

A statistical breakdown of complaints about primary care trusts and relevant care trusts 2010-11



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for England
Session 2010-12
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For additional information on complaint handling,
please see our report, *Listening and Learning:
the Ombudsman's review of complaint handling
by the NHS in England 2010-11 (HC 1522)*.

Our role

The Parliamentary and Health Service Ombudsman considers complaints that government departments, a range of other public bodies in the UK, and the NHS in England, have not acted properly or fairly or have provided a poor service.

Our vision

To provide an independent, high quality complaint handling service that rights individual wrongs, drives improvements in public services and informs public policy.

Our values

Our values shape our behaviour, both as an organisation and as individuals, and incorporate the *Ombudsman's Principles*.

Excellence

We pursue excellence in all that we do in order to provide the best possible service:

- we seek feedback to achieve learning and continuous improvement
- we operate thorough and rigorous processes to reach sound, evidence-based judgments
- we are committed to enabling and developing our people so that they can provide an excellent service.

Leadership

We lead by example so that our work will have a positive impact:

- we set high standards for ourselves and others
- we are an exemplar and provide expert advice in complaint handling
- we share learning to achieve improvement.

Integrity

We are open, honest and straightforward in all our dealings, and use time, money and resources effectively:

- we are consistent and transparent in our actions and decisions
- we take responsibility for our actions and hold ourselves accountable for all that we do
- we treat people fairly.

Diversity

We value people and their diversity and strive to be inclusive:

- we respect others, regardless of personal differences
- we listen to people to understand their needs and tailor our service accordingly
- we promote equal access to our service for all members of the community.

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Introduction

This is a supplement to the Health Service Ombudsman's report *Listening and Learning: the Ombudsman's review of complaint handling by the NHS in England 2010-11*.

In this supplement we publish more detailed data on complaints about primary care trusts and relevant care trusts in 2010-11. For each trust, the data shows how many complaints we:

- received;
- resolved through intervention;
- accepted for investigation; and
- reported on (with the percentage upheld, partly upheld and not upheld).

The data is presented in four categories, according to whether the complaint was about:

- the trust itself (primary care trust or care trust);
- a GP or GP practice (general practitioner);
- a dentist or dental practice (general dental practitioner); or
- opticians, pharmacies, or healthcare funded by the trust but provided by a private company (other).

| | Complaints received 2010-11 | Complaints resolved through intervention 2010-11 |
|---|--------------------------------|--|
| Ashton, Leigh and Wigan PCT | | |
| Primary care trust | 16 | 0 |
| General practitioner | 2 | 0 |
| General dental practitioner | 1 | 0 |
| Other | 2 | 0 |
| Total | 21 | 0 |
| Barking and Dagenham PCT | | |
| Primary care trust | 3 | 0 |
| General practitioner | 6 | 0 |
| General dental practitioner | 0 | 1 |
| Total | 9 | 1 |
| Barnet PCT | | |
| Primary care trust | 30 | 0 |
| General practitioner | 14 | 0 |
| Total | 44 | 0 |
| Barnsley PCT | | |
| Primary care trust | 17 | 0 |
| General practitioner | 8 | 0 |
| General dental practitioner | 1 | 0 |
| Total | 26 | 0 |
| Bassetlaw PCT | | |
| Primary care trust | 7 | 0 |
| General practitioner | 2 | 0 |
| Total | 9 | 0 |
| Bath and North East Somerset PCT | | |
| Primary care trust | 7 | 0 |
| General practitioner | 5 | 0 |
| General dental practitioner | 8 | 0 |
| Total | 20 | 0 |
| Bedfordshire PCT | | |
| Primary care trust | 22 | 0 |
| General practitioner | 19 | 0 |
| General dental practitioner | 6 | 0 |
| Other | 1 | 0 |
| Total | 48 | 0 |

| Complaints accepted for investigation 2010-11 | Investigated complaints reported on 2010-11 | Investigated complaints reported on: fully upheld % | Investigated complaints reported on: partly upheld % | Investigated complaints reported on: not upheld % |
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| | Complaints received 2010-11 | Complaints resolved through intervention 2010-11 |
|--------------------------------------|--------------------------------|--|
| Berkshire East PCT | | |
| Primary care trust | 8 | 0 |
| General practitioner | 9 | 0 |
| Total | 17 | 0 |
| Berkshire West PCT | | |
| Primary care trust | 28 | 0 |
| General practitioner | 10 | 0 |
| General dental practitioner | 3 | 0 |
| Total | 41 | 0 |
| Bexley Care Trust | | |
| Care trust | 13 | 0 |
| General practitioner | 10 | 0 |
| General dental practitioner | 2 | 0 |
| Other | 2 | 0 |
| Total | 27 | 0 |
| Birmingham East and North PCT | | |
| Primary care trust | 9 | 0 |
| General practitioner | 19 | 1 |
| General dental practitioner | 3 | 0 |
| Total | 31 | 1 |
| Blackburn with Darwen PCT | | |
| Primary care trust | 5 | 0 |
| General practitioner | 2 | 0 |
| General dental practitioner | 2 | 0 |
| Total | 9 | 0 |
| Blackpool PCT | | |
| Primary care trust | 5 | 0 |
| General practitioner | 10 | 0 |
| General dental practitioner | 4 | 0 |
| Other | 2 | 0 |
| Total | 21 | 0 |
| Bolton PCT | | |
| Primary care trust | 15 | 1 |
| General practitioner | 10 | 0 |
| General dental practitioner | 1 | 0 |
| Total | 26 | 1 |

