

We work closely with 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 Lewisham

What is Healthwatch Lewisham?

Healthwatch Lewisham is the independent champion, for both health and social care services for children, young people and adults. We work to help improve services for people who live, or access services, in the borough. We have the strength of the law and the national influence of Healthwatch England behind us.

Talk to us

Whether you are looking for information or have concerns about local health and social care services, Healthwatch Lewisham wants to hear from you.

Our contact details

- ☎ 0203 886 0196
- @ advocacy@healthwatchlewisham.co.uk
- 🐦 @HWLewisham
- 🌐 www.healthwatchlewisham.co.uk
- ✉ Waldram Place, Forest Hill, London SE23 2LB

*Lewisham Independent Health
Complaints Advocacy
is commissioned by
Lewisham Council*

healthwatch Lewisham

Lewisham Independent Health Complaints Advocacy Service

**We can
support you to make
a complaint about
an NHS service**

**Our service is
free, confidential and
independent
of the NHS**

Do you have a complaint about an NHS service?

If you feel you have not had the treatment 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. Our service is free, independent of the NHS and confidential.

Our Independent Health Complaints Advocacy Service can

- Support you to make an NHS complaint.
- Provide a Self Help Pack so you can manage your own complaint.
- Signpost you to other people/organisations for information.
- Remotely or intensively assist you e.g. come with you to a meeting if required.
- Involve an interpreter or a translator, if you need one.

Our service can

- Give you the opportunity to speak confidentially to someone who is independent of the NHS.
- Answer questions to help you make decisions.
- Support you to write emails/letters to the right people.
- Support you explore your options at every stage of the complaint.
- Act on your direction rather than the wishes of others.
- Help clients prepare for meetings e.g. agenda, questions and possible outcomes.
- Go with you to meetings with medical professionals if required.

Our service cannot

- Help you to claim compensation.
- Get an NHS employee disciplined.
- Help you with complaints about private medical treatment.
- Give medical advice.
- Give legal advice.
- Provide Independent Mental Health Advocacy support (but we can signpost to it)
- Support you with issues outside the NHS complaints procedure.

Making adjustments to suit you

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 worker, known as an advocate, can help and support you to make your complaint. They do not give advice about what you should do. They can provide options and guide you through the complaints process.

*Getting
your voice
heard by the
professionals*

*Empowering
our
clients*

*Guiding you
through the
complaints
process*

*Helping
put things
right where
possible*

*Supporting
your wishes
and feelings*

