

Self - Advocacy Scenario One - Tom



This is Tom.

Tom thinks his tablets are not helping his medical condition like they used to.

He spoke to his doctor but didn't feel he was listened to and nothing has changed.



Tom feels like he needs some help to get the doctor to listen to him but he cannot get support from a service as they say he doesn't fit their rules for accessing support.



Tom needs to find out some information about his rights and what he can do to get people to listen to him.



Tom visits **The Advocacy Hub website** to find out more about speaking up for himself, his rights and how to take things further and make a complaint if he needs to.

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On the website Tom was able to get information about how to speak up for himself, watching short videos from people talking about their experiences.



This helped Tom to realise he was not alone and that other people had helped themselves to get what they need to live a happier life.



Tom was also able to find out more about his rights and things like reasonable adjustments.

Tom also found out he could make a NHS Complaint if he wasn't happy with the doctor.



Tom told the doctor he was not happy and discussed how he might make a complaint if the doctor didn't listen to him.

The doctor agreed to review Tom's tablets and they were changed.