| | Complaints received 2010-11 | Complaints resolved through intervention 2010-11 |
|---|--------------------------------|--|
| Bournemouth and Poole Teaching PCT | | |
| Primary care trust | 22 | 0 |
| General practitioner | 17 | 0 |
| General dental practitioner | 2 | 0 |
| Total | 41 | 0 |
| Bradford and Airedale Teaching PCT | | |
| Primary care trust | 10 | 0 |
| General practitioner | 18 | 0 |
| General dental practitioner | 5 | 0 |
| Other | 1 | 0 |
| Total | 34 | 0 |
| Brent Teaching PCT | | |
| Primary care trust | 15 | 0 |
| General practitioner | 8 | 0 |
| General dental practitioner | 3 | 0 |
| Other | 1 | 0 |
| Total | 27 | 0 |
| Brighton and Hove City PCT | | |
| Primary care trust | 12 | 0 |
| General practitioner | 11 | 1 |
| General dental practitioner | 1 | 0 |
| Total | 24 | 1 |
| Bristol PCT | | |
| Primary care trust | 17 | 0 |
| General practitioner | 21 | 0 |
| General dental practitioner | 4 | 0 |
| Other | 2 | 0 |
| Total | 44 | 0 |
| Bromley PCT | | |
| Primary care trust | 17 | 0 |
| General practitioner | 10 | 0 |
| General dental practitioner | 2 | 0 |
| Total | 29 | 0 |

| Complaints accepted for investigation 2010-11 | Investigated complaints reported on 2010-11 | Investigated complaints reported on: fully upheld % | Investigated complaints reported on: partly upheld % | Investigated complaints reported on: not upheld % |
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| | Complaints received 2010-11 | Complaints resolved through intervention 2010-11 |
|---|--------------------------------|--|
| Buckinghamshire PCT | | |
| Primary care trust | 21 | 0 |
| General practitioner | 17 | 0 |
| General dental practitioner | 3 | 1 |
| Other | 1 | 0 |
| Total | 42 | 1 |
| Bury PCT | | |
| Primary care trust | 10 | 0 |
| General practitioner | 6 | 0 |
| Total | 16 | 0 |
| Calderdale PCT | | |
| Primary care trust | 6 | 0 |
| General practitioner | 3 | 0 |
| Total | 9 | 0 |
| Cambridgeshire PCT | | |
| Primary care trust | 24 | 0 |
| General practitioner | 14 | 0 |
| General dental practitioner | 2 | 0 |
| Total | 40 | 0 |
| Camden PCT | | |
| Primary care trust | 18 | 0 |
| General practitioner | 12 | 0 |
| General dental practitioner | 6 | 0 |
| Total | 36 | 0 |
| Central and Eastern Cheshire PCT | | |
| Primary care trust | 14 | 0 |
| General practitioner | 11 | 0 |
| General dental practitioner | 4 | 0 |
| Total | 29 | 0 |
| Central Lancashire PCT | | |
| Primary care trust | 38 | 2 |
| General practitioner | 10 | 0 |
| General dental practitioner | 10 | 0 |
| Total | 58 | 2 |

| Complaints accepted for investigation 2010-11 | Investigated complaints reported on 2010-11 | Investigated complaints reported on: fully upheld % | Investigated complaints reported on: partly upheld % | Investigated complaints reported on: not upheld % |
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| | Complaints received 2010-11 | Complaints resolved through intervention 2010-11 |
|---|--------------------------------|--|
| City and Hackney Teaching PCT | | |
| Primary care trust | 9 | 0 |
| General practitioner | 4 | 0 |
| General dental practitioner | 2 | 0 |
| Total | 15 | 0 |
| Cornwall and Isles of Scilly PCT | | |
| Primary care trust | 15 | 1 |
| General practitioner | 22 | 0 |
| General dental practitioner | 6 | 0 |
| Other | 2 | 0 |
| Total | 45 | 1 |
| County Durham PCT | | |
| Primary care trust | 3 | 0 |
| General practitioner | 7 | 0 |
| General dental practitioner | 3 | 0 |
| Total | 13 | 0 |
| Coventry Teaching PCT | | |
| Primary care trust | 12 | 0 |
| General practitioner | 12 | 1 |
| General dental practitioner | 7 | 0 |
| Total | 31 | 1 |
| Croydon PCT | | |
| Primary care trust | 10 | 0 |
| General practitioner | 12 | 0 |
| General dental practitioner | 4 | 1 |
| Other | 2 | 0 |
| Total | 28 | 1 |
| Cumbria Teaching PCT | | |
| Primary care trust | 9 | 0 |
| General practitioner | 9 | 0 |
| General dental practitioner | 3 | 0 |
| Total | 21 | 0 |
| Darlington PCT | | |
| Primary care trust | 5 | 0 |
| General practitioner | 13 | 0 |
| Total | 18 | 0 |

| | Complaints received 2010-11 | Complaints resolved through intervention 2010-11 |
|------------------------------|--------------------------------|--|
| Derby City PCT | | |
| Primary care trust | 8 | 0 |
| General practitioner | 8 | 0 |
| General dental practitioner | 2 | 0 |
| Total | 18 | 0 |
| Derbyshire County PCT | | |
| Primary care trust | 31 | 0 |
| General practitioner | 31 | 1 |
| General dental practitioner | 3 | 0 |
| Other | 2 | 0 |
| Total | 67 | 1 |
| Devon PCT | | |
| Primary care trust | 43 | 0 |
| General practitioner | 15 | 0 |
| General dental practitioner | 7 | 0 |
| Total | 65 | 0 |
| Doncaster PCT | | |
| Primary care trust | 23 | 0 |
| General practitioner | 12 | 0 |
| General dental practitioner | 0 | 0 |
| Other | 1 | 0 |
| Total | 36 | 0 |
| Dorset PCT | | |
| Primary care trust | 25 | 0 |
| General practitioner | 11 | 0 |
| General dental practitioner | 3 | 0 |
| Total | 39 | 0 |
| Dudley PCT | | |
| Primary care trust | 11 | 0 |
| General practitioner | 9 | 0 |
| General dental practitioner | 2 | 0 |
| Other | 2 | 0 |
| Total | 24 | 0 |
| Ealing PCT | | |
| Primary care trust | 21 | 0 |
| General practitioner | 18 | 0 |
| General dental practitioner | 1 | 0 |
| Total | 40 | 0 |

