

## MEDICO-LEGAL ADVICE SERVICE

*Specialist Free Confidential Sensitive*

### We can help with:

- Medical Accidents
- Clinical Negligence
- Inquests
- Health Professional 'Fitness to Practise'
- NHS or Private Healthcare Complaints
- Patient Safety

**0845 123 2352** *(Mon to Fri 10am – 5pm)*

**[www.avma.org.uk](http://www.avma.org.uk)**

## How can we help?

Action against Medical Accidents ('AvMA') is the UK charity working for better patient safety and justice when things do go wrong in healthcare.

### **We have a team of specialist trained advisers who can provide advice, information and support when**

- something has gone wrong which has caused or may result in harm
- you are concerned about a threat to patient safety caused by unsafe procedures or the 'fitness to practise' of a health professional.
- you need to challenge a decision about access to treatment which has serious consequences for you or your family. (However we can not provide clinical advice on ongoing treatment).

We can often help you understand your rights, and your options for getting your concerns addressed by giving advice on our helpline, answering a written inquiry, and/or providing information sheets (also available on our website). In some cases we are able to provide more intensive advice and casework support through one of our own casework staff. Where more specialist legal advice or representation is required, we are able to refer you to a specialist lawyer.

### **Some of the issues on which we can advise are:**

- inquests following a healthcare related death
- NHS or private healthcare complaints procedures
- referrals of health professionals to their regulatory body's 'fitness to practise' procedures
- possible legal action to obtain compensation after clinical negligence
- other medico-legal disputes, public law and Human Rights
- working with the health service to ensure lessons are learnt and patient safety improved
- understanding investigation reports.

## *Our service is free, confidential, and totally independent*

### *Contact us:*

Helpline	<b>0845 123 2352</b> <i>(Monday to Friday 10am – 5pm. Calls charged at local rate from anywhere in the UK).</i>
E-mail	<b>advice@avma.org.uk</b>
Write	<b>AvMA, 44 High Street, Croydon CR0 1YB</b>
Website	<b>www.avma.org.uk</b> <i>Our website has a range of useful information sheets/guides to help you help yourself.</i>