

Executive Corridor  
Darlington Memorial Hospital  
Hollyhurst Road  
Darlington  
DL3 6HX  
Switchboard Tel: 01325 38 0100  
Foundation Trust Office: 01325 74 3625  
Corporate Records Office: 01325 74 3700

Request for Information Reference: 10.22.17

FOI Direct line: 01325 743700  
Email: [cdda-tr.cddftfoi@nhs.net](mailto:cdda-tr.cddftfoi@nhs.net)

Email only

13<sup>th</sup> October 2022

Dear

### **Freedom of Information Act 2000 – Request for Information**

Thank you for submitting a request for information which we received on 11<sup>th</sup> October 2022 in relation to County Durham and Darlington NHS Foundation Trust (the Trust). Your request has been processed under the provisions of the Freedom of Information Act 2000 and I am now able to provide you with a response.

Your request was in relation to GP Complaints and I am providing the following information in response to your specific questions:

- 1. The total number of formal complaints made in England regarding GP practices submitted between 1st October 2021 and 1st October 2022, broken down by regions. This should include all formal complaints made in written format and email format within this time period**
- 2. Details of the reasons for these formal complaints, including the total number of complaints for each reason (e.g. 15 complaints about poor service, 30 about lack of appointments, 20 for communication). Can the above-mentioned information please be supplied electronically in excel format and the data be categorised as per the bullet points above?**

The Trust does not provide GP services, and therefore have not received any complaints regarding GP practices. NHS North East and North Cumbria Integrated Care Board (ICB) should be the first point of contact for this information. If you wish to contact the ICB, we would advise, in accordance with Section 16 of the Act (duty to provide advice and assistance), that you contact the organisation via the following address:

Information Governance Team  
North of England Commissioning Support  
John Snow House

Durham University Science Park  
Durham  
DH1 3YG

Email: [necsu.ICBfoi@nhs.net](mailto:necsu.ICBfoi@nhs.net)

In line with the Information Commissioner's directive on the disclosure of information under the Freedom of Information Act 2000 your request will form part of our disclosure log on the Trust's website. However please be assured that we anonymise all responses prior to adding them to the disclosure log.

I hope that this response has provided you with the information you had requested. If you have any queries or wish to discuss the information supplied, please do not hesitate to contact me by telephone or in writing. If however, you are dissatisfied with the way in which your request has been handled and would like an internal review, you will need to contact me in writing at the above address or via [cdda-tr.cddftfoi@nhs](mailto:cdda-tr.cddftfoi@nhs).

If you remain dissatisfied with our response following an internal review you have the right to appeal to The Information Commissioner at Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. More information is available on their website; [www.ico.gov.uk](http://www.ico.gov.uk).

Yours sincerely

**Corporate Records and Freedom of Information Facilitator**