

NHS Complaints Advocacy

NHS Complaints Advocacy can help you to use the NHS complaints process which covers all NHS funded treatment. As well as NHS hospitals, GPs, ambulance services, district nurses and mental health services you can also use the NHS complaints process to complain about your dentist (if they treat you as an NHS patient), a pharmacist (if you had an NHS prescription) or your optician (if the NHS pays for your eye tests and glasses).

Care Act Advocacy

The Care Act says that local councils must involve people in decisions about their care and support needs. If it would be difficult for someone to be involved without support the council must make sure they get the help they need. If you do not have someone who can help them you have the right to have an independent Care Act Advocate.

Independent Mental Health Advocacy

The IMHA Advocate can help you if you are detained under the Mental Health Act, either as an inpatient or in the community. It is a legal duty of the local authority and providers of care for patients detained under the Mental Health Act to provide information regarding IMHA support to all eligible people, and to support communications and referrals for those patients who wish to engage with the service.

Independent Mental Capacity Advocacy

An IMCA is an advocate who has been specially trained to support people who are not able to make certain decisions for themselves and do not have family or friends who are able to speak for them. IMCAs do not make decisions and they are independent of the people who do make the decisions.

Confidentiality

Everything you discuss with your advocate will be kept confidential within Mind in Tower Hamlets and Newham, and our records are not available to hospital staff, social workers or other professionals.

Our service is confidential, except if you said something that worries us about your or other people's safety. This happens very rarely and we would always inform you if it was necessary to report it.

Feedback and complaints

If you have any feedback, comments, suggestions or complaints please contact our main office on 020 7510 1081 or email info@mithn.org.uk

Prioritising service

Our service supports people who have a statutory right to access an Advocate. We are able to support you if you are a Havering Resident and we can support you in hospital or in the community. Although we are committed to meeting all of our clients needs, due to capacity we do sometimes have to prioritise our service. In this case priority will be given to those clients who have an urgent need and this will be determined through an assessment of all the referrals to the service.

To refer to the service please contact:
Tel: 020 7510 1081/01708 560 660
Email: havering.advocacy@mithn.org.uk
Our referral form, information and leaflet can be found on our website: www.mithn.org.uk



To contact us:
020 7510 1081 / 01708 560 660
havering.advocacy@mithn.org.uk
Harrow Lodge House, Hornchurch Road, Hornchurch RM11 1JU



Having Integrated Advocacy Service

This service is for people living in Havering who have a statutory right to advocacy.

This would include:

- Those who are detained under the mental health act (IMHA),
- those who have been deemed to lack capacity (IMCA),
- those who have the right to access advocacy under the care act (Care Act Advocacy)
- those who wish to make a complaint against the NHS (NHS Complaints Advocacy).

This service works in partnership with local organisations within Havering.

This service is free, confidential and independent.



What does an Advocate do?

An advocate helps you to:

- ✓ Express your views
- ✓ Secure your rights
- ✓ Represent your issues
- ✓ Obtain the service you need

We can help you by:

- ✓ Exploring your options
- ✓ Helping you to make informed decisions
- ✓ Resolving issues with your care and treatment
- ✓ Accessing information (e.g. Health records)
- ✓ Helping you to write letters and make phone calls

- ✓ Exploring the complaints process and progressing complaints
- ✓ Helping you to understand your rights
- ✓ Supporting you with Care Act Assessments

Our Advocate can go with you to:

- ✓ Ward Rounds
- ✓ Care Programme Approach Meetings (CPA)
- ✓ Meetings appealing your section
- ✓ Care Assessments
- ✓ Meetings with professionals

An Advocate will

- ✓ Listen to YOU
- ✓ Be on YOUR side
- ✓ Work with you at YOUR pace
- ✓ Treat you with RESPECT

An Advocate will never

- ✗ Tell you what to do
- ✗ Judge you
- ✗ Make decisions for you

