

**Advocacy for All**

**bigger voices – better lives**

**Unit 1, 241 Main Road, Sidcup, Kent DA14 6Q 0845 832 0034** [**bexleynhscomplaints@advocacyforall.org.uk**](mailto:bexleynhscomplaints@advocacyforall.org.uk) **www.advocacyforall.org.uk**

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**Bexley – Advocacy for NHS complaints**

From 1st April 2013 **Advocacy for All** have provided **free independent support** to **Bexley residents** who want to **complain** about **NHS services** including **hospitals** and/or **NHS staff, doctors’ surgeries, pharmacies opticians, dentists** and the **ambulance service.**

We provide information to help clients decide if they want to proceed with a complaint and discuss what other options they might have.

We give people the opportunity to speak confidentially to someone who is independent of the NHS. If they decide to make a complaint we help them through the process. This can include helping them to write letters, attending meetings and talking over what to do at each stage.

We can support clients with the local complaints procedures through to complaining to the Health Service Ombudsman. We do not give legal or medical advice but we can signpost people to find advice if appropriate.

As the service is only for Bexley residents, we aim to reach a wide cross section of the borough’s residents including those who find it most difficult to get their voices heard. Our main aim is to ensure complaints are used positively to improve NHS services for the whole community.

We hope that you will use our service or pass our details to others.

Please contact us if you would like us to come to talk to local groups or organisations or want to know more about the service we provide.

**For more information**

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| C:\Users\Geraldine.Cahill\Downloads\Russells photo.jpg | Russell Prestwich  NHS Complaints Coordinator |
| C:\Users\Geraldine.Cahill\Downloads\Geraldines photo.jpg | Geraldine Cahill  NHS Complaints Communications Officer |



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