



Parliamentary  
and Health Service  
Ombudsman

Complaints about  
NHS organisations  
in England:  
**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 NHS organisations which we did not receive, assess or investigate complaints about during Quarter 1 2019-20.

## Complaints about NHS organisations in England: Quarter 1 2019-20

Organisations	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
<b>Ambulance Trust</b>	<b>96</b>	<b>0</b>	<b>34</b>	<b>2</b>	<b>4</b>	<b>0</b>	<b>2</b>	<b>7</b>	<b>0</b>	
East Midlands Ambulance Service NHS Trust	8		1		1			1		
East of England Ambulance Service NHS Trust	13		10	1				2		
London Ambulance Service NHS Trust	17		7		1			2		
North East Ambulance Service NHS Foundation Trust	4		3				1			
North West Ambulance Service NHS Trust	15		3	1	1					
South Central Ambulance Service NHS Foundation Trust	4		2		1					
South East Coast Ambulance Service NHS Foundation Trust	9		3					1		
South Western Ambulance Service NHS Foundation Trust	13		2							
West Midlands Ambulance Service University NHS Foundation Trust	6		3				1			
Yorkshire Ambulance Service NHS Trust	7							1		
<b>Care Trust</b>	<b>74</b>	<b>0</b>	<b>28</b>	<b>2</b>	<b>7</b>	<b>1</b>	<b>1</b>	<b>5</b>	<b>0</b>	
Birmingham Community Healthcare NHS Foundation Trust	3		1							
Bradford District Care NHS Foundation Trust	6							1		
Bridgewater Community Healthcare NHS Foundation Trust	4		1			1		1		
Central London Community Healthcare NHS Trust	2									
Cranhill Nursing Home	1									
Dorset Healthcare University NHS Foundation Trust	10		3	1						
Hertfordshire Community NHS Trust	3		1		1					
Hounslow and Richmond Community Healthcare NHS Trust	1									
Kent Community Health NHS Foundation Trust	5		1		1					
Lancashire Care NHS Foundation Trust	8		2		1		1			
Leeds Community Healthcare NHS Trust	2		2		2					
Lincolnshire Community Health Services NHS Trust	1		1							
Norfolk Community Health and Care NHS Trust	2		1	1						

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Pennine Care NHS Foundation Trust	12		7					1		
Solent NHS Trust	1		3		1					
Sussex Community NHS Foundation Trust	4		2							
Wirral Community NHS Foundation Trust	1							2		
Worcestershire Health and Care NHS Trust	8		3		1					
<b>Clinical Commissioning Group</b>	<b>309</b>	<b>0</b>	<b>140</b>	<b>27</b>	<b>7</b>	<b>9</b>	<b>4</b>	<b>3</b>	<b>1</b>	
Airedale, Wharfedale and Craven CCG			1							
Ashford CCG	1		1							
Barking and Dagenham CCG	2		1							
Barnet CCG	3									
Barnsley CCG	3		3	1						
Basildon and Brentwood CCG	1									
Bassetlaw CCG	3		1							
Bath And North East Somerset CCG	1		1				1			
Bedfordshire CCG			3	1						
Berkshire West CCG	3		2							
Bexley CCG	2		1							
Birmingham and Solihull CCG	7									
Blackburn With Darwen CCG	2		1							
Blackpool CCG	1									
Bolton CCG	3									
Bradford Districts CCG	1									
Brent CCG			1							
Brighton and Hove CCG	1									
Bristol, North Somerset and South Gloucestershire CCG	4		1							
Bromley CCG			1						1	
Buckinghamshire CCG			1							
Bury CCG	1		1							
Cambridgeshire and Peterborough CCG	3		3	2	1					
Camden CCG			1			1				
Cannock Chase CCG	1									
Canterbury and Coastal CCG	3		1							
Castle Point and Rochford CCG	1									
Central London (Westminster) CCG	1									

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Coastal West Sussex CCG	2		6							
Coventry And Rugby CCG	3		1		1					
Crawley CCG	1									
Croydon CCG	2		2	1						
Doncaster CCG	3									
Dorset CCG	7		3	1						
Dudley CCG	1									
Durham Dales, Easington And Sedgefield CCG	1									
Ealing CCG	1		1							
East and North Hertfordshire CCG	2		1		1					
East Berkshire CCG	4		1							
East Lancashire CCG	4		3							
East Leicestershire and Rutland CCG	1									
East Riding of Yorkshire CCG	1									
East Staffordshire CCG	1									
Eastern Cheshire CCG			1	1						
Enfield CCG	3									
Fylde and Wyre CCG	1									
Gloucestershire CCG	2		1							
Great Yarmouth and Waveney CCG			2							
Greater Huddersfield CCG	1									
Greenwich CCG	2		2	1						
Haringey CCG	2									
Harrow CCG	2		1							
Hartlepool and Stockton-on-Tees CCG			3	1						
Hastings and Rother CCG	2		2			1				
Herefordshire CCG	6		1							
Herts Valleys CCG	1		4	1			1			
Heywood, Middleton and Rochdale CCG	1		1							
High Weald Lewes Havens CCG			3							
Ipswich and East Suffolk CCG	2		2	1	1		1			
Isle Of Wight CCG			1	1						
Islington CCG	1		2		1					
Kernow CCG	2									

