



How can an Advocate Support me?

Our NHS Complaints Advocacy team will take time to listen to your experience. We will be able to give you information about the different ways you can raise your concerns so that you can choose what you want to do.

If you want assistance, we will talk to you about what support you need to make your complaint. This might be giving you information and contact details so that you can make your complaint yourself. Or a specially trained advocate can give you one-to-one support to help you make your complaint.

Advocates will support you so you feel **empowered** and **confident** so you can speak up.

Our Helpline team will:

- Give you an opportunity to speak confidentially to someone who is independent of the NHS
- Take time to listen to your experience
- Talk with you about how we can support you – we can do this at any stage of your complaints process
- Give you information about how the complaints process works

We will always try to answer your questions to help you make your own decisions. Your advocate will not try to persuade you to take a particular course of action and will always respect your decisions and act upon your instruction if it is within their role and remit.

If you choose to use an NHS Complaints Advocate:

All of our advocates understand the NHS Complaints Process and can help you navigate it. If an NHS Complaints Advocate is required to support you and depending on your needs, we can:

- Help you understand what you can expect from the NHS Complaints Process
- Explore the options available to you at each stage of the complaints procedure
- Help you to write an effective complaint letter if you are unable to
- Help you to prepare for a meeting and attend if you want us to
- Monitor the progress of your complaint with the organisation or person responsible
- Contact and speak to third parties
- Consider whether you are satisfied with the response you receive from the NHS provider.

What an Advocate can't do:

- Your advocate is there to support you to make a decision. We won't tell you what you should do or try and persuade you to take a particular course of action. We will simply talk to you about your situation and give you information about your options.
- We won't contact people without talking it through with you first and getting your agreement.
- We cannot give you medical or legal advice. If you want information about legal assistance you should contact the Community Legal Advice service.
- We cannot support people whose healthcare and treatment is being provided by a private provider, but can if the healthcare and treatment is NHS funded.

You have a right to complain about any treatment that you have concerns about; however for some types of complaints there may be specific routes that you have to take.

If you want to get financial compensation for medical carelessness, for example if a surgery went wrong, you will need to take legal action. You would need to speak to a solicitor who is specially trained to work on medical or clinical negligence cases, within three years of the event.

If you feel that a member of NHS staff should go through formal disciplinary procedures, you cannot use the NHS complaints procedure to do this. However, this may happen as a result of a complaint you make through separate internal NHS procedures.

**Help with NHS
Complaints**

healthwatch
Liverpool

Contact us

Call 0300 77 77 007

Text / WhatsApp: 07842 552 878

Email: enquiries@healthwatchliverpool.co.uk

Write: 151 Dale Street, L2 2AH

www.healthwatchliverpool.co.uk/complaints