

**Reference:** FOI.ICB-2324/250

**Subject:** Complaints Relating to Physician Associates

*I can confirm that the ICB does not hold the information requested; please see responses below:*

QUESTION	RESPONSE
<p>1. Does the ICB have a record of any complaints made against physician associates since 2020?</p> <p>2. If there were complaints relating to physician associates, how many were there?</p> <p>3. How many complaints relating to physician associates mention 'misdiagnosis' or 'wrong diagnosis'?</p> <p>4. How many complaints relating to physician associates were investigated and upheld, partially upheld or not upheld?</p>	<p>No, the ICB does not have a record of any complaints made.</p> <p>Please note: from July 2022 – July 2023, complaints relating to GP practices were managed by NHSE and not the ICB. From July 2023 to date, although the ICB is first point of contact for complainants, the Hub manage GP related complaints for the ICB. They can be contacted via <a href="mailto:ENGLAND.southwestcomplaints@nhs.net">ENGLAND.southwestcomplaints@nhs.net</a></p>

***The information provided in this response is accurate as of 20 October 2023 and has been approved for release by Rosi Shepherd, Chief Nursing Officer for NHS Bristol, North Somerset and South Gloucestershire ICB.***