



**North East NHS  
Independent  
Complaints  
Advocacy**

Your health. Your voice.

Contact:

Free phone helpline: 0808 802 3000

Email: [ica@carersfederation.co.uk](mailto:ica@carersfederation.co.uk)

Website:

[www.carersfederation.co.uk/services/independent-complaints-advocacy](http://www.carersfederation.co.uk/services/independent-complaints-advocacy)

Facebook: <https://en-gb.facebook.com/Northeastnhsica>

Newsletter December 2020

# Merry Christmas

*We'd like to take this opportunity to say*

***We are still here and continue to  
work throughout all the lockdowns***

Please feel welcome to contact us



*Please note our contact details:*

***Postal address:***

***North East NHS ICA, 3<sup>rd</sup> Floor, Aidan House, Sunderland Road, Gateshead NE8 3HU***

***Telephone:***

***0191 4788350 – freephone 0808 802 3000***

***Follow us on Facebook <https://en-gb.facebook.com/Northeastnhsica/>***

# We have new staff and new roles

Please welcome Clare;

**Clare Corbett**

- is our Customer Relations Advisor and is the first point of contact for referrals and clients

**Gillian Rutter**

is new Senior Advocate since April

Meet the Advocates:  
**Meet the Advocates:**

**Amy Thompson**

- Advocate for Redcar and Cleveland, Middlesbrough and Hartlepool

# Angela Robson

-Advocate for Sunderland, South Tyneside and other locations

# Carole Little

Advocate for Darlington and Durham

# Gabrielle Hall

-Advocate for our deaf clients

# Nicola Ridley

-Advocate for Newcastle, North Tyneside, Sunderland and Gateshead among other places

# Sue Ewington

-Advocate for Hartlepool, Middlesbrough and Durham

During the COVID 19 pandemic we recognise that everyone's priorities have shifted, and it has been a challenging time looking after each other and it may not feel quite right to complain about NHS care and treatment.

- We have been made aware that as NHS Services move back to their new "normal" it is causing strain on people who have had treatment and care delayed which may have resulted in a period of ill health or lack of support.
- We are here to help with fully trained advocates who have an in-depth knowledge of what can be a daunting prospect of making an NHS complaint.
- Our Team has been delivering for our Clients since 2005. We make it simple for you and take it at your own pace. We operate a free and confidential service in a non-judgemental way. Our advocates will liaise on your behalf, subject to your consent, with any NHS Organisation involved to assist resolving your complaint.

- The Service is free - why not get in touch - no matter how trivial you may think your issue/ concern or complaint is - even if it is to find out what your options are. We never record anything without your consent and have information in several different formats.

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Dear Friends

We are nearing the end of an unprecedented year. Having begun my new role as Senior Advocate here at ICA I have experienced a swift initiation into being flexible and in facing the unknown. I would like to thank all of our staff, service users and Stakeholders for their positivity, encouragement and for making it possible to keep our service open throughout the lock down periods.

We are enjoying renewing our relationships with Healthwatches and appreciate having met virtually with their teams, volunteers and care workers. We look forward to seeing you again in the New year.

We are now able to meet up virtually with all those who are able to do so. We are, however, aware that not everyone can meet in this way. For this reason, we are supporting Healthwatch Darlington with their "Digitally Excluded" project and we'd like to thank our service users who have agreed to take part.

This year we have received training in awareness of the challenge faced by our BAME communities and we look forward to making our service more accessible to service users from the BAME communities in the North East.

2020 has taught us much and focused our attention on our interrelatedness.

**The more we support each other, the stronger we are.**

"Best wishes for the festive period and hopefully a better 2021" Philip Kerr Contracts Manager

