

Maxaa dhacaya haddii aan warbixin uun u baahan ahay?

Dadka oo dhan uma baahna taageerada Qareenka (Advocate) si ay cabashooda u soo diraan. Tusaale ahaan, dadka qaarkood waxa ay rabaan uun in ay ogaadaan sida uu nidaamka cabashadu u hirgalo ama in ay ogaadaan cidda ay u diri karaan warqadda cabashada.

Dhammaan dadka la soo xiriira ururka VoiceAbility si looga caawiyo cabashada ku saabsan adeegga NHS (adeegga caafimaadka qaran) waxa ay daalacan karaan, ama email ama boostada loogu soo diri karaa, Baakadka Warbixinta Is Caawinta (Self Help Information Pack) oo bilaash ah.

Baakadka Warbixinta Is Caawinta waxaa ku jira:

- Buugyare faahfaahsan oo ku saabsan sida uu nidaamka cabashooyinku u hirgalo.
- Warbixin ku saabsan sida aad u heli karto diiwaannadaada caafimaadka.
- Hagis ku saabsan sida aad u habayn karto warqaddaada cabashada.

Waxaa laga yaabaa in kaas keligiis uu kaa caawin in aad cabashada dirato.

Xataa haddii aad cabashada laftigaagu dirato, haddana waxa aad weli xaq u leedahay in aad la xiriirto Qareenka Cabashooyinka adeegga NHS waqti kaste oo ka mid ah hawsha cabashada. Waxa aad taas u samayn kartaa si aad warbixin dheeraad ah u hesho ama si aad u codsato taageerada Qareenka.

Miyaan anigu u caban karaa qof kale sida ilme, qof aan saaxiibbo nahay ama qaraabo?

Waxa aad u caban kartaa ilme ka yar 18 jir haddii uusan cabashada laftigiisu diri karin. Ururka aad cabashada u dirayso waa in uu ku kalsooni qabo in ilmaha laftigiisu uusan caban karin ka hor inta uusan cabashada ka fiirsanin.

Waxa aad weliba cabasho ku diri kartaa magaca qof aad saaxiibbo tihiin ama qaraabadaada laakiin waxa uu qofkaasi u baahan doonaa in uu taas qoraal ku oggolaado.

Haddii aad rabto in aad u cabato qof ay ka maqan tahay kartida maskaxeed markaa caadi ahaan ururka aad cabashada u dirayso waxa uu hubin doonaa kartida maskaxeed ee bukaanhaha ka hor inta uusan kuu soo jawaabin.

Daboolidda baahiyahaaga

Qareennada Cabashooyinka adeegga NHS waxa ay kuu beddeli karaan habka ay adiga kuula xiriiraan taas oo ku xiran baahiyahaaga.

Waxaa taas ka mid noqon kara waxyaabaha soo socda qaarkood:

- Isticmaalidda turjumaan oraah ama qoraal.
- Isticmaalidda nuskhado kale oo loo adeegsado waraaqaha ama qoraallada la isku diro tusaale ahaan akhriska fudud, far waaweyn, luqadaha bulshada ama dhegeysi.
- Isticmaalidda turjumaannada Farakahadalka Ingiriiska (BSL).

Haddii aad baahiyo gaar ah qabto, fadlan noo soo sheeg waxa ay kuwaasi yihiin waxa aanan si kaste ugu dadaali doonaa in aan iyaga kuu daboolno.

Nala soo Xiriir

Waad nala soo xiriiri kartaa:

- Haddii aad warbixin dheeraad ah rabto.
- Haddii aad rabto baakadka warbixinta is caawinta si uu kaaga caawiyo in aad dirato cabashada ku saabsan adeegga NHS, ama
- Gargaar lagaa siiyo sidii aad isugu keeni lahayd arrimaha aad rabto in aad cabashooyinkaaga ku sheegto.

Waxa aan furan nahay Isniinta ilaa Jimcaha 9ka-5ta galabnimo



0300 330 5454

Telefoonka qoraalka: 0786 002 2939



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Miyaad qabtaa cabasho ku saabsan adeegga NHS?

Madaxbannaan Bilaash Sir



NHS
Complaints
Advocacy

VoiceAbility

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Advocacy
Q P M
Quality Services

Registered Charity: 1076630 Limited Company: 3798884

The Helplines
Association

Qareenimada Cabashooyinka NHS (NHS Complaints Advocacy) waxa ay dadka ka caawiyaan in ay dirtaan cabashooyinkooda ku saabsan adeegga NHS

Qareennada Cabashooyinka adeegga NHS waxa ay ku caawin karaan haddii adiga ama qof aad garanayso aydaan helin daryeelka ama daawaynta aad filanaysaan in aad ka heshaan adeegyadiina NHS oo aad rabtaan in aad cabataan.

