

# NHS Complaints Advocacy is...



**Free  
Independent  
Confidential**



Give us a call and see how we can help



**0300 330 5454**

Textphone: 0786 002 2939



NHS Complaints Advocacy  
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[www.nhscomplaintsadvocacy.org](http://www.nhscomplaintsadvocacy.org)



**Easy  
Read**



## Helping you speak up about your Prison healthcare



**If you are not happy with your  
healthcare, we can help you.**

## What is Advocacy?



Advocacy is about your voice being heard.

Advocates support you to speak up.

Advocates might speak up for you, if you need some help.

## What will your advocate do?



Listen to what you want and work with you to:

- Get your voice heard.
- Understand your rights.
- Explore your options.
- Make your own choices.

## When can an NHS Complaints Advocate help you?



You might need to use the NHS Prison healthcare service. They will help you get better if you are ill.

If you are not happy with your NHS healthcare or treatment we can help.

If you want to make a complaint about the NHS you can ask us for help.



We can help you write a letter about your NHS complaint.

We can look at the answer you get from the prison healthcare provider. We can support you to decide if you are happy with it.

We can help you get ready for a meeting and go to it with you.

We will always try to answer any questions you have.

