

healthwatch

Shropshire

Independent Health Complaints Advocacy Service

If you are unhappy with the care and treatment that you, or someone else, has received from the National Health Service we may be able to help you.





Healthwatch is the **patient voice** for people who live in Shropshire. We gather your views and experiences and share them with service providers and the people who pay for services.



Healthwatch Shropshire also provides the **Independent Health Complaints Advocacy (IHCA) Service** for people who receive NHS services in Shropshire and for Shropshire residents who receive NHS services outside the county.



Would you like information about how to make an NHS complaint?

Please contact Healthwatch Shropshire to ask for a copy of our **NHS Complaints Self Help Pack**.



Would you like help to make an NHS complaint and get matters put right?

Healthwatch Shropshire's IHCA Service can help you to use the **NHS complaints process**.

The service is:

- Free
- Independent
- Professional
- Confidential

01743 237884

Healthwatch Shropshire's IHCA Service works within the NHS complaints regulations and can:



- Give you enough information and advice so **you** can pursue a complaint by yourself



- Offer you the support of an **Independent Health Complaints Advocate** who can help you to make your complaint and support you through the process

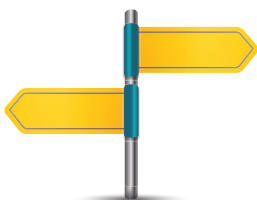


- **Listen to your concerns** and help you to collect together all the **relevant issues and facts** you need to highlight as part of your complaint



- **Support you to write letters** to the right people

- **Monitor the progress of your complaint** with the organisation responsible and keep you updated



- **Signpost you** to the right organisation if we think we are not the right organisation for you

Get in touch with us or go to our website if you:

- Want to know more about the **NHS complaints process**
- Want a **NHS Complaints Self Help Pack**
- Want the support of a **free and independent advocate** to help you with your complaint
- Want to know more about the **other services provided by Healthwatch Shropshire**

Contact us

Telephone: **01743 237884** (Monday - Thursday)

Email: enquiries@healthwatchshropshire.co.uk

Website: www.healthwatchshropshire.co.uk

Address: **freepost HEALTHWATCH SHROPSHIRE**

 Follow us on Twitter @HWSHropshire

 Search on Facebook for: HealthwatchShropshire

We aim to work with everyone, taking account of their needs. If you have difficulties reading this leaflet let us know and we can provide information in a way that suits you.

www.healthwatchshropshire.co.uk