

East Midlands

Nottingham ICAS

Christopher Cargill House,
21-23 Pelham Road,
Nottingham NG5 1AP

Leicester ICAS

The Business Box,
2 Oswin Road, Braunstone,
Leicester LE3 1HR

Lincoln ICAS

Unit 14, Evans Business Centre,
Gateway Park,
Roman Way, Lincoln LN6 9UH

Yorkshire & Humberside Region

Hull ICAS

Community Enterprise Centre,
Cottingham Road,
Hull HU5 2DH

Rotherham ICAS

Unit B1, Patrick Tobin Business Park,
Bolton Road, Manvers,
Dearne Valley, Rotherham S63 7JY

Leeds ICAS

Unit 21, Shine, Harehills Road,
Leeds LS8 5HS

North West Region

Liverpool ICAS

The Gateway Conference Centre,
71 London Road,
Liverpool L3 8HY

Preston ICAS

Suite 2, The Unicentre, Lords Walk,
Preston PR1 1DH

Manchester ICAS

Arthur House, Chorlton Street,
Manchester M1 3FH

North East Region

Newton Aycliffe ICAS

Evans Incubation Centre,
Durham Way South,
Aycliffe Industrial Park, Newton Aycliffe,
County Durham DL5 6XP

Newcastle ICAS

City Executive Centres, Cuthbert House,
City Road, All Saints,
Newcastle upon Tyne NE1 2ET

Penrith ICAS

Suite 5, Cumbria House,
Gilwilly Industrial Park,
Penrith, Cumbria CA11 9FF

For initial enquiries please contact

East Midlands
0300 456 8347

North West
0300 456 8350

Yorkshire & Humberside
0300 456 8349

North East
0300 456 8348



The Independent Complaints Advocacy Service (ICAS) is provided in the East Midlands, North East, North West and Yorkshire & Humberside by Carers Federation Limited.

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www.carersfederation.co.uk

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ICAS

Independent Complaints
Advocacy Service

Supporting your voice in healthcare
inside and outside of prison



Healthcare in most prisons is provided by the NHS. Most times when people are being treated by the NHS everything is fine, but sometimes things go wrong. When this happens you can choose to make a complaint using the NHS complaints process. Making a complaint may also change the way things are done and improve things for others.

What is ICAS?

ICAS stands for the Independent Complaints Advocacy Service. We can help you if you feel you have not had the service you expect from the National Health Service (NHS).

ICAS is...

- Free
- Independent of the NHS and the Prison Service
- Confidential

Meeting your needs

We can give you information about the ICAS service in other languages if you need this. We can also give information about our service in other ways, like in Braille or large print. If you tell us the best way

that we can give information to you, we will do our best to help.

ICAS can:

- ✓ Support you with making a healthcare complaint
- ✓ Provide an information pack so that you can make your own complaint
- ✓ Try to put you in touch with other people who can help, if we cannot
- ✓ Use an interpreter or a translator if you need one
- ✓ Arrange a visit to the prison to discuss your healthcare complaint, if this is needed
- ✓ Help you with writing letters about your complaint

ICAS cannot:

- ✗ Give legal advice
- ✗ Help with complaints about private medical treatment
- ✗ Help with complaints that are not about healthcare issues
- ✗ Help with complaints using the prison's own complaints system
- ✗ Give medical advice
- ✗ Get an NHS or prison service employee disciplined
- ✗ Change the complaints process

What can we do to help you?

An experienced worker, known as an Advocate, can help and support you to make your healthcare complaint using the NHS complaints process. You can ask us to help you at any point during the complaints process. Here are some of the ways an Advocate can help you:

- ✓ Help you write letters about your healthcare complaint to the right people
- ✓ Help you get ready for any meetings and attend these with you
- ✓ Talk to you about the different things you can do at each stage of the complaint
- ✓ Answer questions that you might have to help you make a decision
- ✓ Listen to and act upon what you want to do about your complaint instead of what other people want