



Parliamentary
and Health Service
Ombudsman

Complaints about
GP practices
in England (A-M):
Quarter 1 2019-20

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How we describe our work

Enquiries received

The helpline manages all enquiries into the organisation whether by telephone, digitally or by post. We classify an enquiry as a complaint when we have looked at it in more detail and think it may be something we can help with.

Complaints resolved

A complaint closed with a positive outcome for the complainant without the need for an investigation, for example an apology, further explanation or financial remedy has been provided.

Complaints assessed

At this stage of our complaint process, a complaint is allocated to a case worker and we assess whether we can and should investigate, or whether there are things we can do to resolve it or close it without the need for an investigation.

Complaints accepted for investigation

The final stage in our process, an investigation is carried out if we have been unable to resolve the complaint and there is a possibility that there has been a service failure that has not been put right. We agree the scope of the investigation with all involved and request evidence from them in order to reach a decision.

Investigations upheld

We have completed an investigation and found a failing that has not been put right.

Investigations partly upheld

When people bring a complaint to us there are often various parts to it. Partly upheld refers to when we have completed an investigation and found a failing in some parts. These might be the most significant aspects of the overall complaint, with only minor parts not upheld, or conversely we might find that a very serious part of a complaint is not upheld while we find that there was a more minor service failing.

Investigations not upheld

We have completed an investigation and found that there were no failings.

Investigations resolved without a finding

These are complaints where we start an investigation but are able to resolve the complaint without having to formally complete the investigation.

Investigations discontinued

These are complaints where we end the investigation for a variety of reasons, for example, because the complainant withdrew the complaint and asked us to discontinue our investigation.

Please note in order to make the data presented as concise and accessible as possible, we have not included GP practices which we did not receive, assess or investigate complaints about during Quarter 1 2019-20.

Complaints about GP practices in England (A-M): Quarter 1 2019-20

Organisation	Enquiries received	Complaints resolved through intervention at step one ¹	Complaints assessed	Complaints resolved through intervention at assessment	Complaints accepted for investigation ²	Investigations upheld	Investigations partly upheld	Investigations not upheld	Investigations resolved without a finding	Investigations discontinued
Abbey Medical Centre	2		1							
Abbey Road Surgery			1		1					
Abbeywell Surgery	2									
Abington Park Surgery	1		1							
Addison House Surgery	2		1							
Addison Road Medical Practice	2									
Adelaide Street Surgery	2		1							
Adshall Road Medical Practice	1		1							
Air Balloon Surgery			1							
Akerman Medical Practice	1									
Albion Medical Practice			1							
Albion Place Medical Practice	4		1							
Alconbury & Brampton Surgeries								1		
Alexandra Medical Centre	1									
Almondsbury Surgery	1							1		
Alnwick Medical Group	1									
Ambrose Avenue Group Practice	1		1							
Amersham Health Centre			1							
Andover Medical Centre	2				1					
Arthington Medical Centre			1		1		1			
Ash Surgery	1									
Ashville Surgery	1									
Aspen Medical Practice	1		1							
Attleborough Surgery			1							
Audley Mills Surgery						1				
Avenue Family Practice			1							
Aw Surgeries	1									
Aylesbury Partnership The Aylesbury Medical Centre	2									
Aylestone Health Centre			1							
Bacon Lane Surgery	1									

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Baddow Village Surgery	2									
Balderton Primary Care Centre	1		1		1					
Baldwins Lane Surgery	1									
Ballater Surgery	2		1							
Banbury Health Centre	1									
Bartholomew Medical Group			1							
Bartlemas Surgery	1									
Barton House Group Practice	1									
Bath Road Surgery			1							
Beacon Health Group	1									
Beacon Medical Practice - Skegness	1		1							
Beacon Surgery	1									
Beech Tree Surgery	3		1							
Beechdale Medical Group - Beechdale Surgery	1									
Beechfield Medical Centre	1									
Belle Vale Medical Practice	1									
Bellevue Medical Centre			1							
Belmont Medical Centre								1		
Bermondsey Spa Medical Centre	1									
Bevan Group Practice	1									
Bidford Health Centre	3		1							
Billingshurst Surgery			1		1					
Birkby Health Centre			1							
Birmingham Heartlands Surgery	1									
Bishopsford Road Surgery	1									
Bitterne Park Surgery			1							
Blackfriars Medical Practice	2									
Blakeney Surgery	1		1		1					
Bloxham Surgery	1									
Bluebell Medical Centre	1									
Boothtown Medical Centre	1									
Boroughbury Medical Centre	4		1							
Boundary House Surgery	1									
Bowling Hall Medical Practice	1									

