

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





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of the Health Service Commissioner  
for England  
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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
<b>Ashton, Leigh and Wigan PCT</b>		
Primary care trust	16	0
General practitioner	2	0
General dental practitioner	1	0
Other	2	0
<b>Total</b>	<b>21</b>	<b>0</b>
<b>Barking and Dagenham PCT</b>		
Primary care trust	3	0
General practitioner	6	0
General dental practitioner	0	1
<b>Total</b>	<b>9</b>	<b>1</b>
<b>Barnet PCT</b>		
Primary care trust	30	0
General practitioner	14	0
<b>Total</b>	<b>44</b>	<b>0</b>
<b>Barnsley PCT</b>		
Primary care trust	17	0
General practitioner	8	0
General dental practitioner	1	0
<b>Total</b>	<b>26</b>	<b>0</b>
<b>Bassetlaw PCT</b>		
Primary care trust	7	0
General practitioner	2	0
<b>Total</b>	<b>9</b>	<b>0</b>
<b>Bath and North East Somerset PCT</b>		
Primary care trust	7	0
General practitioner	5	0
General dental practitioner	8	0
<b>Total</b>	<b>20</b>	<b>0</b>
<b>Bedfordshire PCT</b>		
Primary care trust	22	0
General practitioner	19	0
General dental practitioner	6	0
Other	1	0
<b>Total</b>	<b>48</b>	<b>0</b>

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 %
1	0	–	–	–
0	0	–	–	–
0	0	–	–	–
0	0	–	–	–
1	0	–	–	–
0	0	–	–	–
0	0	–	–	–
0	0	–	–	–
0	0	–	–	–
0	0	–	–	–
0	0	–	–	–
0	0	–	–	–
0	0	–	–	–
0	0	–	–	–
0	0	–	–	–
0	0	–	–	–
0	0	–	–	–
1	0	–	–	–
1	0	–	–	–
0	0	–	–	–
0	1	100%	0%	0%
0	0	–	–	–
0	1	100%	0%	0%
0	0	–	–	–
0	1	100%	0%	0%
1	0	–	–	–
0	0	–	–	–
1	1	100%	0%	0%

	Complaints received 2010-11	Complaints resolved through intervention 2010-11
<b>Berkshire East PCT</b>		
Primary care trust	8	0
General practitioner	9	0
<b>Total</b>	<b>17</b>	<b>0</b>
<b>Berkshire West PCT</b>		
Primary care trust	28	0
General practitioner	10	0
General dental practitioner	3	0
<b>Total</b>	<b>41</b>	<b>0</b>
<b>Bexley Care Trust</b>		
Care trust	13	0
General practitioner	10	0
General dental practitioner	2	0
Other	2	0
<b>Total</b>	<b>27</b>	<b>0</b>
<b>Birmingham East and North PCT</b>		
Primary care trust	9	0
General practitioner	19	1
General dental practitioner	3	0
<b>Total</b>	<b>31</b>	<b>1</b>
<b>Blackburn with Darwen PCT</b>		
Primary care trust	5	0
General practitioner	2	0
General dental practitioner	2	0
<b>Total</b>	<b>9</b>	<b>0</b>
<b>Blackpool PCT</b>		
Primary care trust	5	0
General practitioner	10	0
General dental practitioner	4	0
Other	2	0
<b>Total</b>	<b>21</b>	<b>0</b>
<b>Bolton PCT</b>		
Primary care trust	15	1
General practitioner	10	0
General dental practitioner	1	0
<b>Total</b>	<b>26</b>	<b>1</b>



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

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	0	–	–	–
0	0	–	–	–
0	0	–	–	–
0	0	–	–	–
0	0	–	–	–
1	0	–	–	–
1	1	100%	0%	0%
0	0	–	–	–
0	0	–	–	–
2	1	100%	0%	0%
0	0	–	–	–
0	0	–	–	–
0	0	–	–	–
0	0	–	–	–
0	0	–	–	–
1	1	0%	0%	100%
0	0	–	–	–
0	0	–	–	–
1	1	0%	0%	100%
1	0	–	–	–
0	0	–	–	–
1	0	–	–	–
2	0	–	–	–

