

Advocacy and Information Services for People with Learning Difficulties

Easy read version

CCH93 April 14

Advocacy and Information Services for people with learning difficulties

What is advocacy?



Advocacy is when a person helps you to be heard.

It helps you to make choices and take more control of your life.

There are a lot of different sorts of advocacy and this leaflet tells you about them.

- **Self advocacy** is people speaking up for themselves. Some people need support to do this.
- **Citizen advocacy** is when an advocate is asked to speak up for another person. An advocate is a person who is trained to support you to make your voice and your views heard.
- **Peer advocacy** is 2 people who share something the same, supporting each other to speak up

Self Advocacy Services

Bristol and South Gloucestershire

People First



- They support people to know about their rights.
- They also provide information so people with learning difficulties can make choices in their lives.



If you want to know more:

Bristol and South Gloucestershire People First:
140 East Street
Bedminster
Bristol
BS3 4EW



Telephone: 0117 953 6910



Email: admin@bsgpf.org.uk

The Meeting Place



- The Meeting Place is a group providing a place for people to meet on Saturday afternoons.
- It is run by a group of people with learning difficulties for people with learning difficulties

If you want to know more contact:

The Meeting Place:
C/O Milestones Trust
Unit 10
Eclipse Office Park
High Street
Staple hill
Bristol
BS16 5EL



Telephone: 0117 970 9386



Email: Patrickd@milestonetrust.org.uk

Your Say Citizen Advocacy



- Your Say works with people with learning difficulties of all Pages.
- They have advocates who can help and teach people with learning difficulties to speak up for themselves and for other people.

If you want to know more contact:



Kirstie Mann
The Old Brewery
Lodway
Pill
Bristol
BS20 0DH



Telephone: 01275 374 703



Email: info@yoursay-advocacy.co.uk

Respond



- They can help people with learning difficulties that have been treated badly in a sexual, physical or other way.
- Respond provides someone to talk to, in private, by telephone.

If you want to know more contact:



Third Floor
24-32 Stephenson Way
London
NW1 2HD



Telephone: 020 7383 0700



Email: admin@respond.org.uk

Making complaints or raising concerns about NHS services in South Gloucestershire



People with complaints or concerns about a GP practice, dental practice, opticians or pharmacy should contact either their own practice or the NHS England Customer Contact Centre.

If you want to know more contact:



NHS England
PO Box 16278
Redditch
B97 9PT



Telephone: 0300 311 22 33



Email: england.contactus@nhs.net



People with complaints or concerns about local hospital, mental health, community health services, GP out of hours services or hospital care contact the Patient Advice and Liaison Service (PALS).

If you want to know more contact:



PALS

Suite 15, Corum 2
Corum Business Park
Warmley
BS30 8FJ



Telephone: 0117 947 4477 or 0800 073 0907



Email: sarah.jenkins@swcsu.nhs.uk



Healthwatch

Healthwatch provides free independent support to people who live in South Gloucestershire who want to make a complaint or a comment about a NHS Health Service.



If you want more information



Telephone: 0808 808 5252



Email: NHScomplaints@thecareforum.org.uk

Complaints Procedure Advocacy



the care forum

The Advocacy Services at the Care Forum provide support and information to people who want to make a complaint against the Adult Care Department in:

- South Gloucestershire
- Bristol
- Bath & North East Somerset

The Care Forum provided general advocacy around adult care issues for adults living in South Gloucestershire.

If you want to know more contact:



Complaints Procedure Advocacy
The Care Forum
The Vassall Centre
Gill Avenue, Fishponds
Bristol
BS16 2QQ



Telephone: 0808 808 5252



Email: cpa@thecareforum.org.uk



What if I am not happy with the service I'm getting?

First you should speak with the team or service involved. Most problems can be sorted out quickly this way. You can ask a friend or relative to do this for you if you wish.

For Further information about making a complaint ask for Factsheet CCH82 - Your Feedback Counts. Or contact the Complaints and Freedom of Information Team:



Write to:

Freepost RTCT-JXLE-EETT

South Gloucestershire Council

Children, Adults and Health - Complaints and FOI Team

Civic Centre, High Street

Kingswood

BRISTOL

BS15 9TR

Phone: 01454 865 924

Fax: 01454 865940

E-mail: CAHfeedback@southglos.gov.uk