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Bramblys Grange Medical Practice								1		
Bramham Medical Centre	1		1		1					
Bramley Village Health and Wellbeing Centre	1									
Brant Road Surgery	1									
Brayford Medical Practice	1									
Bretton Medical Practice			1							
Bridge House Medical Practice	2		1							
Bridgeway Practice	1									
Brighton Health and Wellbeing Centre	1									
Brinsworth & Whiston Medical Centres	1									
Broadmead Medical Centre	1		1							
Broadway Medical Practice	1									
Brockhurst Medical Centre	1									
Brooklyn Medical Practice	1									
Broughton Gate Health Centre			1							
Broughton House GP Practice	1									
Budleigh Salterton Medical Practice	1									
Burnley Medical Practice			1							
Burnside Surgery	1									
Burvill House Surgery	1									
Bury Road Surgery	1						1			
Cam & Uley Family Practice	1									
Cambridge Medical Group	1									
Cape Hill Medical Centre	1		1							
Care UK - Brighton Station Health Centre								1		
Carnewater Practice							1			
Caterham Valley Medical Practice			1		1					
Catterick Village Surgery	1	1								
Cauldwell Medical Centre	1									
Causeway Medical Centre						1				
Cavendish Health Centre	1									
Central Park Surgery			1		1					
Central Surgery Surbiton	3							1		
Chancellor House Surgery								1		

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Chastleton Medical Group			1							
Chatfield Medical Centre			1					1		
Chawton House Surgery	1									
Chellaston Medical Centre					1					
Chessel Surgery	1									
Child and Family Doctors' Surgery	1									
Chingford Medical Practice			1							
Church End Medical Centre	1									
Church Lane Surgery	1		1							
Church Road Surgery			1							
Church Street Practice			1							
Church View Surgery	2									
Churchdown Surgery	1									
Churchwood Medical Practice	1		1		1					
City of Coventry Health Centre	1									
City Way Surgery	1		1							
Clare House	1									
Claremont Clinic	1		1							
Clarence Park Surgery			1							
Clarendon Park Road Health Centre	1									
Clays Practice			1							
Cleveleys Group Practice	1									
Clifton Medical Centre	1						1			
Clive Medical Practice	1									
Clover Group - Darnall Primary Care Centre			1							
Coalway Road Medical Practice	1									
Colchester Medical Practice	1									
Coleridge Medical Centre	1									
Collingham Medical Centre	1									
Conway Road Medical Practice	1									
Corby Urgent Care Centre			1							
Coulby Medical Practice	1									
Coxhoe Medical Practice	1									
Crabbs Cross Medical Centre							1			

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Crags Healthcare - Dr Riddell & Partner	1									
Crawley Road Medical Centre			1		1					
Cressex Health Centre	1									
Croft Medical Centre	1		1							
Crowborough Dental Clinic	1									
Crown Street Surgery		1								
Cumberland House	2									
Custom House Medical, Teaching And Training Practice			1							
Darwen Healthlink	1		1	1						
Datchet Health Centre	1									
Dawley Medical Practice	1									
De Montfort Surgery - Ib Cross	2		1							
De Parys Medical Practice	1									
Deerness Park Medical Group			2							
Derby Road Group Practice	1									
Derry Court Medical Practice	1		1	1						
Derwent Valley Medical Practice	1									
Desborough Health Centre			1							
Devonshire Green Medical Centre	1									
Diadem Medical Practice	1									
DMC Chadwick Road	1									
Dogsthorpe Medical Centre			1		1					
Downing Drive Surgery (Ajj Bentley)			1		1					
Downlands Medical Centre	1		1							
Dr A Green And Partners							1			
Dr A Weber - Chiswick Family Practice	2		1							
Dr Abraham & Partners								1		
Dr Am Deshpande & Dr P Gurjar Practice								1		
Dr B Nicolson & Partners	1									
Dr Cyril Stephen			1							
Dr G Wilkinson & Partners	2									
Dr GC Chajed's Practice	1									
Dr Jefferies And Partners - Munster Rd	1		1		1					
Dr JK Marsden's Practice	1		1							

