

Advocacy

How we can
help you



Were you or one of your
parents born in Scotland?

Do you live in
London or the surrounding areas?

If so and you
require the
assistance of an advocate,
we are here for you.

What is Independent Advocacy?

Independent Advocacy support is a way to help you have a stronger voice to challenge decisions that affect your daily life.

- ❖ Our advocacy service supports people to achieve a chosen goal.
- ❖ Advocates listen and take your point of view seriously.
- ❖ An advocate helps you to know and understand what choices you have.
- ❖ We are an independent service, free from any Local Authority, DWP or NHS involvement.




Advocacy does not act as:

- ❖ An advisory or legal service
- ❖ A solution for all issues presented.
- ❖ A representative for those who can speak on their own behalf

We can help you with:

- ❖ Welfare benefits assessments and appeals, including first tier social security tribunals.
- ❖ Housing issues such as requesting repairs, allocations, assessments and liaising with housing providers.
- ❖ Liaising with local authorities or service providers on your behalf.
- ❖ Making complaints, be it about the NHS or local council or other service providers.



“They’ve been a lifesaver actually. They’re always there at the end of the phone. The whole of ScotsCare is wonderful.”

NHS Complaint

What happened?

During a GP consultation to commence a reduction of his mental health medication, James felt his concerns over possible withdrawal symptoms were not taken seriously. He left the surgery believing no reduction would take place.

Upon collection of his medication, James was shocked to see that his medication had been reduced by more than half. Over the next week, he repeatedly tried to inform his GP about his chronic withdrawal symptoms, but never received a response.

With no other option available, James contacted our Advocacy service to help him raise a complaint. An advocate was able to help him draft a credible formal complaint. The complaint was investigated by the Surgeries Practice Manager, but their response fell short of James' expectations.

How we helped

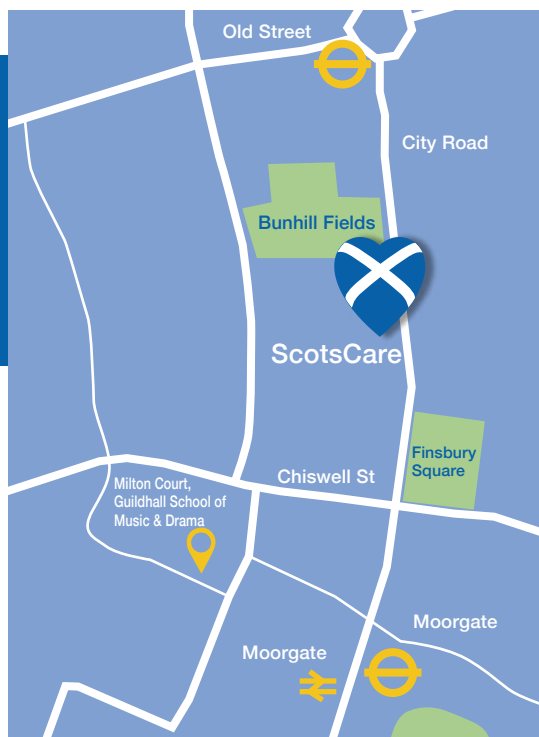
In light of James' dissatisfaction, we supported him to escalate his complaint to the relevant Ombudsman. This complaint was taken on by the Ombudsman, whom ruled in James' favour.

Outcome

The Ombudsman ruled that the GPs medication reduction exceeded the recommended percentage advised by the National Institute For Health and Social Care. The GP Surgery was instructed to issue a formal written apology to James. James' medication dosage was re-instated and he was offered a new consultation with a different GP to conduct a more personalised reduction plan of his mental health medication.

f @ScotsCare
t @ScotsCare
i @scotscarelnd

ScotsCare is here to
help you



Address : 22 City Road, London,
EC1Y 2AJ

Email : info@scotscare.com

Website : www.scotscare.com

Telephone : 0207 240 3718

UK Helpline : 0800 652 2989



ScotsCare

The charity for Scots in London

Registered Charity No. 207326