

Cross Regulatory Independent Lay Advocacy Service



POhWER
Voices Heard • Lives Empowered

What is Independent Lay Advocacy?

POhWER provides independent lay advocacy to people who are involved in a case relating to a concern about a professional registered with the following regulating bodies:

- The Nursing and Midwifery Council
- The General Medical Council
- The General Dental Council
- The General Chiropractic Council
- The General Optical Council
- The General Pharmaceutical Council
- Health and Care Professionals Council

POhWER aims to empower people to express their views, feelings and wishes, ensuring their voice is heard. POhWER advocates provide information so that the people they work with can make informed choices and decisions.

POhWER helps people who due to a health condition, disability or distressing life event need support to go through what can be a complex regulatory process.

What can and can't an advocate do?

A lay advocate can:

- Support people with communication during the regulatory process
- Listen and try to understand a person's point of view and situation
- Provide support to fill in forms when necessary
- Support people to tell others what they would like or introduce them to others who may be able to help in relation to the regulatory process
- Help people to understand what choices they have and what the consequences of these choices might be in relation to the regulatory process.

A lay advocate cannot:

- Provide advice, including legal advice
- Speak on behalf of people who are able to do so for themselves
- Make decisions on behalf of people
- Solve all of someone's problems for them
- Mediate, counsel or befriend
- Carry out care and support work
- Tell or advise someone what they should do or advise on a course of action.

Contact details

The Nursing and Midwifery Council

- newreferrals@nmc-uk.org
- 020 7637 7181

The General Medical Council

- gmc@gmc-uk.org
- 0161 923 6602

The General Dental Council

- 020 7167 6000

The General Chiropractic Council

- enquiries@gcc-uk.org
- 020 7713 5155

The General Optical Council

- goc@optical.org
- 020 7580 3898

The General Pharmaceutical Council

- info@pharmacyregulation.org
- 020 3713 8000

Health and Care Professionals Council (HCPC)

- ftp@hcpc-uk.org
- 020 7840 9814 / Free: 0800 328 4218

POhWER

- ftpadvocacy@pohwer.net
- 0300 456 2370

