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
VoiceAbility, Mount Pleasant House,
Huntingdon Road, Cambridge, CB3 0RN

0330 088 3762
nhscomplaints@voiceability.org

www.nhscomplaintsadvocacy.org

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.