	Complaints received 2010-11	Complaints resolved through intervention 2010-11
<b>Buckinghamshire PCT</b>		
Primary care trust	21	0
General practitioner	17	0
General dental practitioner	3	1
Other	1	0
<b>Total</b>	<b>42</b>	<b>1</b>
<b>Bury PCT</b>		
Primary care trust	10	0
General practitioner	6	0
<b>Total</b>	<b>16</b>	<b>0</b>
<b>Calderdale PCT</b>		
Primary care trust	6	0
General practitioner	3	0
<b>Total</b>	<b>9</b>	<b>0</b>
<b>Cambridgeshire PCT</b>		
Primary care trust	24	0
General practitioner	14	0
General dental practitioner	2	0
<b>Total</b>	<b>40</b>	<b>0</b>
<b>Camden PCT</b>		
Primary care trust	18	0
General practitioner	12	0
General dental practitioner	6	0
<b>Total</b>	<b>36</b>	<b>0</b>
<b>Central and Eastern Cheshire PCT</b>		
Primary care trust	14	0
General practitioner	11	0
General dental practitioner	4	0
<b>Total</b>	<b>29</b>	<b>0</b>
<b>Central Lancashire PCT</b>		
Primary care trust	38	2
General practitioner	10	0
General dental practitioner	10	0
<b>Total</b>	<b>58</b>	<b>2</b>

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	–	–	–
1	0	–	–	–
0	0	–	–	–
1	0	–	–	–
0	0	–	–	–
0	0	–	–	–
0	0	–	–	–
0	0	–	–	–
0	0	–	–	–
0	0	–	–	–
0	0	–	–	–
2	0	–	–	–
3	0	–	–	–
1	0	–	–	–
6	0	–	–	–
0	1	100%	0%	0%
0	0	–	–	–
0	0	–	–	–
0	1	100%	0%	0%
1	1	100%	0%	0%
2	0	–	–	–
0	0	–	–	–
3	1	100%	0%	0%
1	0	–	–	–
0	1	100%	0%	0%
1	0	–	–	–
2	1	100%	0%	0%

	Complaints received 2010-11	Complaints resolved through intervention 2010-11
<b>City and Hackney Teaching PCT</b>		
Primary care trust	9	0
General practitioner	4	0
General dental practitioner	2	0
<b>Total</b>	<b>15</b>	<b>0</b>
<b>Cornwall and Isles of Scilly PCT</b>		
Primary care trust	15	1
General practitioner	22	0
General dental practitioner	6	0
Other	2	0
<b>Total</b>	<b>45</b>	<b>1</b>
<b>County Durham PCT</b>		
Primary care trust	3	0
General practitioner	7	0
General dental practitioner	3	0
<b>Total</b>	<b>13</b>	<b>0</b>
<b>Coventry Teaching PCT</b>		
Primary care trust	12	0
General practitioner	12	1
General dental practitioner	7	0
<b>Total</b>	<b>31</b>	<b>1</b>
<b>Croydon PCT</b>		
Primary care trust	10	0
General practitioner	12	0
General dental practitioner	4	1
Other	2	0
<b>Total</b>	<b>28</b>	<b>1</b>
<b>Cumbria Teaching PCT</b>		
Primary care trust	9	0
General practitioner	9	0
General dental practitioner	3	0
<b>Total</b>	<b>21</b>	<b>0</b>
<b>Darlington PCT</b>		
Primary care trust	5	0
General practitioner	13	0
<b>Total</b>	<b>18</b>	<b>0</b>

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	0	–	–	–
0	0	–	–	–
0	0	–	–	–
0	0	–	–	–
0	0	–	–	–
0	0	–	–	–
0	0	–	–	–
0	0	–	–	–
0	0	–	–	–
0	0	–	–	–
0	0	–	–	–
0	0	–	–	–
0	0	–	–	–
0	0	–	–	–
0	0	–	–	–
0	0	–	–	–
1	1	0%	0%	100%
1	1	0%	0%	100%
0	0	–	–	–
0	1	100%	0%	0%
0	0	–	–	–
0	0	–	–	–
0	1	100%	0%	0%
0	0	–	–	–
0	0	–	–	–
0	0	–	–	–
0	0	–	–	–
1	1	0%	0%	100%
1	0	–	–	–
2	1	0%	0%	100%

