If you have difficulties reading this leaflet we can provide information in a way to suit you.

We can provide information in:

- Different languages
- Braille
- Large print
- Easy Read
- Audio format

We have advocates who can sign.

POhWER provides IHCAS to residents of the following boroughs:

- Barking & Dagenham
- Barnet
- Brent
- Bromley
- Camden
- Ealing
- Enfield
- Greenwich
- Hammersmith and Fulham
- Haringey
- Hillingdon
- Kensington and Chelsea
- Kingston
- Lambeth
- Merton
- Redbridge
- Southwark
- Tower Hamlets
- Wandsworth
- Westminster

POhWER
advocacy, making your voice heard

How to contact us

Telephone: 0203 553 5960
(charged at local rate)

Minicom: 0300 456 2364

Text: Send the word 'pohwer' and then your name and number to 81025

Email: LondonIHCAS@pohwer.net

Skype: pohwer.advocacy

Fax: 01438 846 025

Post: Write to us at:
London IHCAS Advocacy Hub,
POhWER, Hertlands House,
Primett Road, Stevenage,
Hertfordshire, SG1 3EE

For more information visit our website at **www.pohwer.net**

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Issue: April 2017

POhWER
advocacy, making your voice heard

London Independent Health Complaints Advocacy Service (IHCAS)

Problems with the care and/or treatment provided by the National Health Service (NHS)?

www.pohwer.net

Registered Charity Number - 1061543

Company Number - 3323040

Are you unhappy with the care and treatment that you, or someone else, is currently receiving or has received from the NHS?

Do you want help to complain and get matters put right?

The statutory Independent Health Complaints Advocacy service can help you to use the NHS complaints process.

POhWER provides the IHCAS to the residents of 20 London Boroughs. See the back of this leaflet for details.

Independent Health Complaints Advocacy is:

- Free
- Independent
- Confidential

Independent Health Complaints Advocacy within the NHS complaints regulations.

Interested and want to know more?

Contact us on 0203 553 5960 or by using the details on the back of this

Independent Health Complaints Advocacy can:

- ✓ Support you to make a complaint about the service, care or treatment provided to you by the NHS
- ✓ Support you to make a complaint on someone else's behalf, including if someone has died
- ✓ Listen to your concerns
- ✓ Signpost you to the right organisation for you
- ✓ Answer any questions about the complaints procedure and explain your options
- ✓ Provide a step by step guide to the complaints process and some tips
- ✓ Provide you with a POhWER advocate, an experienced worker who can help you to make your complaint and support you through the process
- ✓ Support a young person under 16 if they have capacity to reach their own decisions. If a child does not have the capacity to make a decision about their treatment, only a parent or guardian may complain on behalf of their child without permission

Independent Health Complaints Advocacy can't:

- × Usually work on complaints that are over 12 months old unless you have only just found out that you have cause for complaint, or have some other good reason for not complaining sooner
- × Investigate complaints
- × Give legal advice
- × Give medical advice
- × Provide counselling
- × Help with issues not covered by NHS complaints regulations, such as privately funded treatment, personnel matters, such as getting staff disciplined or contractual matters
- × Help with legal action and matters relating to compensation
- × Provide a secretarial service

We aim to work with everyone, taking account of their needs.

Interested and want to know more?

Our booklet 'A Step by Step guide to making a complaint about the NHS' takes you through the procedure and contains handy hints. You may find the booklet, and the other resources it refers to, will allow you to manage your complaint without help. You can obtain the booklet from our website. But remember, we are here if you need us.