

Complaining on behalf of someone else

Please note that Bridge End Surgery keeps strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, the practice needs to know that you have their permission to do so. A note signed by the person concerned is required unless they are incapable of providing this due to illness or disability.

Complaining to other Authorities

The practice management team hope that if you have a problem, you will use the Practice Complaints Procedure and allow us to help. However, if you feel you cannot raise your complaint with us, or you are dissatisfied with the response received from us, you can contact any available bodies listed.

NHS Resolution resolution.nhs.uk/

Tel: **020 7811 2700**

Healthwatch County Durham -

www.healthwatchcountydurham.co.uk/

Tel: **0800 3047039**

Independent Complaints and Advocacy (ICA) -

www.carersfederation.co.uk/services/independent-complaints-advocacy/locations/north-east-ica/

Tel: **0808 802 3000**

Parliamentary and Health Service Ombudsman -

www.ombudsman.org.uk/

Tel: **0345 015 4033**

Care Quality Commission (CQC) - www.cqc.org.uk/

Tel: **03000 616161**

NHS Resolution/Healthwatch County Durham, ICAS & Ombudsman

NHS Resolution

NHS Resolution is an arm's-length body of the Department of Health and Social Care. We provide expertise to the NHS on resolving concerns and disputes fairly, sharing learning for improvement and preserving resources for patient care.

Healthwatch County Durham

Healthwatch County Durham helps you and your family get the best out of health and social care services in County Durham. We are the independent champion for people who use health and social care services.

Independent Complaints and Advocacy (ICA)

ICA is a national service that supports people who want to make a complaint about their NHS Care or treatment.

NHS Advocacy is now provided by North East NHS Independent Complaints Advocacy (ICA), supporting individuals complaining about the NHS in the North East.

Parliamentary and Health Service Ombudsman

Are an independent complaint handling service for complaints that have not been resolved by the NHS in England and UK government departments.

CQC

CQC are the independent regulator of health and adult social care in England. They make sure health and social care services provide people with safe, effective, compassionate, high-quality care and we encourage care services to improve through monitoring, inspection and regulate services.



Complaints & Comments Leaflet

LET THE PRACTICE KNOW YOUR VIEWS

PARTNERS

Dr T. S. P. Johnston

Dr S. C. Morgan

Dr A Yadav

(Revised September 2023)

