

You can contact the Patient Experience Team by:

Telephone:

Our Freephone service is available Monday to Friday. If the line is busy, please leave a message and we will call you back as soon as possible

Freephone: 0800 783 5774

Write to:

Patient Experience Team
Appleton House
Lanchester Road Hospital Site
Durham
DH1 5XZ

Email:

cdda-tr.patientexperiencecddft@nhs.net

We can also offer a face to face meeting if you feel that this is more appropriate.

North East NHS Independent Complaints Advocacy (ICA) is an independent organisation able to provide support and advice to anyone who wishes to make a complaint about their NHS treatment.

ICA can be contacted by telephoning:
0808 802 3000

safe • compassionate • joined-up care

**Patient Experience Team
Appleton House
Lanchester Road Hospital Site
Durham
DH1 5XZ**

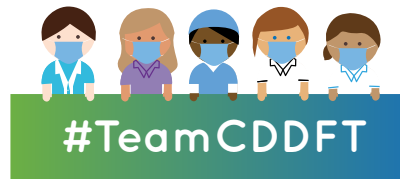
If you would like this document in another language or format, please let us know.

- Polish: Jeżeli chcieliby Państwo otrzymać ten dokument w innym języku lub w innej formie albo jeżeli potrzebna jest pomoc tłumacza, to prosimy o kontakt z
- Cantonese: 本文件可以翻譯為另一語文版本，或製作成另一格式，如有此需要，或需要協助，請與我們聯絡。
- Bengali: যদি আপনি এই ডকুমেন্ট অন্য ভাষায় বা ফরমেটে চান অথবা যদি আপনার একজন ইন্টারপ্রেট প্রয়োজন হয়, তাহলে দয়া করে আমাদের সাথে যোগাযোগ করুন।
- Punjabi: ਜੇ ਤੁਹਾਨੂੰ ਇਸ ਦਸਤਾਵੇਜ਼ ਦਾ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਜਾਂ ਫਿਰਮੈਟ ਵਿਚ ਚਾਹੀਦਾ ਹੈ, ਜਾਂ ਜੇ ਤੁਹਾਨੂੰ ਅਨੁਵਾਦਕ ਦੀ ਸਹਾਇਤਾ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ ਤੁਸੀਂ ਸਾਨੂੰ ਦੱਸੋ।
- Urdu: آپ کو کسی دیگر زبان یا دیگر شکل میں درکار ہو، یا اگر آپ کو ترجمان کی خدمات چاہئیں تو براہ کرم ہم سے رابطہ کیجئے۔
- Gujarati: જો તમને આ દસ્તાવેજ બીજી ભાષા અથવા રચનામાં પ્રાપ્તની ઇચ્છા, અથવા જો તમને ઇ-ન્ટરપ્રિટરની સેવા પ્રાપ્તની ઇચ્છા તો, કૃપા કરી અમારી સંપર્ક સાથે.

Author: Patient Experience Team

Website: www.cddft.nhs.uk

Review date: December 2022



County Durham
and Darlington
NHS Foundation Trust



#TeamCDDFT

Patient Experience Team

"We're here to help"

compliments

complaints

comments

feedback



www.cddft.nhs.net

Our Commitment to you

County Durham and Darlington NHS Foundation Trust is committed to providing high quality services, but we are always looking to improve and are aware that sometimes we do not always get things right. We welcome patient feedback such as compliments, complaints, comments and feedback as these can be used to help us improve our services.

If you wish to share your positive views with us, please contact us via our email or postal address. Positive feedback is greatly appreciated and will be shared with staff in service areas.

If you are unhappy with the care or treatment you or someone else is receiving, please tell a member of staff straight away as this will allow staff to discuss your issue and resolve this locally if possible. Raising a concern will not affect your future care or treatment in anyway.

If you do not wish to raise the issue with the staff, you can contact the Patient Experience Team to discuss your concerns or raise the issue as a complaint. We would encourage you to let us know as soon as possible if you are experiencing problems as we can work together to put things right.

Complaints

A complaint can be made by a patient, or by someone acting on their behalf, with their consent.

Complaints should normally be made within 12 months of the event, or of you becoming aware that you have something to complain about. The first stage of the NHS complaints procedure is 'local resolution'. If you wish to make a complaint.

We will support patients, carers and relatives when raising a concern about services we provide.

We will work in partnership with the professionals involved to aid a quick resolution.

Please write to:

Patient Experience Team, at the address on back of this leaflet. Your complaint will be treated in strict confidence and we will:

- Acknowledge your letter in three working days
- Agree a timescale and action plan to investigate your concerns
- Thoroughly investigate any concerns you raise
- Give you a detailed response within the timescales agreed with you

- Keep you informed if the investigation takes longer than expected
- Take action to put things right where possible.

If you are not satisfied with the Trust's response, you should contact the Patient Experience Team by telephone or in writing in the first instance to discuss the options for pursuing your complaint.

We will be happy to discuss your outstanding concerns with you and, if appropriate, a Local Resolution Meeting or further written response could be arranged to try to resolve your complaint.

If you are still dissatisfied, you can refer your complaint to the Health Service Ombudsman to review your outstanding issues.

Contact details as follows:

The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW10 4QP

Telephone helpline: 0345 015 4033

Email: phso.enquiries@ombudsman.org.uk