

Health Advocacy in Norfolk

Are you unhappy about an NHS service you have received?



Contact us to discuss making a complaint and for help to do so.

**This service is free,
independent and confidential**

For information about our
service contact us on:

0300 456 2370

www.pohwer.net

Registered Charity No. 1061543 Company No. 3323040



POhWER
advocacy, making your voice heard

How can we help?

Contact us on **0300 456 2370** if you are unhappy with the service you have received from the NHS, including services or treatment provided by a doctor, dentist, hospital, ambulance service or pharmacy.

We will talk to you about your complaint and discuss your options with you. We can also discuss making a complaint on someone else's behalf.

If you need support from an advocate, we will refer you to a member of your local team who can help you to understand the NHS complaints procedure and support you writing letters and attending meetings about your complaint.

Although many of us don't like complaining, the complaints process is an important way to help improve the NHS care in Norfolk.

Many people only need some initial guidance and support, and our self-help tools will help to answer your questions. Download these from our website www.pohwer.net

How to contact us



Telephone - 0300 456 2370 (charged at local rate)



Minicom - 0300 456 2364



Text - Send the word 'pohwer' and then your name and number to 81025



Email - pohwer@pohwer.net

Skype - [pohwer.advocacy](https://www.skype.com/people/pohwer.advocacy)



Fax - 0300 456 2365



Post - Write to us at POhWER, PO Box 14043, Birmingham B6 9BL

For more information visit our website at www.pohwer.net