

Your Gaddum Advocacy.

Giving you a voice when you need to be heard.

By representing you as an individual, I'll keep your rights, and what matters most to you, protected.

Gaddum advocacy service is free and confidential.

What to expect when you contact Gaddum Advocacy.

A member of the Advocacy Team will:

- Give you an opportunity to speak confidentially to someone who is independent of the NHS.
- Take time to listen to your experience.
- Talk with you about how you want us to support you – we can do this at any stage of your complaints process.
- Provide you with Self Help Tools to guide you through the process of making an NHS complaint.

Registered charity no: 507162

How to contact us.

Gaddum
6 Great Jackson Street
Manchester
M15 4AX



advocacy@gaddum.org.uk



gaddum.org.uk



0161 834 6069

Monday to Friday 9 am - 5 pm

Gaddum
...Advocacy

Hi. Gaddum here.

Let's talk about Independent Health Complaints Advocacy (IHCA)

Registered charity no: 507162

What is advocacy?

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

What is an IHCA?

An IHCA is an Advocate that assists those who are thinking about, and those who are making a complaint to the NHS. IHCA's can ensure you are aware of what you can expect from the NHS, and what your options are when raising concerns under the NHS Complaints Regulations 2009.

Who can an IHCA support?

You can be supported by an IHCA if you are a child, young person or adult, living in Manchester, who wishes to make a complaint about NHS funded care and/or treatment. IHCA can assist you with making a complaint about your own, or someone else's NHS funded care and treatment.

IHCA aims to empower and to support people where they would otherwise be unable to progress a complaint. You may not require support from an IHCA and instead would like some information to pursue the complaint independently. IHCA can provide Self Help Tools to support you with this.

Self Help Tools

You can download these via our website:
www.gaddumcentre.co.uk/advocacy-service

If you would like a Self Help pack sent to you directly, please contact Gaddum Advocacy via: **0161 834 6069**, or send an email to:
Advocacy@gaddum.org.uk

How can IHCA support me?

An IHCA can support you to:

- Feel confident to make a complaint.
- Understand what you can expect to achieve from the NHS complaints process.
- Help you to compile the issues you want to raise in your complaint and ensure it is sent to the right people.
- Explore the options available to you at each stage of the complaints process.
- Prepare for a meeting and attend it with you if you want us to.
- Monitor the progress of your complaint with the organisation or person responsible.
- Put you in touch with other people or services that may be able to help you.

We will always try to answer your questions to help you make your own decisions. An IHCA will not try to persuade you to take a particular course of action and will always respect your decisions and act upon your instruction.

