

Case Study 1:

Client: HG/382

Reason for referral: A long wait for surgery and lack of response to her formal complaint.

time she contacted admissions or PALS she felt as if she had not being taken seriously. She had put in a complaint several weeks previously to PALS and had not had a formal response. The informal response that she received was 'there are other people waiting too'.

During the advocacy period, the client informed the advocate that she had been given a date for her surgery, but that it had then been cancelled, and she had been told that she would have to wait a further few weeks before she could have the

The actions taken by the Advocate: The Advocate gave the client information on making complaints against the NHS, and let her know that it is within her right to request that GWH find a suitable alternative since they have been unable to operate on her within the timescale outlined by the NHS Constitution.

On hearing of the surgery cancellation, the advocate contacted CSCS PALS on the clients' behalf, so that they could underline the clients urgent need to have surgery especially given the timeframe.

Impact made by the Advocate: As a result of the advocates support, the client was given an earlier date for surgery.

Outcome achieved: Client was given an earlier date for her surgery, and received a satisfactory response from her formal

Case Study 2:

Client: JL/272

Reason for referral: Needs clarification on the status of the eye clinic at Swindon and wants to know why he has to travel to

Client background and reasons for referral: Has been told that the eye clinic is shutting down at the Great Western Hospital and he has to travel to either Reading, Tewkesbury or Cheltenham for his referral. Thought it was a joke as no-one knows the truth. Has tried to work out transport and get confirmation on when the appointment will be.

During the advocacy period, the client was informed regarding the current situation for new eye referrals at the Great Western Hospital, which meant he would need to travel out of area for consultation. It was also explained that, due to this situation, transport would be provided by the Arriva Non Emergency Transport Service, which he was unaware of.

The actions taken by the Advocate: The Advocate gave the client information on the current situation and due to his circumstance, rung and booked the transport and confirmed the appointment at Cheltenham General Hospital. As no letter was received to confirm the appointment the advocate later contacted the PALS team to understand why no communication had been received by the client and explain the effect it has to not be informed.

appointment at Cheltenham, which was one less thing to concern the client. The advocate also supported the client to register his complaint with PALS who acknowledged and apologised for the inconvenience, stress and misunderstanding the situation had caused.

Outcome achieved: As well as resolving the complaint for the client, Healthwatch Swindon highlighted the misunderstanding regarding the situation with eye clinic at the Great Western Hospital. The Swindon Clinical