| Complaints accepted for investigation 2010-11 | Investigated complaints reported on 2010-11 | Investigated complaints reported on: fully upheld % | Investigated complaints reported on: partly upheld % | Investigated complaints reported on: not upheld % |
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| | Complaints received 2010-11 | Complaints resolved through intervention 2010-11 |
|--|--------------------------------|--|
| East Lancashire Teaching PCT | | |
| Primary care trust | 15 | 1 |
| General practitioner | 11 | 0 |
| General dental practitioner | 1 | 0 |
| Other | 2 | 0 |
| Total | 29 | 1 |
| East Riding of Yorkshire PCT | | |
| Primary care trust | 29 | 0 |
| General practitioner | 9 | 1 |
| General dental practitioner | 3 | 0 |
| Total | 41 | 1 |
| East Sussex Downs and Weald PCT | | |
| Primary care trust | 25 | 0 |
| General practitioner | 7 | 0 |
| General dental practitioner | 8 | 2 |
| Other | 1 | 0 |
| Total | 41 | 2 |
| Eastern and Coastal Kent PCT | | |
| Primary care trust | 29 | 1 |
| General practitioner | 34 | 1 |
| General dental practitioner | 8 | 0 |
| Other | 1 | 0 |
| Total | 72 | 2 |
| Enfield PCT | | |
| Primary care trust | 6 | 0 |
| General practitioner | 19 | 0 |
| General dental practitioner | 3 | 1 |
| Other | 1 | 0 |
| Total | 29 | 1 |
| Gateshead PCT | | |
| Primary care trust | 5 | 0 |
| General practitioner | 7 | 1 |
| Total | 12 | 1 |

| Complaints accepted for investigation 2010-11 | Investigated complaints reported on 2010-11 | Investigated complaints reported on: fully upheld % | Investigated complaints reported on: partly upheld % | Investigated complaints reported on: not upheld % |
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| | Complaints received 2010-11 | Complaints resolved through intervention 2010-11 |
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| Gloucestershire PCT | | |
| Primary care trust | 17 | 0 |
| General practitioner | 5 | 0 |
| General dental practitioner | 8 | 0 |
| Other | 1 | 0 |
| Total | 31 | 0 |
| Great Yarmouth and Waveney PCT | | |
| Primary care trust | 18 | 0 |
| General practitioner | 10 | 0 |
| General dental practitioner | 1 | 0 |
| Total | 29 | 0 |
| Greenwich Teaching PCT | | |
| Primary care trust | 10 | 0 |
| General practitioner | 10 | 0 |
| General dental practitioner | 4 | 0 |
| Total | 24 | 0 |
| Halton and St Helens PCT | | |
| Primary care trust | 9 | 0 |
| General practitioner | 5 | 0 |
| General dental practitioner | 1 | 0 |
| Total | 15 | 0 |
| Hammersmith and Fulham PCT | | |
| Primary care trust | 8 | 0 |
| General practitioner | 8 | 0 |
| General dental practitioner | 2 | 0 |
| Total | 18 | 0 |
| Hampshire PCT | | |
| Primary care trust | 42 | 3 |
| General practitioner | 33 | 0 |
| General dental practitioner | 7 | 1 |
| Other | 6 | 0 |
| Total | 88 | 4 |
| Haringey Teaching PCT | | |
| Primary care trust | 22 | 1 |
| General practitioner | 12 | 0 |
| General dental practitioner | 4 | 0 |
| Total | 38 | 1 |

| Complaints accepted for investigation 2010-11 | Investigated complaints reported on 2010-11 | Investigated complaints reported on: fully upheld % | Investigated complaints reported on: partly upheld % | Investigated complaints reported on: not upheld % |
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| | Complaints received 2010-11 | Complaints resolved through intervention 2010-11 |
|---|--------------------------------|--|
| Harrow PCT | | |
| Primary care trust | 19 | 0 |
| General practitioner | 7 | 0 |
| General dental practitioner | 3 | 0 |
| Total | 29 | 0 |
| Hartlepool PCT | | |
| Primary care trust | 1 | 0 |
| General practitioner | 6 | 0 |
| Other | 1 | 0 |
| Total | 8 | 0 |
| Hastings and Rother PCT | | |
| Primary care trust | 9 | 1 |
| General practitioner | 12 | 1 |
| General dental practitioner | 2 | 1 |
| Total | 23 | 3 |
| Havering PCT | | |
| Primary care trust | 15 | 0 |
| General practitioner | 15 | 0 |
| General dental practitioner | 2 | 0 |
| Other | 2 | 0 |
| Total | 34 | 0 |
| Heart of Birmingham Teaching PCT | | |
| Primary care trust | 10 | 1 |
| General practitioner | 18 | 0 |
| General dental practitioner | 4 | 0 |
| Other | 2 | 0 |
| Total | 34 | 1 |
| Herefordshire PCT | | |
| Primary care trust | 20 | 0 |
| General practitioner | 7 | 0 |
| Total | 27 | 0 |
| Hertfordshire PCT | | |
| Primary care trust | 40 | 0 |
| General practitioner | 43 | 0 |
| General dental practitioner | 4 | 0 |
| Other | 4 | 0 |
| Total | 91 | 0 |

| Complaints accepted for investigation 2010-11 | Investigated complaints reported on 2010-11 | Investigated complaints reported on: fully upheld % | Investigated complaints reported on: partly upheld % | Investigated complaints reported on: not upheld % |
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| | Complaints received 2010-11 | Complaints resolved through intervention 2010-11 |
|--|--------------------------------|--|
| Heywood, Middleton and Rochdale PCT | | |
| Primary care trust | 6 | 0 |
| General practitioner | 12 | 0 |
| General dental practitioner | 2 | 0 |
| Total | 20 | 0 |
| Hillingdon PCT | | |
| Primary care trust | 14 | 0 |
| General practitioner | 15 | 0 |
| General dental practitioner | 2 | 0 |
| Total | 31 | 0 |
| Hounslow PCT | | |
| Primary care trust | 11 | 0 |
| General practitioner | 15 | 0 |
| General dental practitioner | 5 | 0 |
| Total | 31 | 0 |
| Hull Teaching PCT | | |
| Primary care trust | 11 | 0 |
| General practitioner | 24 | 0 |
| Total | 35 | 0 |
| Isle of Wight NHS PCT | | |
| Primary care trust | 63 | 2 |
| General practitioner | 14 | 0 |
| Total | 77 | 2 |
| Islington PCT | | |
| Primary care trust | 18 | 1 |
| General practitioner | 18 | 0 |
| General dental practitioner | 2 | 0 |
| Total | 38 | 1 |
| Kensington and Chelsea PCT | | |
| Primary care trust | 15 | 0 |
| General practitioner | 16 | 0 |
| Total | 31 | 0 |
| Kingston PCT | | |
| Primary care trust | 5 | 0 |
| General practitioner | 4 | 0 |
| General dental practitioner | 1 | 0 |
| Total | 10 | 0 |