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

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 %
1	1	100%	0%	0%
3	1	100%	0%	0%
0	0	–	–	–
4	2	100%	0%	0%
1	0	–	–	–
0	0	–	–	–
0	0	–	–	–
0	0	–	–	–
1	0	–	–	–
0	0	–	–	–
0	1	100%	0%	0%
0	0	–	–	–
0	1	100%	0%	0%
0	0	–	–	–
0	1	0%	100%	0%
0	1	100%	0%	0%
0	0	–	–	–
0	2	50%	50%	0%
0	0	–	–	–
0	0	–	–	–
0	0	–	–	–
0	0	–	–	–
0	0	–	–	–
1	0	–	–	–
0	0	–	–	–
0	0	–	–	–
1	0	–	–	–
0	1	100%	0%	0%
0	0	–	–	–
0	1	0%	0%	100%
0	2	50%	0%	50%

	Complaints received 2010-11	Complaints resolved through intervention 2010-11
<b>East Lancashire Teaching PCT</b>		
Primary care trust	15	1
General practitioner	11	0
General dental practitioner	1	0
Other	2	0
<b>Total</b>	<b>29</b>	<b>1</b>
<b>East Riding of Yorkshire PCT</b>		
Primary care trust	29	0
General practitioner	9	1
General dental practitioner	3	0
<b>Total</b>	<b>41</b>	<b>1</b>
<b>East Sussex Downs and Weald PCT</b>		
Primary care trust	25	0
General practitioner	7	0
General dental practitioner	8	2
Other	1	0
<b>Total</b>	<b>41</b>	<b>2</b>
<b>Eastern and Coastal Kent PCT</b>		
Primary care trust	29	1
General practitioner	34	1
General dental practitioner	8	0
Other	1	0
<b>Total</b>	<b>72</b>	<b>2</b>
<b>Enfield PCT</b>		
Primary care trust	6	0
General practitioner	19	0
General dental practitioner	3	1
Other	1	0
<b>Total</b>	<b>29</b>	<b>1</b>
<b>Gateshead PCT</b>		
Primary care trust	5	0
General practitioner	7	1
<b>Total</b>	<b>12</b>	<b>1</b>

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 %
1	1	100%	0%	0%
0	0	–	–	–
0	0	–	–	–
0	0	–	–	–
1	1	100%	0%	0%
1	0	–	–	–
0	0	–	–	–
1	0	–	–	–
2	0	–	–	–
2	2	0%	0%	100%
2	0	–	–	–
0	0	–	–	–
0	0	–	–	–
4	2	0%	0%	100%
0	0	–	–	–
0	0	–	–	–
1	0	–	–	–
0	0	–	–	–
1	0	–	–	–
1	1	100%	0%	0%
1	2	100%	0%	0%
1	1	100%	0%	0%
0	0	–	–	–
3	4	100%	0%	0%
0	0	–	–	–
0	0	–	–	–
0	0	–	–	–

	Complaints received 2010-11	Complaints resolved through intervention 2010-11
<b>Gloucestershire PCT</b>		
Primary care trust	17	0
General practitioner	5	0
General dental practitioner	8	0
Other	1	0
<b>Total</b>	<b>31</b>	<b>0</b>
<b>Great Yarmouth and Waveney PCT</b>		
Primary care trust	18	0
General practitioner	10	0
General dental practitioner	1	0
<b>Total</b>	<b>29</b>	<b>0</b>
<b>Greenwich Teaching PCT</b>		
Primary care trust	10	0
General practitioner	10	0
General dental practitioner	4	0
<b>Total</b>	<b>24</b>	<b>0</b>
<b>Halton and St Helens PCT</b>		
Primary care trust	9	0
General practitioner	5	0
General dental practitioner	1	0
<b>Total</b>	<b>15</b>	<b>0</b>
<b>Hammersmith and Fulham PCT</b>		
Primary care trust	8	0
General practitioner	8	0
General dental practitioner	2	0
<b>Total</b>	<b>18</b>	<b>0</b>
<b>Hampshire PCT</b>		
Primary care trust	42	3
General practitioner	33	0
General dental practitioner	7	1
Other	6	0
<b>Total</b>	<b>88</b>	<b>4</b>
<b>Haringey Teaching PCT</b>		
Primary care trust	22	1
General practitioner	12	0
General dental practitioner	4	0
<b>Total</b>	<b>38</b>	<b>1</b>

