

Hello and welcome to the first edition of the
Independent Complaints Advocacy newsletter

Free Phone Number - 0808 801 0389

Email -
merseysideandcheshire@healthwatchadvocacy.co.uk

Need more leaflets and/or
posters?

Call Dawn Thomas on: 0151
298 3267

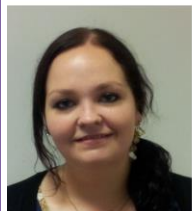
Advocacy support

Our Advocates are qualified and have many years of providing advocacy support to individuals making an NHS complaint.

Just some of the areas they can provide support with are:

- Help clients to understand what they can achieve from the NHS Complaints Process
- Help clients to write letters
- Preparation before and support at complaints meetings
- Help clients to liaise with the relevant people

Meet the team



Anna



Jane



Dawn



Ruth



Rebecca



Linda



Teena



James

Outreach updates

Our central office is based in **Liverpool** where Advocates are available daily to see clients. For those clients who may find it difficult getting to the Liverpool office we provide outreach services in the locations below.

Outreach Locations:

Cheshire West & Chester: Wednesday 10am - 3pm

Civic Square
4 Civic Ways, Ellesmere Port
CH65 0BE

Cheshire East: Tuesday 10am - 3pm

Healthwatch Cheshire East
81 Park Lane
Macclesfield
Sk11 6TX

Knowsley: Tuesday 10am - 3pm

Healthwatch Knowsley
The Old School House St. Johns Road
Huyton
Knowsley
L36 0UX

St Helens: Thursday 10am - 3pm

Healthwatch St Helens
Tontine House, 24 Church Street, St Helens, WA10 1BD

Halton

Sefton: Tuesday 10am - 3pm

Southport Community Service Station
23-35 Scarisbrick Ave
Southport
PR8 1NW

Warrington: Wednesday 10a, - 3pm

Healthwatch Warrington
The Gateway
Sankey
Warrington
WA1 1SR