

## What is advocacy?

Advocacy seeks to ensure that people, particularly those who are most vulnerable in society, are able to:

- Have their voice heard on issues that are important to them.
- Defend and safeguard their rights.
- Have their views and wishes genuinely considered when decisions are being made about their lives.

Advocacy is a process of supporting and enabling people to:

- Express their views and concerns.
- Access information and services.
- Defend and promote their rights and responsibilities.
- Explore choices and options.

### Sussex Community NHS Trust's approach

It is important that people in need of an advocate find a person that can best meet their needs, and there are many ways of accessing an advocate.

SCT directs people in need of an advocate to a number of established agencies that can either provide their own appropriate advocacy service and/or signpost people to the most appropriate advocacy services.

This process avoids duplication and minimises the risk of providing out of date information.

## Get the best from your NHS

Our patient advice and liaison service (PALS) can help patients, families and carers with questions, comments or concerns about NHS services. If you need advice about our services, facilities or staff, or would like to make a comment, please contact PALS at:

### PALS

Sussex Community NHS Trust  
Freepost (BR1 17)  
Elm Grove, Brighton, BN2 3EW  
Tel: 01273 242292  
Email: [sc-tr.serviceexperience@nhs.net](mailto:sc-tr.serviceexperience@nhs.net)  
Website: [sussexcommunity.nhs.uk](http://sussexcommunity.nhs.uk)



## Advocacy in West Sussex and Brighton & Hove

Helping you to have your voice heard  
and your wishes considered.

## Advocacy in West Sussex

### West Sussex County Council

Tel: 01243 777100  
www.westsussex.gov.uk

### Healthwatch West Sussex

Helping local people to get the best out of their local health and social care services.

Tel: 0300 012 0122  
Email: helpdesk@healthwatchwestsussex.co.uk  
www.healthwatchwestsussex.co.uk

### Advocacy for older people

Age UK West Sussex  
Tel: 0800 019 1310  
Email: admin@ageukwestsussex.org.uk  
www.ageuk.org.uk/westsussex

## Advocacy in Brighton & Hove

### Brighton & Hove City Council

Tel: 01273 290000  
www.brighton-hove.gov.uk

### Healthwatch Brighton & Hove

Helping local people to get the best out of their local health and social care services.

Tel: 01273 234041  
Email: office@healthwatchbrightonandhove.co.uk  
www.healthwatchbrightonandhove.co.uk

### Brighton & Hove Youth Advocacy Project

Tel: 01273 295510  
Email: help@bhyap.org.uk  
www.bhyap.org.uk

### Where to Go, B&H

Directory of services for 16-25 year olds.  
Tel: 01273 222562  
info@right-here-brightonandhove.org.uk

### Advocacy for older people

Age UK Brighton and Hove  
Tel: 01273 720603  
Email: info@agueuk-bh.org.uk  
www.ageuk.org.uk/brightonandhove

## National organisations

### Advocacy for people with a disability

Scope  
Tel: 0808 800 3333  
Email: helpline@scope.org.uk  
www.scope.org.uk

### Advocacy for young people

Coram Voice  
Tel: 0808 800 5792  
Email: info@coramvoice.org.uk  
www.coramvoice.org.uk

### Citizens Advice Bureau

National body providing free, independent, confidential impartial advice to everyone on their rights and responsibilities.  
Tel: 03444 111 444  
www.citizensadvice.org.uk

### Support, Power, Advocate, Promote (SEAP)

National body providing independent advocacy services to help resolve issues or concerns you may have about your health and well-being or your health and social care services.  
Tel: 0330 440 9000  
Email: info@seap.org.uk

### Advocacy with regard to mental capacity

Provided by a national advocacy organisation called POWHER  
Tel: 0300 456 2370 (local rates charged)  
www.pohwer.net

### Advocacy with regard to mental health

The Independent Mental Health Advocacy (IMHA)  
Service is provided by Mind.  
Tel: 01273 666950  
Email: info@mindcharity.co.uk  
www.mindcharity.co.uk