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 %
1	2	50%	50%	0%
0	1	0%	0%	100%
0	1	100%	0%	0%
0	0	–	–	–
1	4	50%	25%	25%
0	0	–	–	–
0	0	–	–	–
0	0	–	–	–
0	0	–	–	–
0	0	–	–	–
0	1	100%	0%	0%
0	0	–	–	–
0	1	100%	0%	0%
1	0	–	–	–
0	2	100%	0%	0%
0	0	–	–	–
1	2	100%	0%	0%
0	0	–	–	–
0	0	–	–	–
0	0	–	–	–
0	0	–	–	–
0	0	–	–	–
2	2	100%	0%	0%
0	0	–	–	–
0	0	–	–	–
2	2	100%	0%	0%
1	0	–	–	–
1	0	–	–	–
0	0	–	–	–
2	0	–	–	–

	Complaints received 2010-11	Complaints resolved through intervention 2010-11
<b>Harrow PCT</b>		
Primary care trust	19	0
General practitioner	7	0
General dental practitioner	3	0
<b>Total</b>	<b>29</b>	<b>0</b>
<b>Hartlepool PCT</b>		
Primary care trust	1	0
General practitioner	6	0
Other	1	0
<b>Total</b>	<b>8</b>	<b>0</b>
<b>Hastings and Rother PCT</b>		
Primary care trust	9	1
General practitioner	12	1
General dental practitioner	2	1
<b>Total</b>	<b>23</b>	<b>3</b>
<b>Havering PCT</b>		
Primary care trust	15	0
General practitioner	15	0
General dental practitioner	2	0
Other	2	0
<b>Total</b>	<b>34</b>	<b>0</b>
<b>Heart of Birmingham Teaching PCT</b>		
Primary care trust	10	1
General practitioner	18	0
General dental practitioner	4	0
Other	2	0
<b>Total</b>	<b>34</b>	<b>1</b>
<b>Herefordshire PCT</b>		
Primary care trust	20	0
General practitioner	7	0
<b>Total</b>	<b>27</b>	<b>0</b>
<b>Hertfordshire PCT</b>		
Primary care trust	40	0
General practitioner	43	0
General dental practitioner	4	0
Other	4	0
<b>Total</b>	<b>91</b>	<b>0</b>

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	0	–	–	–
0	1	100%	0%	0%
0	0	–	–	–
0	1	100%	0%	0%
0	0	–	–	–
0	1	100%	0%	0%
0	0	–	–	–
1	0	–	–	–
0	0	–	–	–
0	0	–	–	–
1	0	–	–	–
0	0	–	–	–
2	0	–	–	–
0	0	–	–	–
0	0	–	–	–
2	0	–	–	–
0	0	–	–	–
0	0	–	–	–
0	0	–	–	–
1	1	0%	0%	100%
2	1	100%	0%	0%
0	0	–	–	–
0	0	–	–	–
3	2	50%	0%	50%

	Complaints received 2010-11	Complaints resolved through intervention 2010-11
<b>Heywood, Middleton and Rochdale PCT</b>		
Primary care trust	6	0
General practitioner	12	0
General dental practitioner	2	0
<b>Total</b>	<b>20</b>	<b>0</b>
<b>Hillingdon PCT</b>		
Primary care trust	14	0
General practitioner	15	0
General dental practitioner	2	0
<b>Total</b>	<b>31</b>	<b>0</b>
<b>Hounslow PCT</b>		
Primary care trust	11	0
General practitioner	15	0
General dental practitioner	5	0
<b>Total</b>	<b>31</b>	<b>0</b>
<b>Hull Teaching PCT</b>		
Primary care trust	11	0
General practitioner	24	0
<b>Total</b>	<b>35</b>	<b>0</b>
<b>Isle of Wight NHS PCT</b>		
Primary care trust	63	2
General practitioner	14	0
<b>Total</b>	<b>77</b>	<b>2</b>
<b>Islington PCT</b>		
Primary care trust	18	1
General practitioner	18	0
General dental practitioner	2	0
<b>Total</b>	<b>38</b>	<b>1</b>
<b>Kensington and Chelsea PCT</b>		
Primary care trust	15	0
General practitioner	16	0
<b>Total</b>	<b>31</b>	<b>0</b>
<b>Kingston PCT</b>		
Primary care trust	5	0
General practitioner	4	0
General dental practitioner	1	0
<b>Total</b>	<b>10</b>	<b>0</b>



