

### NHS Complaints Advocacy Providers (Feb 19)

Locality	Region	Organisation responsible	Helpline/Contact number
Barking and Dagenham	London	Pohwer	0300 456 2370
Barnet	London	Pohwer	0300 456 2370
Barnsley	Y&H	Barnsley DIAL	01226 240273
Bath & North East Somerset	SW	SEAP	0300 343 5701
Bedford	EofE	Pohwer	0300 456 2370
Bexley	London	Advocacy 4 All	020 8269 8692
Birmingham	WM	Voiceability	0300 330 5454
Blackburn with Darwen	NW	N-Compass Advocacy Service	0330 002 2200
Blackpool	NW	Advocacy Access	0330 002 2200
Bolton	NW	Bolton Advocacy Service	01204 543930
Bournemouth	SW	Dorset Advocacy	01305 251033
Bracknell Forest	SE	SEAP	0300 343 5702
Bradford	Y&H	ICAT Bradford and District	01274 750784
Brent	London	Pohwer ICAS	0300 456 2370

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Brighton & Hove	SE	IHCAS	01273 229002
Bristol	SW	SEAP subcontracted from Care Forum	0808 808 5252
Bromley	London	Advocacy for All	0345 310 1812
Buckinghamshire	SE	SEAP	0300 343 5705
Bury	NW	HealthWatch	0161 253 6300
Calderdale	Y&H	HealthWatch	01422 399433
Cambridgeshire	EofE	Voiceability	0300 222 5704
Camden	London	Pohwer	0300 456 2370
Central Bedfordshire	EofE	Pohwer	0300 456 2370
Cheshire East	NW	Healthwatch	0808 801 0389
Cheshire West and Chester	NW	Healthwatch	0300 323 0006
City of London	London	Pohwer	0300 456 2370
Cornwall	SW	SEAP	0300 343 5706
Coventry	WM	VoiceAbility	0300 222 5947
Croydon	London	Advocacy for Croydon	0345 310 1812
Cumbria	NW	People First Independent Advocacy	03003 038 037
Darlington	NE	Carers Federation ICAS	0808 802 3000
Derby City	EM	One Advocacy	February 2019 01332 228748

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Derbyshire	EM	Mind Derbyshire	01332 623732
Devon	SW	Devon Advocacy Consortium	0845 231 1900
Doncaster	Y&H	VoiceAbility	01302 319052
Dorset	SW	Dorset Advocacy	01305 251033
Dudley	WM	Pohwer	0300 456 2370
Durham	NE	Carers Federation ICAS	0808 802 3000
Ealing	London	Pohwer	0300 456 2370
East Riding of Yorkshire	Y&H	Cloverleaf Advocacy	0303 303 0413
East Sussex	SE	East Sussex Community Voice + SEAP	0300 343 5709
Enfield	London	Pohwer	0300 456 2370
Essex	EofE	Rethink Essex	0300 7900 559
Gateshead	NE	Carers Federation ICAS	0808 802 3000
Gloucestershire	SW	Pohwer	0300 456 2370
Greenwich	London	Pohwer	0300 456 2370
Hackney	London	Pohwer	0300 456 2370
Halton	NW	HealthWatch	0151 347 8183
Hammersmith & Fulham	London	Pohwer	0300 456 2370
Hampshire	SE	Healthwatch Hampshire + CAB February 2019	01962 440262

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Haringey	London	Pohwer	0300 456 2370
Harrow	London	Harrow Association for Disabled People	020 8861 8876
Hartlepool	NE	Carers Federation ICAS	0808 802 3000
Havering	London	Mind Tower Hamlets & Newham	020 7510 1081
Herefordshire	WM	Onside Advocacy ICAS	01905 275253
Hertfordshire	EofE	Pohwer	0300 456 2370
Hillingdon	London	Pohwer	0300 456 2370
Hounslow	London	Voiceability	0300 330 5454
Hull	Y&H	HealthWatch	01482 499038
Isle of Wight	SE	SEAP	0300 343 5712
Isles of Scilly	SW	SEAP	0300 343 5713
Islington	London	Pohwer	0300 456 2370
Kensington & Chelsea	London	Pohwer	0300 456 2370
Kent	SE	SEAP	0300 343 5714
Kingston upon Thames	London	Pohwer	0300 456 2370
Kirklees	Y&H	Touchstone	01924 460211
Knowsley	NW	Advocacy Together	0151 426 3174
Lambeth	London	Pohwer	February 2019 0300 456 2370

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Lancashire	NW	Advocacy Access	0345 456 3210
Leeds	Y&H	Advonet	0113 244 0606
Leicester City	EM	Pohwer	0300 456 2370
Leicestershire	EM	Pohwer	0300 456 2370
Lewisham	London	Healthwatch Lewisham	020 8690 5012
Lincolnshire	EM	Pohwer ICAS	0300 456 2370
Liverpool	NW	HealthWatch	0300 777 7007
Luton	EofE	Pohwer ICAS	0300 456 2370
Manchester	NW	Manchester Advocacy Hub	0161 2140 3934
Medway	SE	Pohwer	0300 456 2370
Merton	London	Pohwer	0300 456 2370
Middlesbrough	NE	Carers Federation ICAS	0808 802 3000
Milton Keynes	EM	SEAP	0300 343 5716
Newcastle upon Tyne	NE	Carers Federation ICAS	0808 802 3000
Newham	London	Healthwatch	0203 828 8245
Norfolk	EofE	Pohwer	0300 456 2370
North East Lincolnshire	Y&H	Cloverleaf Advocacy	0303 303 0413
North Lincolnshire	Y&H	Cloverleaf Advocacy	February 2012 01724 854952

