



# Independent NHS Complaints Advocacy in Stoke-on-Trent



# Eligibility Criteria

Independent NHS Complaints Advocates can help with complaints about treatment and care provided or funded by the NHS.

We can guide you through the complaint process or support you with your complaint.

Your complaint could be:

- about your care and treatment
- on behalf of a child under the age of 16
- on behalf of someone else if you have their written permission
- on behalf of someone who cannot give their consent (the NHS will assess their capacity)

A person with a legal duty, next of kin or a Member of Parliament all have an automatic right to make a complaint for:

- someone who is unable to give their consent
- someone who has died.

## Advocates can:

- ✓ offer free, confidential, independent support
- ✓ safeguard your rights and ensure your views are heard throughout the complaint process
- ✓ support you to find out how to make a complaint and who to make a complaint to
- ✓ guide and support you to make a complaint
- ✓ offer practical support with complaints letters
- ✓ provide practical support before, during and after meetings about your complaint
- ✓ help you to think about your options.



## Make Advocacy Count

Our commitment to our advocacy partner is:

Our work will be  
**about You**

We will work  
**for You**

We will work  
**with You**

## Advocates cannot:

- ✗ investigate NHS complaints
- ✗ support you with compensation claims
- ✗ give legal or medical advice
- ✗ support you to make complaints about privately funded healthcare
- ✗ get an NHS employee disciplined
- ✗ recommend what you should or should not do about your complaint.

# Vera's story

Vera is 64 years of age and lives with her husband in supported accommodation.

Vera had a persistent cough. After several GP appointments Vera was referred to the hospital for an X-Ray and consultation appointment.

Vera didn't hear anything about the test results so she visited her GP again. Vera felt her GP was dismissive, he said the test results were clear and he didn't know what else to do.

Weeks later Vera was rushed to hospital and diagnosed with bronchial pneumonia, pulmonary embolism and scarred lungs.

Vera's condition was life-threatening, but with treatment and care Vera recovered well and returned home to her husband.

Vera's advocate supported her to make a complaint about her GP and the lack of investigation into her poor health.

Vera's NHS complaint was fully investigated and her GP apologised for the lack of care.

People living in Stoke-on-Trent can ask for an advocate at any point in an NHS complaint.

To make a referral  
or for more information please  
contact asist or visit our website

Office hours are: Monday to Friday 08.30 - 17.00



[nhscomplaints@asist.co.uk](mailto:nhscomplaints@asist.co.uk)

[www.asist.co.uk](http://www.asist.co.uk)



Asist, Winton House, Stoke Road,  
Stoke-on-Trent ST4 2RW



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Referrals can be made by telephone or with an advocacy referral form, available on our website.

Asist offers free advocacy awareness sessions.

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asist

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