

How Healthwatch Surrey helped...

Carol

Carol* lives in Surrey and contacted our free Independent Health Complaints Advocacy Service to get help with making a complaint against Bradford Hospital following poor treatment of her daughter who has mental ill health and a drug addiction. Carol was supported by an NHS advocate to communicate with Bradford Hospital. A local resolution meeting was held during which the advocate put forward Carol's views and questions. Carol felt that the information provided in this meeting was not satisfactory and so our advocate supported her to report her case to the Parliamentary and Health Service Ombudsman. As a result, Carol's family now feel that they have been listened to and that their concerns have been voiced.

Victoria

Victoria* lives alone and has no local family. She was due to have an operation on her back that meant she would be immobile for 2 weeks. She contacted our Helpdesk as she was concerned about what would happen to her when she was discharged from hospital. The Helpdesk reassured Victoria that each hospital has a discharge policy and she should be assessed by the hospital social care team who would find and arrange the support she would need to be discharged home safely. The Helpdesk also advised how she could find the hospital's discharge policy and how she could raise concerns while still on the ward.

*Names changed to protect identity

About Healthwatch Surrey

Healthwatch Surrey is an independent local watchdog that gives the people of Surrey a voice to improve, shape and get the best from health and social care services.

Contact us

Telephone:
0303 303 0023 (local rate number)

Website:
www.healthwatchesurrey.co.uk

Email:
enquiries@healthwatchesurrey.co.uk

Write to us (free):
Freepost RSYX-ETRE-CXBY
Healthwatch Surrey
Astolat, Coniers Way
Burpham, Surrey
GU4 7HL

Text (SMS):
07592 787533

Text Relay:
18001 0303 303 0023

Find us on Twitter:
 **@HW_Surrey**

Facebook:
 **/HealthwatchSurrey**

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Do you know where to get
information about
health and social care
in Surrey?

Healthwatch
Surrey
can help.



You can contact us...

Our Helpdesk is here to support and advise local people to:

- Find and access NHS and social care services in Surrey
- Share experiences of health and social care with Healthwatch Surrey
- Navigate the complex health and social care system
- Find local support groups
- Get information about making a health or social care complaint.

The Helpdesk is available Monday - Thursday (9am -5pm) and Fridays (10am-4.30pm) excluding weekends and bank holidays.

You can contact the Helpdesk on:
0303 303 0023 (local rate)

Text (SMS):
07592 787 533

Email:
enquiries@healthwatchesurrey.co.uk



Or visit us in person...

Talk to an advisor at the following Citizens Advice offices in Surrey:

- Citizens Advice Reigate and Banstead District (in Redhill and Banstead)
- Citizens Advice Runnymede and Spelthorne (in Addlestone and Sunbury)
- Citizens Advice Waverley (in Cranleigh, Farnham, Godalming and Haslemere)
- Citizens Advice Surrey Heath (in Camberley)
- Citizens Advice Woking

You can:

- Get information about local services
- Get information on how to make an NHS complaint
- Get help with other concerns related to a health or social care issue.

For more details of the Citizens Advice offices you can visit call us on **0303 303 0023** or text **07592 787 533**.



Get free independent support...

...with making a healthcare complaint.

If you didn't receive the care you expect from the NHS, you have the right to make a complaint and be supported to make a complaint.

We can provide you with a trained advocate who can help guide you through the NHS complaints process to achieve a resolution.

Together we can help prevent others having the same experience in the future.

Contact us

Telephone:

0300 030 7333 (local rate number)

Lines are open 10.00-16.00 Monday to Thursday and 10.00-14.00 on Friday

Website:

www.advocacyinsurrey.org.uk/nhs-advocacy

Email:

nhs@advocacyinsurrey.org.uk

Text (SMS):

07444 310 085

healthwatch
Surrey

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