

## Advocacy:

# How to get help to make a complaint about health or care services in Enfield



There are two main advocacy services in Enfield.

POhWER



and EDA (Enfield Disability Action)



Both of them are FREE.

You do not need to pay to use them.



Let's look at POhWER first



POhWER can help explain things to you and what choices you have.



Help you to write a letter.



Go with you to meetings.



And help take things further if you are not happy.



They can also help you fill in a referral form online.



There are some things they can't help with. Such as:

Investigate your complaint.



Or if the problem happened longer than one year ago.



Or if it is Private Health Care (that is a service you pay for).



And they can't give legal or medical advice.





You can phone POhWER on

0300 456 2370



Or send them an email

[pohwer@pohwer.net](mailto:pohwer@pohwer.net)



Or fill in a referral form on their website.

[www.pohwer.net](http://www.pohwer.net)



Now let's look at EDA

(Enfield Disability Action)



EDA can check letters that you have written.



They can listen to your phone call.



Write letters for you or help you write them.



Make phone calls for you.



If it is complicated, they can refer you to another organisation, such as a law centre.



You can phone EDA on

0208 373 6228



Or send them an email

[eas@e-d-a.org](mailto:eas@e-d-a.org)



During COVID they have two temporary phone numbers:

07561 691253

07523 272298



They will ask you information and fill out a referral form.



ENFIELD DISABILITY  
ACTION



They will find someone to help you. They might be from EDA or a different organisation. For example.

EDA  
Age UK  
Mind



It can take up to ten days before you are contacted.

## NEED MORE HELP?



Or Contact Healthwatch Enfield for more information:



By telephone on

020 8373 6283



Monday to Friday

Between 9am - 4pm



Or text us on 07526 645 683



Or send us an email at

[admin@healthwatchenfield.co.uk](mailto:admin@healthwatchenfield.co.uk)



Or write to us

(no stamp needed) at:

FREEPOST RTGT-SRCL-ABRS Healthwatch  
Enfield  
Community House  
311 Fore Street  
London  
N9 0PZ



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