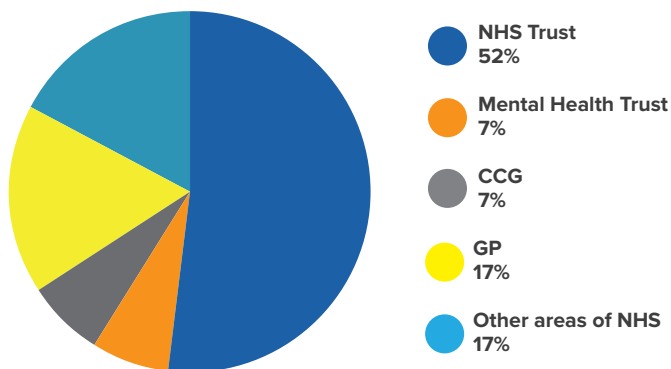
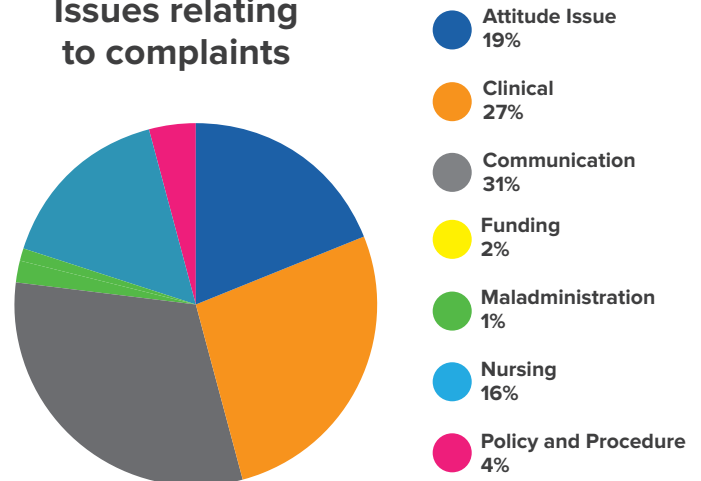


The Independent Health Complaints Advocacy Service for East Riding is independent, confidential and free. The service is led and managed by Cloverleaf Advocacy and is available to anyone who is normally a resident of East Riding and needs support to raise or progress an NHS complaint. An advocate will speak confidentially to people about their concerns and help them to understand the different options available at each stage of the complaints procedure.

Formal complaints within the NHS



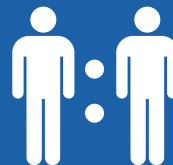
Issues relating to complaints



“My advocate did everything and more. They were so understanding.”

Last year we provided 1:1 support with 64 NHS complaints.

64



“My advocate was very helpful to me in every way, could not have done it without them. I will always be grateful for their help and understanding.”

Neil's experience

Following my wife's operation, we both had our reservations regarding her post-operative outcome and the ensuing complexities that she was left with following surgery. Under normal circumstances we would have followed the NHS complaint procedure directly however we opted to involve the assistance of Cloverleaf Advocacy to guide and support us through the Trust's complaint process, all of this was against a background of the stress and anxiety that we were experiencing overall at that time.

With the professional support and guidance of our advocate we had found the support needed. From the process start to the closure of our complaint they guided us through the Trust communication processes explaining our various options whilst efficiently networking and communicating with the Trust on our behalf.

Showing empathy throughout, our advocate's overall efforts helped us to bring clarity and closure to our complaint during my wife's difficult recovery period. In summary Cloverleaf Advocacy is worth its weight in gold showing a high degree of professionalism, awareness and understanding of key issues and is fully complaint resolution focused. My wife and I would like to officially thank our advocate for all the help and the support they have shown over the past two years.



“I found my advocate explained everything in detail and would not change anything. Very good indeed.”

100%



of people asked said they would recommend the service to family and friends.



100% of people asked felt they were treated with respect, dignity and compassion by their advocate

“The service was very helpful, I could not have done any of it without my advocate, thank you”

Case Study

Freya was signposted to the service after a failed attempt at local resolution with her GP practice.

Freya's complaint was regarding an interaction with her GP practice which had left her feeling vulnerable and distressed. The issues Freya discussed with the advocate were why her medical issues were not investigated further and why she was left without a plan to improve her symptoms. Freya also said she felt the GP has been very dismissive of her concerns about her symptoms. Freya said she was diagnosed incorrectly and the medication she was prescribed made her feel worse. The advocate supported Freya to write a formal letter of complaint covering all of these issues.

The GP provided a thorough response to the complaint, apologies for the client's perception of their approach and stressed that their intentions were the opposite of how they were perceived. The GP stated that the complaint had identified some areas for self-development which they would explore further. The advocate discussed the response with Freya who said overall, she was satisfied that her complaint was resolved. Freya thanked the advocate for their support and understanding stating that they would not have been able to make the complaint without the help of their advocate.

My advocate was a kind and caring person, who always did what they said and kept me up-to-date.