

We have been made aware, as NHS Services move back to their new ”normal” it is causing strain on people who have had care and/or treatment delayed which may have resulted in a period of ill health or lack of support which in turn may cause them to raise a formal NHS complaint.

We are here to help with fully trained advocates who have an in-depth knowledge of what can be a daunting prospect of making an NHS complaint.

Our Team has been delivering for our clients since 2005.We make it simple for them and take it at their own pace. We operate a free and confidential service in a non-judgemental way.

All our advocates hold the National Advocacy qualification and the service holds the Quality Performance Mark for advocacy services.

Many NHS providers across the Newcastle area have benefitted from having an NHS complaints advocate supporting their complainants to navigate through the process to resolution.

Currently the Parliamentary and Health Service Ombudsman is working on a new NHS complaints standards framework with a view to embedding the guidance across all NHS providers from April 2023.One of the important aspects of this work is to ensure NHS staff working with complaints have all the support they need. We are proud to have a place on the National working group supporting this development.

We only ask two questions: If you are able, please will you update your website with our details as part of your NHS complaints work to support your patient information and advice.

Inform complainants of their entitlement to advocacy using the contact details below – you can download our leaflet from the website.

Please feel free to contact us to discuss any other aspects of our work and how it can be of benefit to you locally.

