



Parliamentary  
and Health Service  
Ombudsman

Complaints about  
GP practices  
in England (N-Z):  
**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 (N-Z): Quarter 1 2019-20

Organisation	Enquiries received	Complaints resolved through intervention at step one <sup>1</sup>	Complaints assessed	Complaints resolved through intervention at assessment	Complaints accepted for investigation <sup>2</sup>	Investigations upheld	Investigations partly upheld	Investigations not upheld	Investigations resolved without a finding	Investigations discontinued
New Court Surgery (Malvern)			1							
New Eltham Medical Centre	1		2							
New Hayesbank Surgery	2									
Newark Road Surgery	1	1								
Newbury Group Practice	1									
Newcastle Medical Centre		1								
Newlands Medical Practice					1					
Newnham Surgery			1							
Newport Medical Practice	1									
Newport Pagnell Medical Centre	1									
Newquay Health Centre	1									
Newton Place Surgery	3									
Nexus Health Group	1		1							
Normanby Medical Centre	1							1		
North Thoresby Surgery	1									
North Trafford Group Practice	1		1	1						
Northam Surgery	1									
Northbrook Health Centre			1							
Northfield Health Centre	1									
Northfield Surgery	1									
Northumberland House Surgery	1									
Norwich Practices Health Centre	1		1							
Novum Health Partnership - Rushey Green Group Practice			1							
Novus Health (Outwood Park Medical Centre)	1		1							
Oak Lodge Medical Centre	1									
Oak Tree Health Centre	1									
Oakfields Health Centre	1									
Oaklands Surgery - Canvey Island	1		1							
Oakleaf Medical Practice	1									
Oakley Health Group - Yateley Medical Centre	1							1		

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<sup>2</sup>Our casework management system records the date on which we have proposed to investigate a case rather than when we confirm an investigation. As our quarterly data provides a snapshot of our casework flow at a given time, in some cases following comments from the parties involved, we may decide not to investigate.

Organisation	Enquiries received	Complaints resolved through intervention at step one <sup>1</sup>	Complaints assessed	Complaints resolved through intervention at assessment	Complaints accepted for investigation <sup>2</sup>	Investigations upheld	Investigations partly upheld	Investigations not upheld	Investigations resolved without a finding	Investigations discontinued
Oakridge Park Medical Centre			1							
Oakwood Lane Medical Practice	1									
Old Mill Surgery	1									
Omnia Practice at Yardley Green Medical Centre	1									
Ongar Health Centre	1									
Orchard Surgery					1					
Ordnance Unity Centre for Health	1									
Orton Bushfield Medical Centre	1									
Oxted Health Centre								1		
Paddock & Longwood Family Practice			1							
Page Hall Medical Centre	1									
Parchmore Medical Centre	1									
Parish Fields Practice	2									
Parishes Bridge Medical Practice	2									
Park House Medical Centre			1							
Park Leys Medical Practice			2							
Park Medical Centre	1									
Park View Medical Practice			1							
Parklands Medical Practice	1									
Parkside Practice			1							
Parkway Medical Group	1		1							
Parsons Heath Medical Practice						1				
Partington Family Practice	1									
Partnership of East London Co-operatives		1			1					
Partnership Primary Care Centre	2									
Patterdale Lodge Medical Centre	1									
Paxton Green Group Practice	1									
Pearl Medical Practice	1		1							
Peartree Surgery	1									
Peel Hall Medical Centre			1							
Pelaw Medical Practice	1									
Pembroke House Surgery	1							1		
Pembroke Road Surgery	1									
Pendle View Medical Centre	1									

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Penn Hill Surgery, Yeovil					1					
Penn Manor Medical Centre	1									
Pennygate Medical Centre	1									
Penrhyn Avenue Surgery	2									
Pike Medical Practice	1									
Pilgrims Way Surgery	1									
Plowright Medical Centre			1		1			1		
Pond Tail Surgery					1					
Ponteland Medical Group	1		1	1						
Poplar Primary Care Centre	1									
Portsdown Group Practice	2									
Primecare Pms (South Street)	1									
Princes Park Health Centre	1									
Priory Gardens Surgery	2									
Priory Medical Centre			1		1					
Priory Medical Group	2									
Prospect Surgery								1		
Providence Surgery - Strouden Park Branch	1									
Queens Road Medical Centre	1									
Queensway Medical Centre	1									
Queensway Surgery	1									
Railway Medical Group	1									
Raleigh Surgery	1									
Ramsey Health Centre	1									
Ranworth Surgery	1									
Redwood House Surgery	1									
Regal Chambers Surgery	2									
Richmond Medical Centre	2									
Ringwood Medical Centre							1			
Risedale Surgery	1									
River Lodge Surgery	2									
Riverbank Medical Centre					1					
Riverside Medical Practice	1									
Roby Medical Centre			1							