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Dr Jude's Practice Riverside			1							
Dr King Stott And Pankhurst	1									
Dr L Kamal & Partners - The Grange Medical Centre	3									
Dr M R Khan & Partners	1									
Dr Makuloluwe & Dr A S Jones	1		1	1						
Dr N Dumphy & Partners			1							
Dr Olajide Ijaola	1									
Dr P J Lightfoot & Partners	1		1							
Dr R Khanchandani's Practice	1		1							
Dr Rachael Garner	1		1		1					
Dr Rackham & Partners	1									
Dr Rm Roope And Partners			1							
Dr Ross R J & Partners	2		1	1						
Dr S Nelson & Partners	1									
Dr Sn Ahmad's Practice	1									
Dr Sugumar And Partner	1									
Dr T Fox And Partners					1					
Dr Thavapalan & Partners	1									
Dr Tun & Partners	1									
Dr Yadava N Practice			1							
Dronfield Medical Practice	1									
Drs Chalmers & Meier							1			
Drs Lawson, Tarrant, Napper & Jabbar	1				1					
Drs Mears, Iqbal And Dahl	1									
Drs N A Kuchhai & Dr B S Saheecha	2									
Earls Barton Medical Centre	1									
East Hull Family Practice - Main Site	1									
East Lynne Medical Centre	1									
Eastlands Medical Centre	1									
Edenfield Road Surgery	2									
Edington Surgery	1									
Eldene Surgery	1									
Elizabeth House Medical Practice								1		
Elizabeth Street Surgery	1									

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Ellis Practice			1							
Eltham Medical Practice	1									
Eltham Palace Surgery	2									
Emersons Green Medical Centre	1									
Enderby Medical Centre			1	1						
Ernesettle Medical Centre			1		1					
Eyam Surgery			1							
Fairbrook Medical Centre	1									
Fairfax Group Practice	1		1							
Fairstead Surgery	1									
Falkland Surgery	1									
Fareham Centre Practice	1									
Farndon Village Surgery	1									
Farnham Road Surgery	2		1							
Farrow Medical Centre	1									
Fence Piece Road Medical Centre	1									
Field House Medical Group - Dr Hopper & Partners	1									
Fieldhead Surgery	1									
Fisher Medical Centre	2									
Fishermead Medical Centre	1									
Fitzalan Medical Group	3									
Five Oaks Family Practice	2									
Fleet Medical Centre	1									
Flixton Road Medical Centre			1							
Forest Hill Group Practice	1									
Forest House Surgery					1					
Forest Practice	1									
Forest Road Group Practice	1									
Forrest Medical Centre	1									
Forrester Street Medical Practice	1		1							
Fosse Medical Centre (Gk Sharma)	1									
Freezywater Primary Care Centre	1									
French Weir Health Centre	1									
Friargate Surgery			1							

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Friarwood Surgery			1							
Friary House Surgery	2									
Frinton Road Medical Centre			1							
Fullwell Medical Centre								1		
Furnace Green Surgery	1									
Gants Hill Medical Centre			1							
Glenlyn Medical Centre	2									
Glenpark Medical Centre								1		
Glovers Lane Surgery	1									
Goldthorpe Medical Centre Pms Practice	1									
Gorton Medical Centre	1									
GP at hand	2									
Grange Farm Medical Centre	1		1							
Grange Medical Centre	1									
Grange Road Medical Practice	1									
Grange Surgery	1									
Grasmere Surgery	1		1							
Grayshott Surgery	1		1							
Great Barr Medical Centre	1									
Great Lever Health Centre	1		1							
Great North Medical Group	1									
Greenfield Medical Centre			1							
Greenview Surgery							1			
Greenwich Peninsula Practice	1									
Grove House Surgery	1		1		1					
Grove Medical Centre	1									
Grove Surgery			1							
Grovelands Medical Centre								1		
Guidepost Medical Group	1		1		1					
Hackness Road Surgery	1									
Haddenham Medical Centre	1									
Hadlow Medical Centre	1									
Hadwen Medical Practice			1	1						
Hallgarth Surgery	1									

