about their NHS care or treatment
- We are a specialist service that knows how to help you get your complaint heard

If you would like someone to support you whilst you make a complaint, please fill in the contact form on this leaflet and send it to us.

You can complain about services provided by :

- A doctor or dentist
- Nurses
- A hospital
- A pharmacist
- An optician
- The ambulance service

We can also support a member of your family or a friend if you would like them to make a complaint for you.

We are *not* :

- Part of the prison health team
- Solicitors or legal representatives
- Part of the prison service
- Part of the National Health Service (NHS)

We can provide you with an advocate

An advocate is someone who will listen to you and can:

- Explain how the Care UK complaints procedure works
- Help you write letters and make telephone calls for you
- Help you prepare for meetings and attend them with you
- Provide an interpreter or translation, if required



Free | Confidential | Independent of the NHS