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Rooksdown Practice						1				
Rosemead Surgery	1									
Roseworth Surgery	1		1							
Roslea Surgery	1									
Rothschild House Surgery	1		1							
Rowlands Castle Surgery	1									
Roxbourne Medical Centre	2									
Royal Primary Care	2									
Roysia Surgery	1									
Rutherford Medical Centre	1									
Rutland Lodge Medical Practice	1									
Rydal Group Practice	1									
Saddleworth Medical Practice	1									
Sandgate Road Surgery					1					
Sandringham Medical Centre	2									
Sangam Surgery @ Gladstone Avenue	1									
Saxmundham Health Centre	1									
Scarborough Medical Group	1									
School Hill Medical Practice	4									
Schopwick Surgery	2									
Sellindge Surgery	1									
Selsdon Park Medical Practice								1		
Seven Kings Practice	1									
Severn Fields Medical Practice	1									
Severn Valley Medical Practice	1		1							
Shakespeare Medical Practice	1									
Shay Lane Medical Centre (Patel)	2									
Sherwood Medical Partnership - Clipstone Health Centre	1		1							
Shinwell Medical Group			1							
Shipleigh Medical Practice	1									
Sid Valley Practice	1		1							
Signature Smiles Dental Practice			1	1						
Silver Springs Medical Practice	1									
SimplyOne Dental	1									

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Singleton Health Centre	1		1							
Skelmanthorpe Family Doctors							1			
Sloan Medical Centre	1									
Sma Medical Practice	1		1							
Small Heath Medical Practice			1							
Somerset Bridge Medical Centre	1									
Somerset Gardens Family Health Care Centre	3									
South Ashford Medics	1									
South Cliff Surgery	1									
South Reading Surgery	1									
Southam Surgery	1									
Southgates Medical and Surgical Centre							1			
Southmead Surgery	1									
Spring Hill Practice	1									
Spring Terrace Health Centre							1			
Springhead Medical Centre			1	1						
St Ann's Road Surgery							1			
St Augustines Medical Practice	1									
St Austell Healthcare - Wheal Northey	1									
St Clements Health Centre	1									
St James Family Doctors			1							
St James Medical Centre			1							
St James Medical Practice	1									
St James Surgery	1									
St John's Way Medical Centre	2									
St Lukes Medical Centre			1							
St Mary's Surgery			1							
St Peter's Medical Centre	3									
St. Leonard`s Practice	1									
Staffa Health	1		1							
Stanmore Medical Group	1									
Star Lane Medical Centre	1									
Station Road Surgery	1									
Steyping Medical Practice	1									

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Stonefield Street Surgery								1		
Stratford Village Surgery	1									
Strawberry Hill Medical Centre	1									
Strelley Surgery			1							
Summercroft Surgery	1									
Summerfield Group Practice	1									
Sunnybank Medical Centre	1									
Sunnyhill Healthcare C.I.C	1									
Surrey Docks Health Centre	4									
Sutton Coldfield Group Practice - Sutton Park	2									
Swadlincote Surgery	1									
Swan Surgery	1		1							
Sydenham House Medical Centre								1		
Tanfield View Medical Group	1						1			
Tarporley Health Centre								1		
Thamesmead Medical Associates - Pms	1									
The 157 Medical Practice	1									
The Acocks Green Medical Centre			1							
The Alma Partnership			1							
The Arch Medical Practice	1		1							
The Armada Family Practice	1									
The Arnewood Practice	2		1							
The Atherstone Surgery	1									
The Bosmere Medical Practice			1							
The Brooke Surgery	1									
The Cedar Practice	1									
The Cedars Surgery	1									
The Chrisp Street Health Centre	1		1							
The Christmas Maltings and Clements Practice - Christmas Maltings Surgery	1									
The City Medical Practice			1	1						
The Crossroads Surgery	1									
The Derby Road Practice							1			
The Dove Valley Practice	1									

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The Downland Practice	2									
The Elizabeth Courtauld Surgery			1							
The Elmhurst Practice	1									
The Elms Medical Centre	1									
The Elms Medical Practice			1	1						
The Farley Road Medical Practice								1		
The Firs Medical Centre	4									
The Garden Surgery	1									
The Geoffrey Street Surgery	1									
The Gillies And Overbridge Medical Partnership	1									
The Grange Practice	1									
The Greens Health Centre	1									
The Grove House Surgery			1							
The Hadleigh Practice	1									
The Heathbridge Practice			1							
The Heaton Medical Practice	1		1							
The Heron Practice	1									
The James Cochrane Practice			1							
The Kingsway Practice	1		1							
The Lanehouse Surgery			1		1					
The Limes Medical Centre			1							
The Lindum Medical Practice	1									
The Locality Health Centre			1							
The Marlow Medical Group	1									
The Morris House Group Practice			1							
The Nelson Medical Practice	1									
The New Coningsby Surgery	1									
The New Queen Street Surgery	1									
The North Leeds Medical Practice			1		1					
The Old Court House Surgery	3									
The Old Forge Surgery								1		
The Old Links Surgery	1									
The Orchard Surgery	3									
The Osmaston Surgery	1									