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North Somerset	SW	SEAP	0300 343 5717
North Tyneside	NE	Carers Federation ICAS	0808 802 3000
North Yorkshire	Y&H	Cloverleaf Advocacy	0300 012 4212
Northamptonshire	EM	Voiceability (Do not Process)	01604 592702
Northumberland	NE	ICAN (Adapt North East)	01434 600599
Nottingham	EM	Pohwer	0300 456 2370
Nottinghamshire	EM	Pohwer	0300 456 2370
Oldham	NW	Healthwatch Oldham	0161 622 5700
Oxfordshire	SE	SEAP	0300 343 5718
Peterborough	EofE	Voiceability	0300 222 5704
Plymouth	SW	SEAP	0300 343 5719
Poole	SW	Dorset Advocacy	01305 251033
Portsmouth City	SE	Healthwatch Portsmouth	02393 977 079
Reading	SE	Healthwatch Reading	0118 937 2295
Redbridge	London	Pohwer	0300 456 2370
Redcar and Cleveland	NE	Carers Federation ICAS	0808 802 3000
Richmond upon Thames	London	Cambridge House	020 7358 7007
Rochdale	NW	Advocacy Together Hub Rochdale	01706 645830

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Rotherham	Y&H	Healthwatch Rotherham	01709 717130
Rutland	EM	Pohwer ICAS	0300 456 2370
Salford	NW	Salford Mind	0161 212 4880
Sandwell	WM	Pohwer ICAS	0300 456 2370
Scotland		Patient Advice and Support Service	0800 917 2127
Sefton	NW	Healthwatch	0800 206 1304
Sheffield	Y&H	Sheffield Advocacy HUB	0800 035 0396
Shropshire	WM	Healthwatch Shropshire	01743 237 884
Slough	SE	Advocacy in Slough	01753 415299
Solihull	WM	Independant Advocacy	0247 669 7443
Somerset	SW	Swan Advocacy	0333 344 7928
South Gloucestershire	SW	Swan Advocacy	0333 344 7928
South Tyneside	NE	Carers Federation ICAS	0808 802 3000
Southampton	SE	SEAP	0300 343 5726
Southend-on-Sea	EofE	HealthWatch	01702 416320
Southwark	London	Pohwer	0300 330 5454
St Helens	NW	Healthwatch	0300 111 0007
Staffordshire	WM	Voiceability (Do not Process) February 2018	0185 336387

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Stockport	NW	Advocacy Stockport	0161 989 0029
Stockton-on-Tees	NE	Stockton ICA	0808 172 9553
Stoke-on-Trent	WM	Assist	01782 845584
Suffolk	EofE	Voiceability	0300 330 5454
Sunderland	NE	Carers Federation ICAS	0808 802 3000
Surrey	SE	Surrey Independent Living Council	01483 310500
Sutton	London	Advocacy for All	0345 310 1812
Swindon	SW	Healthwatch Swindon	01793 497777
Tameside	NW	Cloverleaf Advocacy	0161 207 0767
Telford and the Wrekin	WM	Telford & Wrenkin IHAS	0800 161 5600
Thurrock	EofE	Pohwer ICAS	0300 456 2370
Torbay	SW	SEAP	0300 343 5730
Tower Hamlets	London	Pohwer ICAS	0300 456 2370
Trafford	NW	Advocacy Focus	0300 323 0965
Wakefield	Y&H	Healthwatch	01924 787379
Wales - Clywd		Welsh Community Health Councils	01978 356178
Wales - Conwy		Welsh Community Health Councils	01492 878840
Wales - North West Wales		Welsh Community Health Councils	01248 723283



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Walsall	WM	Pohwer ICAS	0300 456 2370
Waltham Forest	London	Healthwatch	0203 078 9990
Wandsworth	London	Pohwer ICAS	0300 456 2370
Warrington	NW	Healthwatch	01925 246 893
Warwickshire	WM	VoiceAbility	0300 222 5947
West Berkshire	SE	SEAP	0300 343 5731
West Sussex	SE	Healthwatch West Sussex IHCAS	0300 012 0122
Westminster	London	Pohwer	0300 456 2370
Wigan	NW	Healthwatch Wigan	01942 834 666
Wiltshire	SW	SEAP	0300 343 5733
Windsor & Maidenhead	SE	SEAP	0300 343 5734
Wirral	NW	Healthwatch	0151 230 8957
Wokingham	SE	SEAP	0300 343 5735
Wolverhampton	WM	Wolverhampton Health Complaints Advocacy Service	0800 161 5600
Worcestershire	WM	Onside Advocacy	01905 27525
York	Y&H	York Advocacy	01904 414357
Northern Ireland		Patient Client Council	0800 917 0222
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