

# Annual Review

April 2018 – March 2019



**Welcome to our review of the year.** We provided high quality advocacy to over 5,000 people in Hampshire using our consortium of 5 locally based organisations with a combined workforce of 48. We were pleased to win the NHS Patient Complaints Advocacy contract last October and have already supported some existing advocacy clients to resolve issues through this additional service as well as taking new referrals. We also received new funding from the CCGs to ensure that all Transforming Care patients had access to advocacy.”



Hampshire Advocacy CIC Directors

## Children and Young People

“Thanks for coming to see us, drawing helped me understand a bit more”

“The young person really responded well to having the advocate who he knew and knew his past. He was able to talk about his past and also what is happening now. He stayed in the meeting which he hasn't done before. I am very positive about his future”

## Care Act Advocacy

“I like you - you treat me with respect. Everyone else treats me like someone with Huntingdon's disease.”

“The advocate's work has been fantastic. They have been extremely person centred and able to adapt communications styles in line with the client's needs, supporting him through the care planning so that he is listened to and making his own decisions”

## IMHA

“Thank you for supporting me at my MDT, I like to hear the voices in my head, they are company for me and do no harm. All the doctors want to do is medicate me to stop them. Thank you for being there and supporting my views”

“Thank you for getting me leave to go out, I feel so much better just having been to the shops and buying a coffee”

## IMCA/DOLS/RPR

“The IMCA was responsive and the report completed in a timely manner, fantastic”

“Thank you for your wonderful input during my Best Interests Assessor report, this really helped me decide what was important to add to my report”

## Community Advocacy

“Thank you for helping me explain what I'm going through, I don't think they believed me before because I couldn't explain”

“The community advocate was great and gave me good information about services in my area and signposted me to the local wellbeing centre”

## CIC Members



Choices



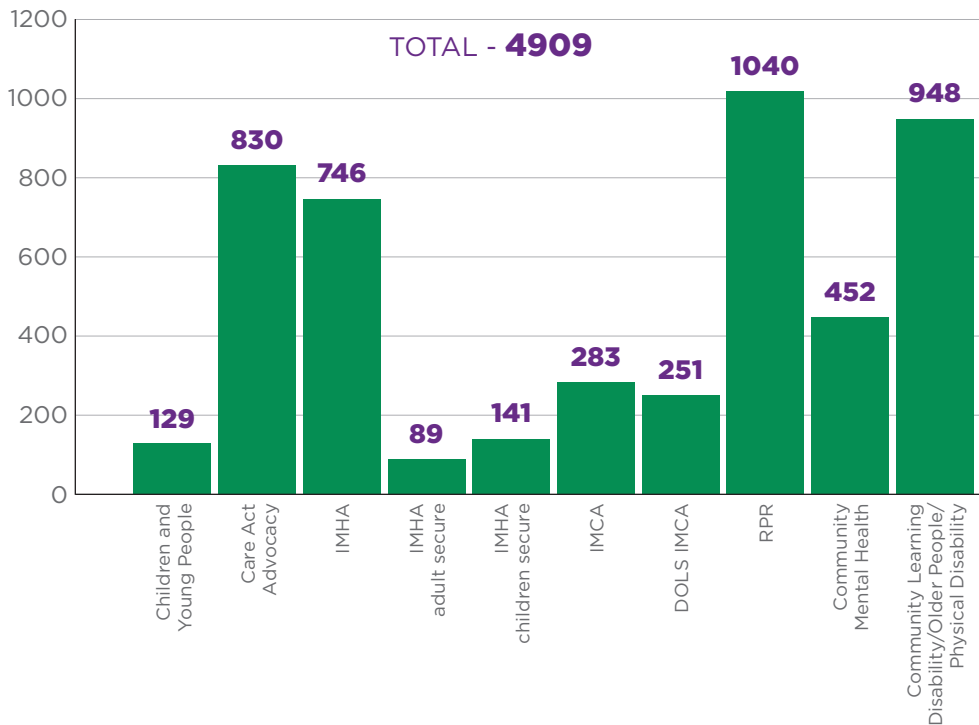
Advocacy

"Just to say thank you so much for your fantastic moral support at the Local Resolution Meeting. I am so pleased to say it was a success with my relative being found eligible back to last year. I think I am still a little bit in shock! Thank you again!"

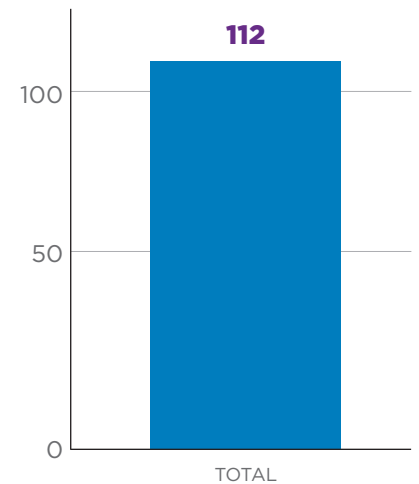
"Thank you so much for your help and guidance. It is deeply appreciated."

## April 2018 – March 2019

### Hampshire Advocacy contract



### NHS Patient Complaints Advocacy (October 2018 – March 2019)



## We are:

### Experts in Advocacy

- We have been providing advocacy since the 1990s and together in Hampshire since 2007
- Part of the national Leaders in Advocacy forum and NHS Personal Health Budget working group
- Supporting the development of national training materials

### Part of local communities

- Able to understand the needs of local people and respond quickly so that we are in the 'right place at the right time'
- Providing Wellbeing Centres, crisis centres, self advocacy and other social opportunities across Hampshire
- Part of voluntary sector and business networks

### Changing health and social care systems

- Members of Hampshire Adults Safeguarding Board and other strategic Boards
- Working with CCGs, HCC and NHS England on the Transforming Care programme

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**Hampshire  
Advocacy**

Community Interest Company

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