| | Complaints received 2010-11 | Complaints resolved through intervention 2010-11 |
|--|--------------------------------|--|
| Kirklees PCT | | |
| Primary care trust | 10 | 1 |
| General practitioner | 7 | 0 |
| General dental practitioner | 3 | 0 |
| Other | 2 | 0 |
| Total | 22 | 1 |
| Knowsley PCT | | |
| General practitioner | 1 | 0 |
| General dental practitioner | 1 | 0 |
| Total | 2 | 0 |
| Lambeth PCT | | |
| Primary care trust | 15 | 1 |
| General practitioner | 20 | 2 |
| General dental practitioner | 2 | 0 |
| Other | 1 | 0 |
| Total | 38 | 3 |
| Leeds PCT | | |
| Primary care trust | 37 | 0 |
| General practitioner | 32 | 1 |
| General dental practitioner | 12 | 0 |
| Other | 3 | 0 |
| Total | 84 | 1 |
| Leicester City PCT | | |
| Primary care trust | 28 | 1 |
| General practitioner | 10 | 0 |
| General dental practitioner | 4 | 0 |
| Total | 42 | 1 |
| Leicestershire County and Rutland PCT | | |
| Primary care trust | 42 | 1 |
| General practitioner | 23 | 0 |
| General dental practitioner | 9 | 1 |
| Total | 74 | 2 |
| Lewisham PCT | | |
| Primary care trust | 11 | 0 |
| General practitioner | 6 | 0 |
| General dental practitioner | 7 | 0 |
| Total | 24 | 0 |

| Complaints accepted for investigation 2010-11 | Investigated complaints reported on 2010-11 | Investigated complaints reported on: fully upheld % | Investigated complaints reported on: partly upheld % | Investigated complaints reported on: not upheld % |
|---|---|---|--|---|
| 0 | 0 | – | – | – |
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| 1 | 1 | 100% | 0% | 0% |
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| 2 | 1 | 100% | 0% | 0% |
| 1 | 0 | – | – | – |
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| 3 | 0 | – | – | – |
| 1 | 0 | – | – | – |
| 3 | 1 | 0% | 0% | 100% |
| 0 | 0 | – | – | – |
| 4 | 1 | 0% | 0% | 100% |
| 1 | 1 | 0% | 0% | 100% |
| 2 | 0 | – | – | – |
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| 3 | 1 | 0% | 0% | 100% |
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| | Complaints received 2010-11 | Complaints resolved through intervention 2010-11 |
|----------------------------------|--------------------------------|--|
| Lincolnshire Teaching PCT | | |
| Primary care trust | 27 | 0 |
| General practitioner | 20 | 1 |
| General dental practitioner | 5 | 0 |
| Total | 52 | 1 |
| Liverpool PCT | | |
| Primary care trust | 20 | 0 |
| General practitioner | 16 | 0 |
| General dental practitioner | 5 | 0 |
| Other | 2 | 0 |
| Total | 43 | 0 |
| Luton PCT | | |
| Primary care trust | 11 | 0 |
| General practitioner | 8 | 0 |
| General dental practitioner | 2 | 0 |
| Total | 21 | 0 |
| Manchester PCT | | |
| Primary care trust | 32 | 0 |
| General practitioner | 28 | 0 |
| General dental practitioner | 3 | 0 |
| Other | 1 | 0 |
| Total | 64 | 0 |
| Medway PCT | | |
| Primary care trust | 17 | 0 |
| General practitioner | 6 | 0 |
| General dental practitioner | 3 | 0 |
| Total | 26 | 0 |
| Mid Essex PCT | | |
| Primary care trust | 23 | 0 |
| General practitioner | 14 | 0 |
| General dental practitioner | 5 | 0 |
| Total | 42 | 0 |
| Middlesbrough PCT | | |
| Primary care trust | 1 | 0 |
| General practitioner | 3 | 0 |
| Total | 4 | 0 |

| Complaints accepted for investigation 2010-11 | Investigated complaints reported on 2010-11 | Investigated complaints reported on: fully upheld % | Investigated complaints reported on: partly upheld % | Investigated complaints reported on: not upheld % |
|---|---|---|--|---|
| 0 | 0 | – | – | – |
| 0 | 0 | – | – | – |
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| 2 | 0 | – | – | – |
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| 1 | 0 | – | – | – |
| 3 | 0 | – | – | – |
| 3 | 0 | – | – | – |
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| 3 | 0 | – | – | – |
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| 0 | 1 | 100% | 0% | 0% |
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| 0 | 1 | 100% | 0% | 0% |
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| 0 | 0 | – | – | – |