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

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	0	–	–	–
0	0	–	–	–
0	0	–	–	–
0	0	–	–	–
1	1	100%	0%	0%
1	0	–	–	–
0	0	–	–	–
0	0	–	–	–
2	1	100%	0%	0%
1	0	–	–	–
1	0	–	–	–
1	0	–	–	–
0	0	–	–	–
3	0	–	–	–
1	0	–	–	–
3	1	0%	0%	100%
0	0	–	–	–
4	1	0%	0%	100%
1	1	0%	0%	100%
2	0	–	–	–
0	0	–	–	–
3	1	0%	0%	100%
0	0	–	–	–
0	0	–	–	–
0	0	–	–	–
0	0	–	–	–

	Complaints received 2010-11	Complaints resolved through intervention 2010-11
<b>Lincolnshire Teaching PCT</b>		
Primary care trust	27	0
General practitioner	20	1
General dental practitioner	5	0
<b>Total</b>	<b>52</b>	<b>1</b>
<b>Liverpool PCT</b>		
Primary care trust	20	0
General practitioner	16	0
General dental practitioner	5	0
Other	2	0
<b>Total</b>	<b>43</b>	<b>0</b>
<b>Luton PCT</b>		
Primary care trust	11	0
General practitioner	8	0
General dental practitioner	2	0
<b>Total</b>	<b>21</b>	<b>0</b>
<b>Manchester PCT</b>		
Primary care trust	32	0
General practitioner	28	0
General dental practitioner	3	0
Other	1	0
<b>Total</b>	<b>64</b>	<b>0</b>
<b>Medway PCT</b>		
Primary care trust	17	0
General practitioner	6	0
General dental practitioner	3	0
<b>Total</b>	<b>26</b>	<b>0</b>
<b>Mid Essex PCT</b>		
Primary care trust	23	0
General practitioner	14	0
General dental practitioner	5	0
<b>Total</b>	<b>42</b>	<b>0</b>
<b>Middlesbrough PCT</b>		
Primary care trust	1	0
General practitioner	3	0
<b>Total</b>	<b>4</b>	<b>0</b>

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	0	–	–	–
0	0	–	–	–
0	0	–	–	–
0	0	–	–	–
0	0	–	–	–
2	0	–	–	–
0	0	–	–	–
1	0	–	–	–
3	0	–	–	–
3	0	–	–	–
0	0	–	–	–
0	0	–	–	–
0	0	–	–	–
3	0	–	–	–
0	0	–	–	–
0	0	–	–	–
0	0	–	–	–
0	0	–	–	–
0	0	–	–	–
0	1	100%	0%	0%
0	0	–	–	–
0	1	100%	0%	0%
0	0	–	–	–
0	0	–	–	–
0	0	–	–	–

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

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%
0	0	–	–	–
0	0	–	–	–
0	0	–	–	–
0	0	–	–	–
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
<b>North Somerset PCT</b>		
Primary care trust	9	2
General practitioner	10	0
<b>Total</b>	<b>19</b>	<b>2</b>
<b>North Staffordshire PCT</b>		
Primary care trust	13	0
General practitioner	5	0
General dental practitioner	2	0
<b>Total</b>	<b>20</b>	<b>0</b>
<b>North Tyneside PCT</b>		
Primary care trust	20	2
General practitioner	7	1
General dental practitioner	2	0
<b>Total</b>	<b>29</b>	<b>3</b>
<b>North Yorkshire and York PCT</b>		
Primary care trust	51	0
General practitioner	14	0
General dental practitioner	8	0
Other	2	0
<b>Total</b>	<b>75</b>	<b>0</b>
<b>Northamptonshire Teaching PCT</b>		
Primary care trust	14	0
General practitioner	25	0
General dental practitioner	2	0
Other	2	1
<b>Total</b>	<b>43</b>	<b>1</b>
<b>Northumberland Care Trust</b>		
Care trust	2	0
General practitioner	2	0
General dental practitioner	1	0
<b>Total</b>	<b>5</b>	<b>0</b>
<b>Nottingham City PCT</b>		
Primary care trust	11	0
General practitioner	6	0
General dental practitioner	4	0
<b>Total</b>	<b>21</b>	<b>0</b>



