

Speaking out to improve patient & GP communication

Paula* contacted Healthwatch West Sussex's **Independence Health Complaints Advocacy Service** as her relationship with her GP surgery had broken down, she felt the Surgery had not carried out timely home visits to see her elderly and very unwell relative. Paula and her family were left feeling their only way forward was to change surgeries.

One of our advocates helped arrange a meeting time and supported Paula in drafting an agenda ahead of the meeting and attended the meeting.

Paula told us that knowing there was skilled support on hand, gave her the confidence to voice all the family's concerns.

The meeting ended with both the representatives from the Surgery and Paula acknowledging each other's concerns. And both have agreed there is a need for better communication in the future.

This has restored Paula's convenience in receiving treatment from the Surgery, which in turn has avoided the inconvenience and NHS cost in changing to a different Practice.

Paula complained to the Surgery who offered to meet with her to discuss her concerns

She didn't want to do this on her own - so contacted our **Independent Advocacy Service** for support and advice

*Actual name not used

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