| | Complaints received 2010-11 | Complaints resolved through intervention 2010-11 |
|--------------------------------------|--------------------------------|--|
| Milton Keynes PCT | | |
| Primary care trust | 30 | 0 |
| General practitioner | 6 | 1 |
| General dental practitioner | 2 | 0 |
| Total | 38 | 1 |
| Newcastle PCT | | |
| Primary care trust | 5 | 0 |
| General practitioner | 9 | 0 |
| General dental practitioner | 1 | 0 |
| Total | 15 | 0 |
| Newham PCT | | |
| Primary care trust | 15 | 1 |
| General practitioner | 11 | 0 |
| General dental practitioner | 1 | 0 |
| Total | 27 | 1 |
| Norfolk PCT | | |
| Primary care trust | 39 | 0 |
| General practitioner | 15 | 0 |
| General dental practitioner | 6 | 1 |
| Other | 2 | 0 |
| Total | 62 | 1 |
| North East Essex PCT | | |
| Primary care trust | 20 | 1 |
| General practitioner | 19 | 0 |
| General dental practitioner | 1 | 0 |
| Other | 2 | 0 |
| Total | 42 | 1 |
| North Lancashire Teaching PCT | | |
| Primary care trust | 17 | 0 |
| General practitioner | 12 | 0 |
| General dental practitioner | 3 | 0 |
| Total | 32 | 0 |
| North Lincolnshire PCT | | |
| Primary care trust | 9 | 0 |
| General practitioner | 5 | 0 |
| General dental practitioner | 2 | 0 |
| Total | 16 | 0 |

| Complaints accepted for investigation 2010-11 | Investigated complaints reported on 2010-11 | Investigated complaints reported on: fully upheld % | Investigated complaints reported on: partly upheld % | Investigated complaints reported on: not upheld % |
|---|---|---|--|---|
| 0 | 0 | – | – | – |
| 1 | 1 | 100% | 0% | 0% |
| 0 | 0 | – | – | – |
| 1 | 1 | 100% | 0% | 0% |
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| 0 | 0 | – | – | – |
| 0 | 0 | – | – | – |
| 0 | 2 | 100% | 0% | 0% |
| 1 | 1 | 0% | 0% | 100% |
| 1 | 3 | 67% | 0% | 33% |
| 0 | 1 | 100% | 0% | 0% |
| 1 | 0 | – | – | – |
| 0 | 0 | – | – | – |
| 0 | 0 | – | – | – |
| 1 | 1 | 100% | 0% | 0% |
| 1 | 0 | – | – | – |
| 1 | 2 | 100% | 0% | 0% |
| 0 | 1 | 100% | 0% | 0% |
| 0 | 0 | – | – | – |
| 2 | 3 | 100% | 0% | 0% |
| 2 | 0 | – | – | – |
| 1 | 0 | – | – | – |
| 0 | 0 | – | – | – |
| 3 | 0 | – | – | – |
| 0 | 0 | – | – | – |
| 0 | 0 | – | – | – |
| 0 | 0 | – | – | – |
| 0 | 0 | – | – | – |

| | Complaints received 2010-11 | Complaints resolved through intervention 2010-11 |
|--------------------------------------|--------------------------------|--|
| North Somerset PCT | | |
| Primary care trust | 9 | 2 |
| General practitioner | 10 | 0 |
| Total | 19 | 2 |
| North Staffordshire PCT | | |
| Primary care trust | 13 | 0 |
| General practitioner | 5 | 0 |
| General dental practitioner | 2 | 0 |
| Total | 20 | 0 |
| North Tyneside PCT | | |
| Primary care trust | 20 | 2 |
| General practitioner | 7 | 1 |
| General dental practitioner | 2 | 0 |
| Total | 29 | 3 |
| North Yorkshire and York PCT | | |
| Primary care trust | 51 | 0 |
| General practitioner | 14 | 0 |
| General dental practitioner | 8 | 0 |
| Other | 2 | 0 |
| Total | 75 | 0 |
| Northamptonshire Teaching PCT | | |
| Primary care trust | 14 | 0 |
| General practitioner | 25 | 0 |
| General dental practitioner | 2 | 0 |
| Other | 2 | 1 |
| Total | 43 | 1 |
| Northumberland Care Trust | | |
| Care trust | 2 | 0 |
| General practitioner | 2 | 0 |
| General dental practitioner | 1 | 0 |
| Total | 5 | 0 |
| Nottingham City PCT | | |
| Primary care trust | 11 | 0 |
| General practitioner | 6 | 0 |
| General dental practitioner | 4 | 0 |
| Total | 21 | 0 |

| | Complaints received 2010-11 | Complaints resolved through intervention 2010-11 |
|--|--------------------------------|--|
| Nottinghamshire County Teaching PCT | | |
| Primary care trust | 22 | 0 |
| General practitioner | 4 | 0 |
| General dental practitioner | 3 | 0 |
| Total | 29 | 0 |
| Oldham PCT | | |
| Primary care trust | 9 | 0 |
| General practitioner | 4 | 0 |
| General dental practitioner | 4 | 0 |
| Other | 1 | 0 |
| Total | 18 | 0 |
| Oxfordshire PCT | | |
| Primary care trust | 25 | 1 |
| General practitioner | 10 | 0 |
| General dental practitioner | 6 | 1 |
| Other | 1 | 0 |
| Total | 42 | 2 |
| Peterborough PCT | | |
| Primary care trust | 10 | 0 |
| General practitioner | 1 | 0 |
| General dental practitioner | 6 | 1 |
| Other | 1 | 0 |
| Total | 18 | 1 |
| Plymouth Teaching PCT | | |
| Primary care trust | 34 | 0 |
| General practitioner | 7 | 0 |
| General dental practitioner | 2 | 0 |
| Other | 1 | 0 |
| Total | 44 | 0 |
| Portsmouth City Teaching PCT | | |
| Primary care trust | 17 | 0 |
| General practitioner | 3 | 0 |
| General dental practitioner | 1 | 0 |
| Total | 21 | 0 |

