

## We work closely with your local Healthwatch and other local services to:

- Support people to have a voice to influence and challenge the planning and provision of their local health services.
- Improve local health services and the customer experience.
- Strengthen the patient voice.
- Give people local information and support.



**healthwatch**

## How to contact us

### seAp Advocacy



Telephone: **0330 440 9000**

Text: **SEAP to 80800**

Email: **info@seap.org.uk**

Web: **www.seap.org.uk**

Online referrals: **spartan.seap.org.uk**

Opening hours:

Monday: 10am – 5pm\*

Tuesday – Friday: 9am – 5pm\*

\* except bank holidays

We aim to respond to answerphone messages within 1 working day

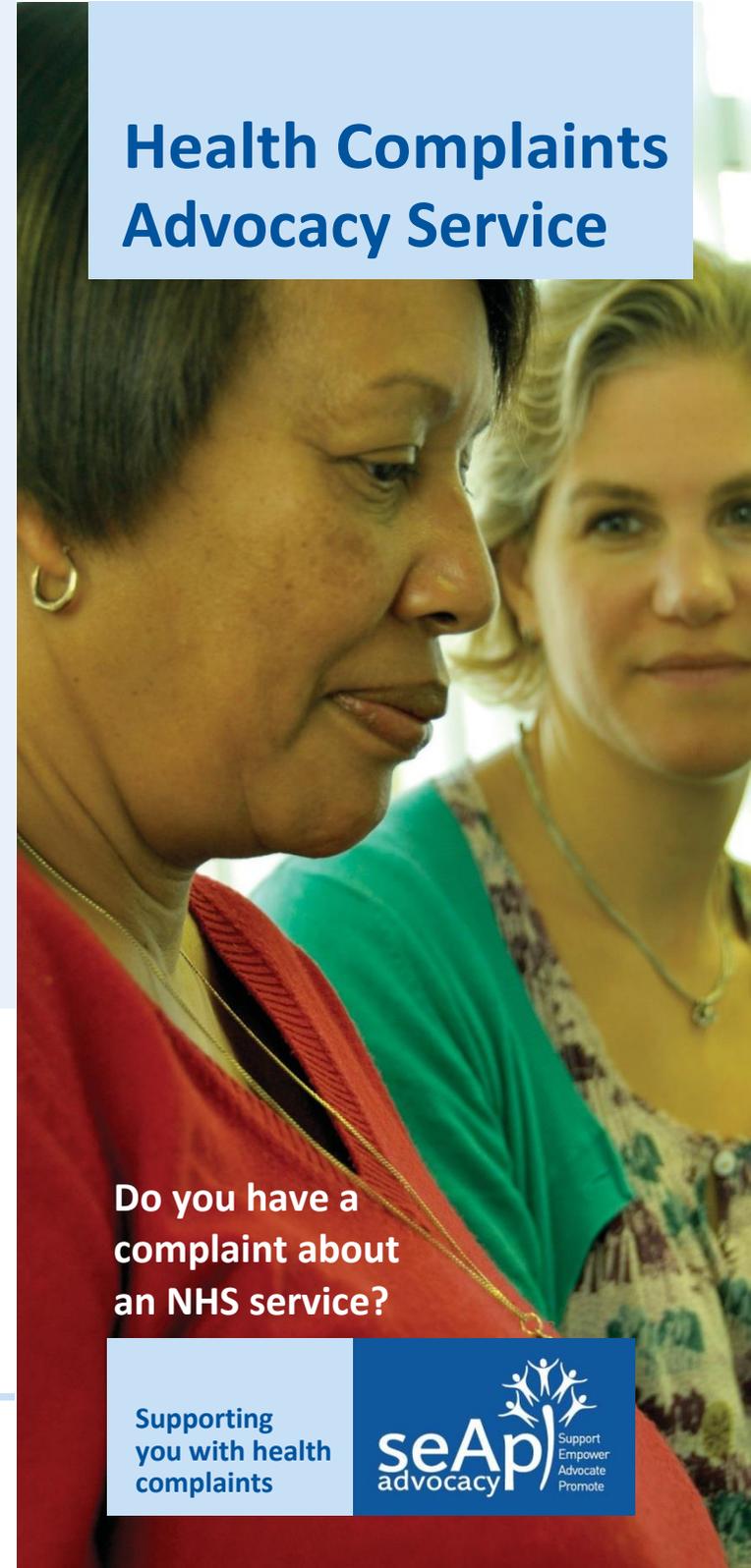
Supporting  
you with health  
complaints



Supporting you with health complaints

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# Health Complaints Advocacy Service



Do you have a  
complaint about  
an NHS service?

Supporting  
you with health  
complaints



## Do you have a complaint about an NHS service?

If you feel you have not had the service you expected from a service that is provided or paid for by the National Health Service (NHS) and want to complain, the law says you have the right to have the support of an advocate.

### The Health Complaints Advocacy Service can

- Support you with your NHS complaint.
- Provide a Self Help Pack to help you manage your complaint.
- Put you in touch with other people who can help you.
- Support the engagement of an interpreter or a translator, where possible.
- Meet with you in person, where appropriate, if you are not able to speak on the phone.

### Our advocates can

- Help you write letters to the right people.
- Go with you to a Local Resolution Meeting with medical professionals.
- Give you the opportunity to speak confidentially about your complaint 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.

### Our advocates cannot

- Investigate your complaint.
- Help you to make a legal claim.
- Get an NHS Employee disciplined.
- Give you legal or medical advice.
- Help you with complaints about private medical treatment.
- Make decisions for you.

NHS Complaints Advocates cannot support you with matters outside of the NHS complaints procedure.

### Meeting your needs and speaking your language

We will make every effort to adapt how we communicate with you to meet your needs.

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

## What does an advocate do?

An experienced, trained worker, known as an advocate, can help and support you to make your complaint about an NHS service or a service paid for by the NHS.

## We could help you achieve the following outcomes:

- An apology
- An explanation
- A change to a service
- Action to put things right
- Answers to questions