

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
Bromley

How to contact us

The Advocacy for Bromley Health Complaints Advocacy Service is provided by seAp Advocacy

Telephone:
0345 310 1812

Text:
SEAP to 80800

Email:
referrals@advocacyforall.org.uk

Web:
www.advocacyforbromley.org



advocacy for BROMLEY **seAp** advocacy



EFQM
Recognised for Excellence
4 Star



Advocacy QPM AWARD
Advocacy QPM IMCA AWARD
seAp
June 2016 – May 2019



Helplines Partnership
MEMBER



We're Supporting
AGE POSITIVE



disability confident
EMPLOYER



British Quality Foundation
Member




Cobseo
The Confederation
of Service Charities



**MINDFUL
EMPLOYER**

Health Complaints Advocacy Service



Do you have a
complaint about
an NHS service?



advocacy
for BROMLEY

Supporting you with health complaints

seAp Advocacy | PO Box 375 | Hastings | TN34 9HU
© seAp 2018 | Reg. Charity No. 1080679 | Company No. 3963421

Do you have a complaint about an NHS service?

If you feel you have not had the service you expected from 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.
- Involve an interpreter or a translator, if you need one.
- Meet with you where you feel comfortable 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 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 claim compensation.
- Get an NHS Employee disciplined.
- Give legal advice.
- Help you with complaints about private medical treatment.
- Give medical advice.

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