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The Parks Medical Centre (B Hainsworth)			1							
The Parkview Surgery	1		2							
The Peel Medical Practice	1									
The Phoenix Surgery							1			
The Pinn Medical Centre			1		1					
The Portmill Surgery	1									
The Prince Of Wales Surgery			1							
The Queens Road Partnership	1									
The Red House	2									
The Ridge Medical Practice	1									
The Rookery Medical Centre	1									
The Rosewood Medical Centre			1							
The Rowans Surgery								1		
The Roxton Practice	1									
The Royton & Crompton Family Practice	1							1		
The Simpson Centre	3									
The Smethwick Medical Centre			1							
The Spa Surgery	1									
The Springfield Surgery - Bingley	1									
The Stanford Medical Centre	1									
The Surgery At Wheatbridge	1		1							
The Taverham Partnership	1									
The Thornton Practice								1		
The Trinity Medical Centre	1									
The Tutbury Practice			1		1					
The Vale Surgery	3		1	1						
The Valley Surgery	1									
The Village Medical Centre	1									
The Village Medical Ctr	1		1							
The Village Practice			1		1					
The Warren Practice	1									
The Waterfield Practice	1									
The Willow Group - Brune Medical Centre	4									
The Willow Surgery	1									

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The Willows Practice	2									
The Wooda Surgery			1							
The Woodberry Practice	4		1							
Theobald Medical Centre	1									
Third Floor Lanark Road Medical Centre							1			
Thornton Heath Health Centre	2									
Thornton Medical Centre	2									
Thorpe Hesley Surgery			1					1		
Thorpe-Le-Soken Surgery	1									
Todmorden Group Practice	1		1							
Tollgate Medical Centre			1							
Torridon Road Medical Practice							1			
Tottenham Health Centre	1									
Tower House Surgery	1		1							
Townhill Surgery	1									
Trafford Health Centre			1							
Tramways Medical Centre - O'Connell	1									
Tredegar Practice	3		2							
Trentham Medical Centre	1									
Tri-Links Medical Practice	1									
Trinity & Bowthorpe Medical Practice	1									
Tulasi Medical Centre			1							
Tuxford Medical Centre			1							
Two Rivers Medical Centre	2									
Tynemouth Medical Practice			1							
Unity Surgery	1		1		1					
Unknown GP	1038	2	3							
Unsworth Group Practice, Blackrod	2									
Unsworth Medical Centre	2									
Vange Health Centre	1									
Vh Doctors Ltd - Purfleet Care Centre	1									
Victoria Medical Centre	5		1							
Victoria Road Health Ctr.	1									
Vida Healthcare	1									

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Village Surgery			1							
Vine Medical Group - Main Branch	1									
Violet Lane Medical Practice	2									
Wake Green Surgery	1		1		1					
Walker Medical Group	1									
Wallis Avenue Surgery	1									
Walm Lane Surgery	1									
Walton Medical Centre	1									
Wansford & Kings Cliffe Practice	2									
Waterfront and Solent Surgery	1									
Waterloo Medical Centre								1		
Waters Green Medical Centre	1									
Waterside Medical Centre			1							
Watling Street Surgery	1									
Weaver Vale Practice			1		1					
Weavers Medical			1							
Well Close Medical Group	2									
Wellington Medical Practice	1		1							
Wensum Valley Medical Practice Assessment And Treatment Centre - Bates Green	1									
Wentworth Medical Practice	1									
Werneth Medical Practice	1									
West Bar Surgery	1		1							
West Common Lane Teaching Practice	1									
West End Clinic	1									
West Green Surgery	1									
West Malling Group Practice	1									
West Road Surgery	1									
West Wight Medical Practice	1									
Westcroft Health Centre	1									
Westdale Lane Surgery	1									
Westerham Practice	1									
Westerhope Medical Group	1									
Western Elms Surgery	1									

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Westfield Surgery	1									
Weston Lane Surgery			1							
Westpoint Medical Centre	1									
Westwood Road Surgery	1									
Whitby Group Practice	3									
White Horse Medical Practice	1		1							
White Rose Surgery			1							
Whitehall Medical Practice	2									
Whitehill Surgery	1									
Whiteladies Medical Group	1									
Whittaker Lane Medical Centre	1									
Whyburn Medical Practice	1									
William Street Surgery	1									
Willington Medical Group	1									
Willow House Surgery			1							
Willow Tree Family Doctors - Dr Selwyn and Partners	1									
Willowbrook Medical Centre (Jg Astles)	1									
Wilson Street Surgery	1									
Wimbledon Medical Practice			1							
Wistaria & Milford Surgeries	1		1							
Witton Medical Centre	1									
Wokingham Medical Centre	1									
Wonersh Surgery	1									
Woodbridge Practice	1							1		
Woodhouse Health Centre	1									
Woodlands Health Centre	1									
Woodview Medical Practice	1									
York Medical Group	1									
York Medical Group, Monkgate	1									
York Road Surgery			1							
<b>Total</b>	<b>1379</b>	<b>5</b>	<b>105</b>	<b>7</b>	<b>17</b>	<b>2</b>	<b>10</b>	<b>18</b>	<b>0</b>	<b>0</b>

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## 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](mailto:researchteam@ombudsman.org.uk).

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