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Hampton Hill Medical Centre			1							
Hanwell Health Centre - Lees Naish Bassi	1									
Harford Health Centre	2									
Harlow Road Surgery			1							
Hastings House Surgery	1		1							
Heald Green Health Centre	1									
Healey Surgery	2		1		1					
Hebden Bridge Group Practice - Grange Dene Medical Centre	1									
Hebden Bridge Group Practice - Valley Medical Centre	1									
Hedge End Medical Centre	1									
Hellesdon Medical Practice	1									
Hendford Lodge Medical Centre, Yeovil	1									
Herne Hill Road Medical Practice			1							
Herschel Medical Centre	1									
High Glades Medical Practice	1									
High Pastures Surgery	1									
Highview Medical Centre			1							
Hill Brow Surgery Pms Practice	1									
Hilltops Medical Centre	1									
Hollybrook Medical Centre	2									
Hollyhurst Medical Centre								1		
Home Farm Dental Practice	1							1		
Hopwood House	1									
Horncastle Medical Group	1		1		1					
Hulme Hall Medical Group Handforth	1									
Hurley Clinic	2									
Ibstock House Surgery		1								
Ilford Medical Centre	1									
Integrated Care Partnership Fitznells Manor Surgery	1									
James Wigg Group Practice								1		
Jenner Health Centre			1	1						
Jenner House Surgery	1									
Jessop Medical Practice			1							

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Jorvik Gillygate Practice	1									
JS Medical Practice	1									
Jubilee Healthcare	1									
Jubilee Medical Group			1							
Jubilee Street Practice	1									
Keelinge House Surgery	2									
Kensington Street Surgery								1		
Kepier Medical Practice	1									
Kincora Surgery	1									
King George Surgery	1		1							
Kingfisher Surgery	1									
Kings Cross Surgery	1									
Kings Road Medical Centre	1									
Kingsbury Road Surgery	1									
Kingswood Health Centre	1									
Kiveton Park Medical Practice	1									
Knights Hill Surgery Suite 1		1								
Ladies Walk Practice	1									
Lakeside Health Care at Eaton Socon	1									
Lakeside Healthcare	1									
Lakeside Medical Centre	1									
Lakeside Medical Practice	1									
Lane End Medical Group	1									
Latham House Medical Practice	1		1							
Lawson Practice	1		1		1					
Layton Medical Centre			1							
Leadgate Surgery	1									
Leap Valley Surgery	2									
Leeds City Medical Practice	1									
Leigh View Medical Practice	1									
Leighton Road Surgery	1		1							
Leyton Healthcare 4Th Floor	1									
Library House Surgery	1									
Linden Hall Surgery	1									

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Linden Medical Centre	2		1							
Liquorpond Surgery			1							
Lister House Chellaston			1							
Lister Medical Centre	4		1							
Litherland Practice	1									
Little Lever Health Centre	1									
London Lane Clinic	1		1							
London Road Health Centre								1		
Long Lane Medical Centre	1		1							
Long Lane Surgery	1									
Longrove Surgery	1									
Loomer Road Surgery	2		1							
Lower Clapton Group Practice	1									
Lower Ince Surgery			1							
Maida Vale Medical Centre	1									
Malmesbury Primary Care Centre			1	1						
Malthouse Surgery	2									
Manchester Medical Moss Side Health Centre	1									
Manor House Lane Surgery								1		
Manor Medical Centre								1		
Mansfield Medical Centre	1		1							
Mansion House Surgery	1									
Marisco Medical Practice	3							1		
Market Quarter Medical Practice	1									
Marsden Road Health Centre	1									
Marsh Surgery	1									
Marston Surgery - Cranfield and Marston Surgery	1									
Maybush Medical Centre	1		1							
Meadowgreen Health Centre	1									
Medina Healthcare	1									
Meltham Road Surgery			1		1					
Memorial Medical Centre			1							
Mendip Vale Medical Practice (Langford)	1		2							
Middleton Health Centre	1									

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Millcroft Medical Centre	1									
Millgate Healthcare Partnership	1									
Millview Medical Centre Sleaford			1							
Mission Medical Practice	1									
Moir Medical Centre	1									
Monks Park Surgery			1							
Montgomery-House Surgery			1							
Morden Hill Surgery	1									
Moreton Medical Centre							1			
Morley Health Centre Surgery			1							
Morris Lane Surgery, Kirkstall Clinic	1									
Munro Medical Centre	1		1		1					
Musgrove Park Medical Centre	1									
Musters Medical Practice	1									
My Health Group	1									
Total	340	4	132	8	27	2	9	22	0	0

Our data

This table includes the full organisational data for Quarter 1 from both of our casework management systems. In 2016-17, we introduced a new casework management system (CMS), although some of our older cases are still held in our previous system, Visual Files (VF). The proportion of health cases we investigated recorded on our old system that we closed in Quarter 1 2019-2020 was just under 1% and will continue to decline.

We also undertake a full data audit at the end of each financial year, which can lead to some reclassification of a small number of cases. This means that the data presented in this table may differ slightly to our annual data for 2019-20.

If you have any further comments or enquiries regarding this report please email researchteam@ombudsman.org.uk.

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