



**Advocacy for All**  
bigger voices – better lives



**Bexley – Advocacy for NHS complaints**

**HAS MOVED TO**

**The Civic Centre, St Mary's Road,  
Swanley BR8 7BU**

**Phone 0345 310 1812 option 3**  
local call rates apply

If you need a **face to face** appointment but cannot get to our new office we can arrange to see you at a suitable location within the borough of **Bexley**

**If your group or organisation would like us to come and talk to you about the service we offer please let us know.**

### **What is Bexley – Advocacy for NHS Complaints?**

It is a service to support **Bexley residents** who want to make a **complaint about NHS** services including

- hospitals and/or NHS staff
- doctor's (GP) surgeries
- pharmacies
- opticians
- dentists
- the ambulance service

## How can an advocate support me?

We can

- **provide information** to help you decide if you want to make a complaint and **other options**
- give you the opportunity to **speak confidentially** to someone who is independent of the NHS
- support you to **make a complaint**
- support you during the **complaint process** by writing letters, attending meetings and supporting you to decide **what to do** at **each stage**
- if you are **still not happy**, support you to complain to the **Health Service Ombudsman**

## Who can make a complaint

You can make a complaint on behalf of

- yourself
- somebody who has died
- somebody who is not able to not make a complaint for themselves

Both **adults and children** can **make a complaint**.

You can complain on **behalf of a child** under 18 years of age if they are unable to make the complaint themselves.

## What can I complain about?

- waiting times
- too little or poor information
- the **treatment** or **care you receive**
- the **attitude** of staff
- **failure to diagnose** correctly your condition
- **problems** with medication
- your complaint was **not properly dealt with**
- We **cannot** give you **legal** or **medical advice**

## Before you contact us

It would **be helpful** if you have **thought about**

- the **main issues** that you want to **complain about**
- what **information** you have that **might be important** for your complaint, for example names and dates
- **what documents** you already have
- what you would **like to be done** as a **result** of your complaint

Even if you **do not have** some of **this information** please contact us. We are **happy to discuss** your case with you, even if you have **not yet decided** to make a complaint.

## For more information and self help packs



**0345 310 1812 option 3 (local call rates apply)**



**bexleynhscomplaints@advocacyforall.org.uk**



**www.advocacyforall.org.uk/nhs**



**The Civic Centre, St Mary's Road, Swanley  
BR8 7BU**

**Advocacy for All is an independent organisation  
charity no 1064855 company no 3407428**