| | Complaints received 2010-11 | Complaints resolved through intervention 2010-11 |
|------------------------------------|--------------------------------|--|
| Redbridge PCT | | |
| Primary care trust | 7 | 0 |
| General practitioner | 15 | 0 |
| General dental practitioner | 2 | 0 |
| Total | 24 | 0 |
| Redcar and Cleveland PCT | | |
| Primary care trust | 4 | 0 |
| General practitioner | 4 | 0 |
| General dental practitioner | 1 | 0 |
| Total | 9 | 0 |
| Richmond and Twickenham PCT | | |
| Primary care trust | 8 | 0 |
| General practitioner | 9 | 0 |
| General dental practitioner | 2 | 0 |
| Total | 19 | 0 |
| Rotherham PCT | | |
| Primary care trust | 4 | 0 |
| General practitioner | 2 | 0 |
| Total | 6 | 0 |
| Salford PCT | | |
| Primary care trust | 6 | 0 |
| General practitioner | 5 | 0 |
| Other | 2 | 0 |
| Total | 13 | 0 |
| Sandwell PCT | | |
| Primary care trust | 13 | 0 |
| General practitioner | 19 | 1 |
| General dental practitioner | 7 | 0 |
| Total | 39 | 1 |
| Sefton PCT | | |
| Primary care trust | 15 | 0 |
| General practitioner | 7 | 0 |
| General dental practitioner | 4 | 0 |
| Total | 26 | 0 |

| Complaints accepted for investigation 2010-11 | Investigated complaints reported on 2010-11 | Investigated complaints reported on: fully upheld % | Investigated complaints reported on: partly upheld % | Investigated complaints reported on: not upheld % |
|---|---|---|--|---|
| 0 | 0 | – | – | – |
| 0 | 1 | 0% | 100% | 0% |
| 0 | 0 | – | – | – |
| 0 | 1 | 0% | 100% | 0% |
| 0 | 1 | 100% | 0% | 0% |
| 0 | 0 | – | – | – |
| 0 | 0 | – | – | – |
| 0 | 1 | 100% | 0% | 0% |
| 0 | 0 | – | – | – |
| 0 | 0 | – | – | – |
| 0 | 0 | – | – | – |
| 0 | 0 | – | – | – |
| 1 | 0 | – | – | – |
| 0 | 0 | – | – | – |
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| 1 | 1 | 0% | 100% | 0% |
| 0 | 0 | – | – | – |
| 0 | 0 | – | – | – |
| 0 | 0 | – | – | – |
| 0 | 0 | – | – | – |

| | Complaints received 2010-11 | Complaints resolved through intervention 2010-11 |
|----------------------------------|--------------------------------|--|
| Sheffield PCT | | |
| Primary care trust | 26 | 0 |
| General practitioner | 16 | 3 |
| General dental practitioner | 3 | 0 |
| Other | 3 | 0 |
| Total | 48 | 3 |
| Shropshire County PCT | | |
| Primary care trust | 10 | 0 |
| General practitioner | 7 | 0 |
| Total | 17 | 0 |
| Solihull Care Trust | | |
| Care trust | 5 | 0 |
| General practitioner | 9 | 0 |
| General dental practitioner | 1 | 0 |
| Total | 15 | 0 |
| Somerset PCT | | |
| Primary care trust | 33 | 1 |
| General practitioner | 14 | 0 |
| General dental practitioner | 10 | 0 |
| Other | 4 | 0 |
| Total | 61 | 1 |
| South Birmingham PCT | | |
| Primary care trust | 20 | 1 |
| General practitioner | 13 | 0 |
| General dental practitioner | 1 | 0 |
| Total | 34 | 1 |
| South East Essex PCT | | |
| Primary care trust | 20 | 0 |
| General practitioner | 14 | 1 |
| General dental practitioner | 1 | 1 |
| Total | 35 | 2 |
| South Gloucestershire PCT | | |
| Primary care trust | 10 | 0 |
| General practitioner | 3 | 0 |
| General dental practitioner | 2 | 0 |
| Other | 2 | 0 |
| Total | 17 | 0 |

| Complaints accepted for investigation 2010-11 | Investigated complaints reported on 2010-11 | Investigated complaints reported on: fully upheld % | Investigated complaints reported on: partly upheld % | Investigated complaints reported on: not upheld % |
|---|---|---|--|---|
| 0 | 0 | – | – | – |
| 0 | 1 | 0% | 100% | 0% |
| 0 | 0 | – | – | – |
| 0 | 0 | – | – | – |
| 0 | 1 | 0% | 100% | 0% |
| 1 | 1 | 100% | 0% | 0% |
| 0 | 1 | 100% | 0% | 0% |
| 1 | 2 | 100% | 0% | 0% |
| 0 | 0 | – | – | – |
| 0 | 0 | – | – | – |
| 0 | 0 | – | – | – |
| 0 | 0 | – | – | – |
| 1 | 0 | – | – | – |
| 1 | 0 | – | – | – |
| 4 | 0 | – | – | – |
| 0 | 2 | 100% | 0% | 0% |
| 6 | 2 | 100% | 0% | 0% |
| 0 | 0 | – | – | – |
| 0 | 0 | – | – | – |
| 0 | 0 | – | – | – |
| 0 | 0 | – | – | – |
| 1 | 1 | 0% | 0% | 100% |
| 2 | 3 | 67% | 0% | 33% |
| 0 | 0 | – | – | – |
| 3 | 4 | 50% | 0% | 50% |
| 0 | 0 | – | – | – |
| 0 | 0 | – | – | – |
| 0 | 0 | – | – | – |
| 0 | 0 | – | – | – |
| 0 | 0 | – | – | – |

| | Complaints received 2010-11 | Complaints resolved through intervention 2010-11 |
|--------------------------------------|--------------------------------|--|
| South Staffordshire PCT | | |
| Primary care trust | 21 | 0 |
| General practitioner | 20 | 1 |
| General dental practitioner | 2 | 0 |
| Total | 43 | 1 |
| South Tyneside PCT | | |
| Primary care trust | 4 | 0 |
| General practitioner | 8 | 0 |
| General dental practitioner | 3 | 0 |
| Total | 15 | 0 |
| South West Essex PCT | | |
| Primary care trust | 23 | 1 |
| General practitioner | 22 | 0 |
| General dental practitioner | 3 | 0 |
| Total | 48 | 1 |
| Southampton City PCT | | |
| Primary care trust | 19 | 0 |
| General practitioner | 9 | 0 |
| General dental practitioner | 1 | 0 |
| Total | 29 | 0 |
| Southwark PCT | | |
| Primary care trust | 10 | 0 |
| General practitioner | 15 | 1 |
| General dental practitioner | 4 | 0 |
| Total | 29 | 1 |
| Stockport PCT | | |
| Primary care trust | 18 | 0 |
| General practitioner | 15 | 0 |
| General dental practitioner | 3 | 0 |
| Total | 36 | 0 |
| Stockton-on-Tees Teaching PCT | | |
| Primary care trust | 1 | 0 |
| General practitioner | 5 | 0 |
| Total | 6 | 0 |
| Stoke on Trent PCT | | |
| Primary care trust | 11 | 0 |
| General practitioner | 8 | 0 |
| Total | 19 | 0 |

