

Contact us

 0300 222 5947

 General enquiries:
CWAdvocacy@voiceability.org

 voiceability.org/Coventry&Warks

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Need this leaflet in another format?

Contact the VoiceAbility team and we will help you to get the information you need.

General Health Advocacy is part of a wider Health Advocacy service, which includes Independent Mental Health Advocacy (IMHA) and NHS Complaints Advocacy. For more information, please visit our website.

General Health Advocacy

Would you like support to have your voice heard?



Independent

Free

We can help you have your say in plans for your NHS treatment or discharge

Confidential

Who is General Health Advocacy for?

General Health Advocacy is for people who are finding it difficult to have their say in their care or treatment, and who need support to resolve an issue to do with their NHS care, or to do with plans for their discharge from hospital.

This will usually include:

- people with a physical or learning disability
- people with a mental health disability being treated in a general acute hospital setting
- people aged 65 years and above.

To receive General Health Advocacy, you must be living (or be registered at a GP) in Warwickshire and you must be undergoing NHS treatment.

What is advocacy?

Advocacy is about making sure that your thoughts and opinions are heard, especially when decisions are being made about your life.

An advocate is someone who helps you to:

- think through different choices and options available to you
- make your views and wishes clear
- get independent and accurate information
- understand your rights.

Advocates support people to speak up for themselves. They won't tell you what to do.

Advocacy is free, confidential and independent – our advocates are not a member of the medical or social care team.

What can an advocate help with?

Our advocates could:

- help you have your voice heard in decisions about your treatment and care
- support you with hospital discharge planning arrangements
- help you to access specialist support to resolve issues that you may be facing such as:
 - unsuitable housing
 - benefit issues
 - eviction
 - financial difficulties
 - legal matters.

Advocates can meet you in person or provide support on the phone.

How can I find out more?

You can get in touch with us yourself or ask someone else to get in touch with us on your behalf. This could be a friend or family member or a professional who is supporting you, for example, a member of NHS staff. Our contact details are on the back of this leaflet.