Marka daryeelkaaga caafimaadka uu adeegga NHS bixiyo ama cid kale u xil saaro waxaa kuu furan in aad cabasho dirato adiga oo isticmaalaya nidaamka cabashooyinka ee adeegga NHS.

Cabashada ku saabsan adeegga NHS waxaa ku jiri kara waxa dhacay muddadii daryeelka ama daawaynta aad ka heshay:

- isbitaal
- takhtarkaaga Guud (GP)
- takhtarka ilkaha
- farmashiistaha
- takhtarka indhaha
- hoyga daryeelka ee adeegga NHS uu maalgeliyo
- adeegyada takhasus leh
- kalkaaliye caafimaad ama xubin ka mid ah shaqaalaha anbalaaska
- shaqaalaha Bulshada ee adeegga NHS
- shaqaalaha ama takhaatiirta kale ee adeegga NHS.

Waa maxay Qareenimada Cabashooyinka NHS?

Qareenimadu waxa ay taageero camali ah iyo warbixin ugu deeqdaa dadka raba in ay ka cawdaan adeegga NHS qayb ka ah.

Waxa ay taasi ka dhignaan kartaa in adiga warbixin lagu siiyo si aad iskaa cabasho ugu fuliso ama in lagu siiyo taageerada qareen khibrad leh oo kaa caawin kara in aad cabashadaada dirato.

Qareenimada Cabashooyinka NHS waa mid:

- **Ka madaxbannaan adeegga NHS**
- **Sir ah, oo**
- **Bilaash ah**

Sidee ayaa qareenimada loo fuliyaa?

Ururka VoiceAbility waxa uu bixiyaa gargaarka qareenimo si uu dadka uga caawiyo in ay cabashadooda dirtaan.

Qareennadu waxa ay dadka ka taageeraan in ay wax sheegtaan oo ay muujiyaan fikradaha iyo dareennada gaar ah ee ay qabaan marka ay xaaladdu adag tahay.

Qareennada waxaa si gaar ah looga tababaray sida ay kaaga taageeri karaan in aad cabashadaada dirato.

Maadaama ay qareenimadu ku saabsan tahay in dadka laga caawiyo in ay wax sheegtaan, Qareenkaagu kuuma sheegi doono waxa aad u baahan tahay in aad samayso mana fulin doono damaca dadka kale.

Maxuu Qareenku sameeyaa si uu kuu caawiyo?

Qareennadu adiga ayay kula shaqeyaan si aad u dareento kalsoonida aad u baahan tahay si aad cabasho u dirato.

Qareennadu waxa ay kaa caawin doonaan in aad baarto fursadaha adiga kaaga diyaar ah marxadaha kaladuwan ee cabashadu ay marayso waxa ayna ku siin karaan warbixin kaa caawin karta in aad ka go'aan gaarto waxa aad samaynayo.

Muddada ay hawsha cabashadu socoto waxaa weliba laga yaabaa in Qareenku uu sameeyo qaar ka mid ah waxyaabaha soo socda ama dhammaantood:

- In uu ku siiyo warbixin ku saabsan sida uu u hirgalo nidaamka cabashooyinka ee adeegga NHS.
- In uu kaa caawiyo in aad fahanto natiijada aad filan karto in aad ka gaarto nidaamka cabashooyinka ee adeegga NHS.
- In uu kaa caawiyo in aad isu keento arrimaha aad rabto in aad cabashadaada ku sheegto.
- In uu kaa caawiyo in aad warqaddaada u dirto dadka habboon.
- In uu kuu diyaariyo wixii kulanno ah oo uu kuwaas kuu raaco.
- In uu kaaga jawaabo su'aalaha si uu kaaga caawiyo in aad go'aanno gaarto.
- In uu fursad kuu siiyo in aad si qarsoodi ah ula hadasho qof ka madaxbannaan adeegga NHS.
- Marka habboon waxa aan kugula kulmi doonaa fool-ka-fool si aan cabashadaada uga wada hadalno.
- In uu kaa caawiyo in aad la socoto horumarka cabashadaada adiga oo la xiriiraya ururka ama qofka masuul ka ah.
- In uu kula xiriiryo dadka ama adeegyada kale ee laga yaabo in ay adiga ku caawin karaan.

