

DO YOU LIVE IN HAMMERSMITH AND FULHAM AND NEED SUPPORT
MAKING A COMPLAINT ABOUT NHS TREATMENT OR CARE?

NHS COMPLAINTS ADVOCACY

WHAT IS ADVOCACY?

Advocacy is taking action to help people say what they want, secure their rights, represent their interests and obtain services they need.

WHAT DOES AN IHCA DO?

An Independent Health Complaints Advocate (IHCA) supports people to complain about the treatment or care that, they, or a friend or family member have received from an NHS service. This support is available at every stage of the complaints process.

HOW CAN AN IHCA HELP ME?

If you live in Hammersmith & Fulham and you need support to make a complaint about NHS treatment or care, including complaints about a GP surgery, dentist, local hospital, ambulance service or pharmacy, an Independent Health Complaints Advocate (IHCA) can help. This service can also support those making a complaint on someone else's behalf, including if someone has died.

OUR SELF-HELP PACK

You can find our guide to Independent Health Complaints Advocacy on www.hfan.org.uk. This guide will support you with how to raise concerns, what you should expect from the process and how Libra Partnership, HFAN's lead advocacy provider can help you.

If you live in the London Borough of Hammersmith & Fulham, this service is free and confidential. To make a referral, fill in our online [referral form](#).



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