

PO Box 14043
Birmingham
B6 9BL
Tel: 0300 456 2370
Fax: 0300 456 2365
Minicom: 0300 456 2364
Email: pohwer@pohwer.net

27th March 2018

Dear Board Member,

Following my presentation today, I have left this overview for your reference.

I work for a charity called POhWER who are one of the chosen providers for NHS Advocacy support within England and cover the East Midlands area (with the exception of Derbyshire & Northamptonshire). I am writing to let you know about our service and how we may be able to assist some of the service users that you may come across.

NHS Complaints Advocacy - POhWER

The NHS Complaints Advocacy Service provided by POhWER is a free and independent service helping people to raise their NHS complaint using the formal processes available. The service is not part of, or funded by, the NHS and as such we remain impartial to help those who have experienced problems with their NHS care and treatment, or a family member or friend to raise this on their behalf.

Anyone who wishes to make a complaint or raise a concern regarding NHS care has the right to do so, and POhWER supports all members of the community to do this including people in prisons and secure accommodation.

The service helps people through the complaints process by providing information, advice and guidance about their rights/options within the formal complaint system. Where people require additional assistance, an experienced and qualified advocate is assigned to support people through the complaint process – and through to the Parliamentary and Health Service Ombudsman if required.

POhWER can provide a vital lifeline at what can often be a difficult time, ensuring people do not feel alone when navigating the complaints process. We can provide assistance with drafting letters, speaking to NHS staff regarding the complaint and

POhWER'S PATRONS
Michael Cashman MEP
Peter Duncan
Professor Deirdre Kelly
Lorraine Kelly



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rimett Road, Stevenage, Hertfordshire, SG1 3EE

empowering individuals to make their own decisions and have their voice heard. We can also attend local resolution meetings with the client at the hospital or surgery, if required, to assist in resolving the complaint.

I have included the link to the information page on our web site which you may find helpful: <http://www.pohwer.net/self-help-tools/nhs-complaints-advocacy-self-help-tools>. This page provides further information on how to raise an NHS complaint. We also have literature that is tailored for our clients needs - including foreign languages, large print and easy read. We can also provide support through home visits, if appropriate.

We would welcome the opportunity to discuss the possibility of a reciprocal web link with your organisations website. You can see how this looks by going on the 'Partner Organisations' page on our web site:-

<http://www.pohwer.net/in-your-area/where-you-live/rutland>

If this is something you would be interested in, please do not hesitate to contact our Community Manager Penny Bodger-Yates by e-mail:- P.Bodger-Yates@pohwer.net

Should you know of someone who is in need of our support you can signpost them directly to our service. Our Information, Advice and Advocacy Support Centre can be contacted on: **0300 456 2370** or by emailing pohwer@pohwer.net

Thank you

Kind regards,

Ketan Paw

Mr Ketan Paw
Advocate – NHS Complaints Advocacy Service (Leicester City & Rutland)

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