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



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

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	–	–	–
1	0	–	–	–
1	0	–	–	–
0	0	–	–	–
0	0	–	–	–
1	0	–	–	–
0	0	–	–	–
1	1	0%	100%	0%
0	0	–	–	–
1	1	0%	100%	0%
0	0	–	–	–
0	0	–	–	–
0	0	–	–	–
0	0	–	–	–

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

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

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	–	–	–
0	0	–	–	–
3	0	–	–	–
0	0	–	–	–
0	0	–	–	–
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	–	–	–
0	0	–	–	–
0	0	–	–	–

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

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 %
1	1	0%	0%	100%
0	0	–	–	–
0	0	–	–	–
0	0	–	–	–
1	1	0%	0%	100%
0	0	–	–	–
1	0	–	–	–
1	0	–	–	–
1	1	100%	0%	0%
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%
0	0	–	–	–
0	0	–	–	–
2	1	100%	0%	0%
2	1	100%	0%	0%
0	0	–	–	–
0	0	–	–	–
0	0	–	–	–
0	0	–	–	–
1	0	–	–	–
1	0	–	–	–

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

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	–	–	–
0	0	–	–	–
0	0	–	–	–
0	0	–	–	–
0	0	–	–	–
1	0	–	–	–
0	0	–	–	–
0	0	–	–	–
0	0	–	–	–
0	0	–	–	–
0	0	–	–	–
0	0	–	–	–
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
<b>Warrington PCT</b>		
Primary care trust	11	0
General practitioner	8	0
General dental practitioner	2	0
<b>Total</b>	<b>21</b>	<b>0</b>
<b>Warwickshire PCT</b>		
Primary care trust	18	0
General practitioner	17	0
General dental practitioner	4	0
Other	1	0
<b>Total</b>	<b>40</b>	<b>0</b>
<b>West Essex PCT</b>		
Primary care trust	17	0
General practitioner	14	0
Other	1	0
<b>Total</b>	<b>32</b>	<b>0</b>
<b>West Kent PCT</b>		
Primary care trust	21	1
General practitioner	14	0
General dental practitioner	2	0
<b>Total</b>	<b>37</b>	<b>1</b>
<b>West Sussex PCT</b>		
Primary care trust	38	2
General practitioner	29	0
General dental practitioner	19	0
Other	2	0
<b>Total</b>	<b>88</b>	<b>2</b>
<b>Western Cheshire PCT</b>		
Primary care trust	9	1
General practitioner	8	0
General dental practitioner	4	0
<b>Total</b>	<b>21</b>	<b>1</b>
<b>Westminster PCT</b>		
Primary care trust	13	0
General practitioner	26	1
General dental practitioner	7	0
<b>Total</b>	<b>46</b>	<b>1</b>

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
<b>Wiltshire PCT</b>		
Primary care trust	16	0
General practitioner	15	0
General dental practitioner	7	0
<b>Total</b>	<b>38</b>	<b>0</b>
<b>Wirral PCT</b>		
Primary care trust	5	0
General practitioner	4	0
<b>Total</b>	<b>9</b>	<b>0</b>
<b>Wolverhampton City PCT</b>		
Primary care trust	22	0
General practitioner	8	2
General dental practitioner	2	0
<b>Total</b>	<b>32</b>	<b>2</b>
<b>Worcestershire PCT</b>		
Primary care trust	34	0
General practitioner	17	0
<b>Total</b>	<b>51</b>	<b>0</b>

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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