| Complaints accepted for investigation 2010-11 | Investigated complaints reported on 2010-11 | Investigated complaints reported on: fully upheld % | Investigated complaints reported on: partly upheld % | Investigated complaints reported on: not upheld % |
|---|---|---|--|---|
| 0 | 0 | – | – | – |
| 0 | 1 | 100% | 0% | 0% |
| 1 | 1 | 100% | 0% | 0% |
| 1 | 2 | 100% | 0% | 0% |
| 0 | 0 | – | – | – |
| 0 | 0 | – | – | – |
| 0 | 0 | – | – | – |
| 0 | 0 | – | – | – |
| 1 | 0 | – | – | – |
| 2 | 0 | – | – | – |
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| 3 | 0 | – | – | – |
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| 0 | 0 | – | – | – |
| 0 | 0 | – | – | – |
| 1 | 0 | – | – | – |
| 1 | 0 | – | – | – |
| 0 | 0 | – | – | – |
| 2 | 0 | – | – | – |
| 1 | 1 | 100% | 0% | 0% |
| 2 | 2 | 50% | 0% | 50% |
| 1 | 0 | – | – | – |
| 4 | 3 | 67% | 0% | 33% |
| 0 | 0 | – | – | – |
| 0 | 0 | – | – | – |
| 0 | 0 | – | – | – |
| 0 | 0 | – | – | – |
| 0 | 0 | – | – | – |
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| 0 | 0 | – | – | – |

| | Complaints received 2010-11 | Complaints resolved through intervention 2010-11 |
|---------------------------------|--------------------------------|--|
| Suffolk PCT | | |
| Primary care trust | 22 | 1 |
| General practitioner | 10 | 0 |
| General dental practitioner | 3 | 0 |
| Other | 2 | 0 |
| Total | 37 | 1 |
| Sunderland Teaching PCT | | |
| Primary care trust | 11 | 0 |
| General practitioner | 11 | 0 |
| Total | 22 | 0 |
| Surrey PCT | | |
| Primary care trust | 40 | 1 |
| General practitioner | 24 | 0 |
| General dental practitioner | 6 | 1 |
| Other | 2 | 0 |
| Total | 72 | 2 |
| Sutton and Merton PCT | | |
| Primary care trust | 14 | 0 |
| General practitioner | 14 | 0 |
| General dental practitioner | 3 | 0 |
| Total | 31 | 0 |
| Swindon PCT | | |
| Primary care trust | 14 | 0 |
| General practitioner | 3 | 0 |
| General dental practitioner | 5 | 0 |
| Total | 22 | 0 |
| Tameside and Glossop PCT | | |
| Primary care trust | 7 | 0 |
| General practitioner | 8 | 0 |
| Total | 15 | 0 |
| Telford and Wrekin PCT | | |
| Primary care trust | 9 | 1 |
| General practitioner | 7 | 0 |
| Total | 16 | 1 |

| Complaints accepted for investigation 2010-11 | Investigated complaints reported on 2010-11 | Investigated complaints reported on: fully upheld % | Investigated complaints reported on: partly upheld % | Investigated complaints reported on: not upheld % |
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| 1 | 1 | 0% | 0% | 100% |
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| 1 | 1 | 100% | 0% | 0% |
| 0 | 0 | – | – | – |
| 0 | 1 | 100% | 0% | 0% |
| 2 | 3 | 100% | 0% | 0% |
| | | | | |
| 1 | 1 | 0% | 0% | 100% |
| 1 | 0 | – | – | – |
| 0 | 1 | 0% | 0% | 100% |
| 2 | 2 | 0% | 0% | 100% |
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| 0 | 0 | – | – | – |
| 2 | 1 | 100% | 0% | 0% |
| 2 | 1 | 100% | 0% | 0% |
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| 1 | 0 | – | – | – |
| 1 | 0 | – | – | – |

| | Complaints received 2010-11 | Complaints resolved through intervention 2010-11 |
|-------------------------------|--------------------------------|--|
| Torbay Care Trust | | |
| Care trust | 12 | 0 |
| General practitioner | 3 | 0 |
| General dental practitioner | 1 | 0 |
| Other | 1 | 0 |
| Total | 17 | 0 |
| Tower Hamlets PCT | | |
| Primary care trust | 13 | 0 |
| General practitioner | 21 | 0 |
| General dental practitioner | 2 | 0 |
| Total | 36 | 0 |
| Trafford PCT | | |
| Primary care trust | 12 | 0 |
| General practitioner | 8 | 0 |
| General dental practitioner | 3 | 0 |
| Other | 1 | 0 |
| Total | 24 | 0 |
| Wakefield District PCT | | |
| Primary care trust | 13 | 0 |
| General practitioner | 13 | 0 |
| General dental practitioner | 1 | 0 |
| Total | 27 | 0 |
| Walsall Teaching PCT | | |
| Primary care trust | 4 | 0 |
| General practitioner | 1 | 0 |
| General dental practitioner | 1 | 0 |
| Other | 2 | 0 |
| Total | 8 | 0 |
| Waltham Forest PCT | | |
| Primary care trust | 9 | 3 |
| General practitioner | 23 | 1 |
| General dental practitioner | 1 | 0 |
| Total | 33 | 4 |
| Wandsworth PCT | | |
| Primary care trust | 21 | 1 |
| General practitioner | 17 | 0 |
| Total | 38 | 1 |

