

About The Advocates

All of our Advocates have been carefully selected and trained and receive ongoing supervision. They are very experienced in the varied and complex problems which can affect people with a mental illness.

Some of our Advocates have been service users themselves which gives them additional insight into some of the problems people may have.

The Advocates work to a strict confidentiality policy.

Only in specific exceptional circumstances will they pass on information about you without your written permission. You will be informed of these.

About us

Norfolk Mental Health Advocacy Service exists to provide Advocates for people with mental health problems whether in hospital or in the community.

We are a totally independent organisation and have a Management Advisory Group, consisting of past and present service users, overseeing our policies. Approaches from potential new members are welcome!

To Contact us,

Tel **01603 766 890** Norwich
or **01553 816 269** King's Lynn
email advocacy@nmhas.org.uk

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www.nmhas.org.uk

Norfolk Mental Health Advocacy Service

Providing
Free
Independent
Confidential
Support and
Information

**To people with
mental
health problems**

Our aim is to help you
express your views,
wishes and concerns to
ensure your voice is heard

NMHAS is a totally independent service

Advocates will.....

- ❖ Discuss any issues and concerns you have and help you make informed choices
- ❖ Support you at ward rounds and other meetings both in hospital and in the community
- ❖ Empower and support you at tribunals, hearings and appeals
- ❖ Ensure your formal or informal complaints are acknowledged
- ❖ Assist you to access your medical records
- ❖ Provide information about medication and treatment issues
- ❖ Contact solicitors and other legal services for you
- ❖ Where appropriate, refer you to other agencies who may be able to offer you assistance

Need some support to deal with problems?

We will support you to ensure your voice is heard and your views are considered

Whether in hospital or in the community, with the involvement of so many professionals and others you can feel very alone and intimidated.

You may find it difficult to express your needs or point of view. Or you may feel that people aren't hearing what you are trying to tell them

*An Advocate stands **with** The client promoting self-advocacy wherever possible but always ensuring that **your** voice is heard*