

Healthy Voices: Real Rights

VoiceAbility's NHS Complaints Advocacy Service

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Overview

VoiceAbility's NHS complaints advocacy service aims to bring about improvements in NHS services

- Free
- Confidential
- Independent of the NHS





from



- Locally commissioned by 29 Local Authorities (not Harrow, Bexley, Waltham Forest and Sutton)
- Locally provided (15 professionally trained advocates)
- Locally networked
- National charity
- National provider
- Supported by Healthwatch, Big Word

and AvMA



What we do

- Listen to the persons experience
- Talk about what support is needed to raise concerns
- Help focus people on the issue and outcomes they want to achieve
- Explain the complaints procedure and options at all stages
- Help write an effective letter to the right people
- Prepare for and attend meetings
- Consider whether you are satisfied with the response you receive from the NHS provider and if not what to do next
- Signpost to other organisations where appropriate



How we help

Empowering approach

- Helpline and website for the majority of people
- Remote phone support
- Intensive one to one meetings when needed
- Surgery or drop-in appointments at local venues
- Involving translation services where required
- We support children and young people
- We also help people in prison



What we don't do.

- Provide counselling or befriending
- Act on peoples behalf
- Offer advice, legal advice or legal support
- Make decisions about your care and treatment
- Investigate complaints
- Help with any issues outside of the NHS complaints procedure.



Hallmarks of VoiceAbility's NHSCA

1. Engaged
2. Productive
3. Customer focused
4. Outcome oriented
5. Evidence based



1. Engaged

- People need to know about our service and what it offers
- We reach out to people who otherwise will find it hardest to get to know about the service
- We are locally engaged as well as bringing the learning and best practice from working nationally



2. Productive

- Focused on the issues that matter and are clear about which they are
- Empowerment model – just enough support to enable people to take as much control as possible
- Clear casework progression based on the advocacy cycle: identify, research, plan, act, evaluate, close
- Effective use of technology and systems



3. Customer focused

- Making our materials, website, approach and behaviours accessible and easy and good for people to use
- Encouraging and learning from feedback
- Focus on the outcomes people want to achieve
- Non judgemental
- Confidential



4. Outcome Oriented

- Identifying clearly the change the person wants to achieve
- Evaluating the changes: for the person; to the situation; policy changes that matter
- Achieving clear valuable outcomes for individuals and impact for the benefit of everyone

Raising concerns and complaints

Questions to ask yourself:

- What am I concerned or dissatisfied about?
- What do I want to achieve if I complain?
- Who do I raise my concerns with?

The NHS Complaints Procedure

Local resolution

Speak to your NHS service provider

If not resolved, send a letter to your NHS service provider

You may need to go to a meeting to discuss the issue. But this isn't always the case

Receive a response to your complaint

Complaint resolved

Complaint not resolved

Health Service Ombudsman



5. Evidence based

- Evidence based – using information effectively to identify good and concerning practice of NHS service providers
- To inform and leverage improvements above and beyond the individuals who use our service by liaising with Care Quality Commission, Healthwatch and NHSE



How to access the service

Contact us directly:

- Helpline
- Website
- Email
- Post

Referral routes:

- NHS – through PALS or Complaint Manager
- Local Healthwatch
- Other third party organisations
- Other advocacy services





- www.nhscomplaintsadvocacy.org
- Email: nhscomplaints@voiceability.org
 - Helpline: 0300 330 5454
- NHSCA service, VoiceAbility, United House, North Road, London N7





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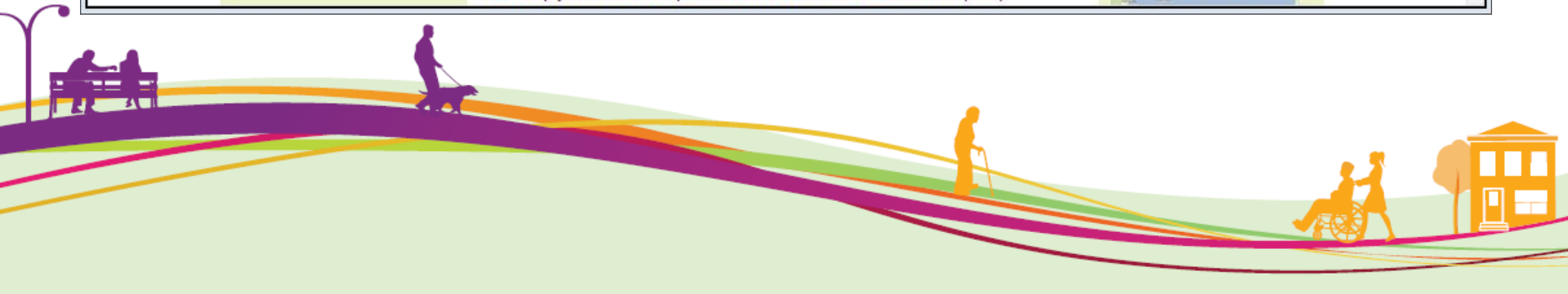
NHS Complaints Advocacy



[Services in Your Area](#)



The NHS Complaints Advocacy Service is a free and independent service that can help you make a complaint about a National Health Service (NHS).





Service Manager: Stephanie Linden

Email: Stephanie.linden@voiceability.org

Helpline: 0300 330 5454

NHSCA service, VoiceAbility, United House, North Road, London N7



Any questions, thoughts?