| Complaints accepted for investigation 2010-11 | Investigated complaints reported on 2010-11 | Investigated complaints reported on: fully upheld % | Investigated complaints reported on: partly upheld % | Investigated complaints reported on: not upheld % |
|---|---|---|--|---|
| 0 | 0 | – | – | – |
| 0 | 0 | – | – | – |
| 0 | 0 | – | – | – |
| 0 | 0 | – | – | – |
| 0 | 0 | – | – | – |
| 0 | 1 | 100% | 0% | 0% |
| 0 | 1 | 100% | 0% | 0% |
| 0 | 0 | – | – | – |
| 0 | 2 | 100% | 0% | 0% |
| 1 | 0 | – | – | – |
| 2 | 0 | – | – | – |
| 0 | 0 | – | – | – |
| 0 | 0 | – | – | – |
| 3 | 0 | – | – | – |
| 0 | 0 | – | – | – |
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| 0 | 0 | – | – | – |
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| 0 | 0 | – | – | – |
| 1 | 0 | – | – | – |
| 0 | 0 | – | – | – |
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| 0 | 0 | – | – | – |
| 0 | 0 | – | – | – |
| 0 | 0 | – | – | – |
| 1 | 0 | – | – | – |
| 2 | 1 | 0% | 100% | 0% |
| 3 | 1 | 0% | 100% | 0% |

| | Complaints received 2010-11 | Complaints resolved through intervention 2010-11 |
|-----------------------------|--------------------------------|--|
| Warrington PCT | | |
| Primary care trust | 11 | 0 |
| General practitioner | 8 | 0 |
| General dental practitioner | 2 | 0 |
| Total | 21 | 0 |
| Warwickshire PCT | | |
| Primary care trust | 18 | 0 |
| General practitioner | 17 | 0 |
| General dental practitioner | 4 | 0 |
| Other | 1 | 0 |
| Total | 40 | 0 |
| West Essex PCT | | |
| Primary care trust | 17 | 0 |
| General practitioner | 14 | 0 |
| Other | 1 | 0 |
| Total | 32 | 0 |
| West Kent PCT | | |
| Primary care trust | 21 | 1 |
| General practitioner | 14 | 0 |
| General dental practitioner | 2 | 0 |
| Total | 37 | 1 |
| West Sussex PCT | | |
| Primary care trust | 38 | 2 |
| General practitioner | 29 | 0 |
| General dental practitioner | 19 | 0 |
| Other | 2 | 0 |
| Total | 88 | 2 |
| Western Cheshire PCT | | |
| Primary care trust | 9 | 1 |
| General practitioner | 8 | 0 |
| General dental practitioner | 4 | 0 |
| Total | 21 | 1 |
| Westminster PCT | | |
| Primary care trust | 13 | 0 |
| General practitioner | 26 | 1 |
| General dental practitioner | 7 | 0 |
| Total | 46 | 1 |

| Complaints accepted for investigation 2010-11 | Investigated complaints reported on 2010-11 | Investigated complaints reported on: fully upheld % | Investigated complaints reported on: partly upheld % | Investigated complaints reported on: not upheld % |
|---|---|---|--|---|
| 0 | 0 | – | – | – |
| 0 | 0 | – | – | – |
| 0 | 0 | – | – | – |
| 0 | 0 | – | – | – |
| 0 | 0 | – | – | – |
| 0 | 1 | 0% | 0% | 100% |
| 0 | 0 | – | – | – |
| 0 | 0 | – | – | – |
| 0 | 1 | 0% | 0% | 100% |
| 0 | 0 | – | – | – |
| 0 | 0 | – | – | – |
| 0 | 2 | 0% | 0% | 100% |
| 0 | 2 | 0% | 0% | 100% |
| 0 | 0 | – | – | – |
| 0 | 0 | – | – | – |
| 0 | 0 | – | – | – |
| 0 | 0 | – | – | – |
| 0 | 0 | – | – | – |
| 1 | 1 | 100% | 0% | 0% |
| 0 | 0 | – | – | – |
| 0 | 0 | – | – | – |
| 1 | 1 | 100% | 0% | 0% |
| 0 | 1 | 0% | 0% | 100% |
| 0 | 0 | – | – | – |
| 0 | 0 | – | – | – |
| 0 | 1 | 0% | 0% | 100% |
| 0 | 0 | – | – | – |
| 0 | 0 | – | – | – |
| 1 | 0 | – | – | – |
| 1 | 0 | – | – | – |

| | Complaints received 2010-11 | Complaints resolved through intervention 2010-11 |
|-------------------------------|--------------------------------|--|
| Wiltshire PCT | | |
| Primary care trust | 16 | 0 |
| General practitioner | 15 | 0 |
| General dental practitioner | 7 | 0 |
| Total | 38 | 0 |
| Wirral PCT | | |
| Primary care trust | 5 | 0 |
| General practitioner | 4 | 0 |
| Total | 9 | 0 |
| Wolverhampton City PCT | | |
| Primary care trust | 22 | 0 |
| General practitioner | 8 | 2 |
| General dental practitioner | 2 | 0 |
| Total | 32 | 2 |
| Worcestershire PCT | | |
| Primary care trust | 34 | 0 |
| General practitioner | 17 | 0 |
| Total | 51 | 0 |

| Complaints accepted for investigation 2010-11 | Investigated complaints reported on 2010-11 | Investigated complaints reported on: fully upheld % | Investigated complaints reported on: partly upheld % | Investigated complaints reported on: not upheld % |
|---|---|---|--|---|
| 2 | 1 | 0% | 0% | 100% |
| 1 | 1 | 100% | 0% | 0% |
| 0 | 0 | – | – | – |
| 3 | 2 | 50% | 0% | 50% |
| 0 | 1 | 100% | 0% | 0% |
| 0 | 0 | – | – | – |
| 0 | 1 | 100% | 0% | 0% |
| 1 | 0 | – | – | – |
| 1 | 0 | – | – | – |
| 0 | 0 | – | – | – |
| 2 | 0 | – | – | – |
| 0 | 1 | 100% | 0% | 0% |
| 0 | 1 | 100% | 0% | 0% |
| 0 | 2 | 100% | 0% | 0% |

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