

Supporting someone to get the right medication

Jennifer* felt her psychiatrist wasn't listening to her and because of this she wasn't getting the right medication.

Jennifer had made a complaint but when she wasn't happy with the response from the Trust, she came to Healthwatch as we provide an Independent Health Complaints Advocacy Service.

When we first spoke to Jennifer she was more than frustrated at not being heard and was struggling with her mental health because of the medication she was taking.

Having talked through various options and explored the outcomes she wanted, our advocate supported Jennifer to attend a meeting to discuss her medication.

Thank you for speaking up for me at the recent meeting, I don't think they would have changed my medication if you weren't there to support me.

I believe my health would have continued to get worse if the medication had stayed the same.

Jennifer, Mental Health Service user

Making a complaint helps organisations to learn, through understanding your concerns. Although health and care organisations have the objective to help patients, they can seem complicated. Our advocates can help you find the right person to get your voice heard.

healthwatch
West Sussex



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0300 012 0122

WWW.HEALTHWATCHWESTSUSSEX.CO.UK

Billingshurst Centre, Roman Way, Billingshurst, West Sussex, RH149QW