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Kingston CCG	3		1							
Knowsley CCG	2		1							
Lambeth CCG	1		1							
Leeds CCG			2							
Leicester City CCG	1					1				
Lewisham CCG	3									
Lincolnshire East CCG	2									
Lincolnshire West CCG	1									
Manchester CCG			2							
Medway CCG	1									
Merton CCG	2		1							
Mid Essex CCG	2		1			1		1		
Morecambe Bay CCG	1									
Nene CCG	5		4	1				1		
Newark and Sherwood CCG	2		2	1						
Newcastle Gateshead CCG	2		2	2						
NHS Derby And Derbyshire CCG	1		1	1						
NHS Eastbourne, Hailsham and Seaford CCG	1		1	1						
NHS Liverpool CCG	1									
North Cumbria CCG	1		2	1		1				
North Durham CCG	1									
North East Essex CCG			1							
North East Lincolnshire CCG	1									
North Kirklees CCG	2									
North Norfolk CCG	2		1							
North Staffordshire CCG			1							
North Tyneside CCG	1		1							
North West Surrey CCG	1									
Northern, Eastern and Western Devon CCG	5									
Northumberland CCG	4		1							
Norwich CCG	1									
Nottingham West CCG	1									
Oldham CCG	4									
Oxfordshire CCG	3									

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Portsmouth CCG	2									
Redbridge CCG	5					1				
Redditch and Bromsgrove CCG	1		4							
Richmond CCG	4		1							
Rotherham CCG	4		1							
Salford CCG	1									
Scarborough and Ryedale CCG	2		1							
Sheffield CCG	2		2	1						
Shropshire CCG	4									
Somerset CCG	5		2		1			1		
South Devon and Torbay CCG	2		2							
South Lincolnshire CCG	1		1							
South Norfolk CCG	3									
South Sefton CCG	1		1	1						
South Tees CCG	1		1	1						
South Tyneside CCG			1							
South Warwickshire CCG	1					1				
South West Lincolnshire CCG	1		1							
Southampton City CCG	1									
Southend CCG	1		1							
Southport and Formby CCG	1		1							
St Helens CCG							1			
Stafford And Surrounds CCG	2									
Stockport CCG	5					1				
Sunderland CCG	4		2							
Surrey Downs CCG	3		3	1						
Sutton CCG	2		1							
Swindon CCG			1							
Tameside and Glossop CCG	2									
Telford And Wrekin CCG	1		1							
Trafford CCG	1									
Unknown CCG	54									
Vale of York CCG	2		1							
Wakefield CCG	1		1							

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Walsall CCG	1									
Warwickshire North CCG	1									
West Cheshire CCG	3		1			1				
West Essex CCG	2		1							
West Hampshire CCG	2		5							
West Kent CCG	1		1							
West Lancashire CCG	3		1							
West London CCG	1									
West Suffolk CCG	1		1							
Wigan Borough CCG					1					
Wiltshire CCG	2									
Wirral CCG	3		5	4						
Wyre Forest CCG	1									
Commissioning region	8	0	4	1	1	0	1	6	0	
NHS England - London (regional office)	1									
NHS England - Midlands and East (regional office)	2				1			1		
NHS England Midlands and East			1							
NHS England - North (regional office)	2		3	1				4		
NHS England - South (regional office)	3						1	1		
Independent provider	229	2	60	3	10	1	6	4	1	
Allicare Personal Care & Support Service	1									
Allied Health Professionals Suffolk CIC			1	1						
Anglia Community Eye Service Ltd			1							
Anglian Community Enterprise Community Interest Company (ACE CIC)	1									
Arden and Greater East Midlands Commissioning Support Unit	6		3	2						
Arriva Transport Solutions	1									
Ash Hall Nursing Home			1							
Aspen Healthcare Limited	2									
Avery Healthcare Group			1							
Barchester Healthcare Limited	1									
Beechcroft Care Home			1							
Bexley Health Limited	2									

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BMI Goring Hall Hospital	1									
BMI The Chiltern Hospital	1		1							
BMI The Droitwich Spa Hospital	1		1							
Bridgewater Family Planning Service Association Ltd	1		1							
Brighterkind Health Care Group Limited							1			
Bromley Healthcare	1									
Burley Hall	1									
Care Just 4U Limited	1									
Care UK - Head Office	6		1		1					
Care UK - HMP Doncaster	1									
Care UK - HMP Isle of Wight	1					1				
Care UK - HMP Long Lartin	2									
Care UK - HMP Pentonville	1									
Care UK – HMP Wormwood Scrubs			1							
Central Surrey Health	1									
Cheswold Park Hospital	1									
Circle - Nottingham NHS Treatment Centre	5		3							
City Health Care Partnership C I C	3		1							
Coghlan Lodges			1		1					
Community Outpatients			1		1					
Connect			1							
Crossways Nursing Home										
Cygnets Hospital Blackheath	1									
Cygnets Hospital Ealing	1									
Cygnets Hospital Kewstoke	2									
Dhu Health Care C.I.C (Johnson Building)			1							
Durham Dales Health Federation	1									
East Bank Road Medical Centre	2									
Ektra Physiotherapy							1			
Elderholme Nursing Home	1									
Elysium Healthcare	3									
Elysium Healthcare - The Farndon Unit	1									
Emersons Green NHS Treatment Centre	1									
E-zec Medical Transport	1									

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Falck UK Ambulance Services Limited			1							
FCMS								1		
First Community Health and Care	1									
Four Seasons Health Care			1							
G4S Care & Justice Services	2									
G4s Forensic And Medical Services	1		1							
G4S Healthcare	13									
G4S Patient Transport Services	1									
Genix Healthcare	1									
Goodmayes Hospital	2		1							
Greenbrook Healthcare	1									
H C One Ltd	1				1					
Hartwood House Care Home			1							
Hazeldene House	1									
Healthharmonie Limited	2									
Herts Urgent Care							1			
Hollymere House Care Home	1									
Homefield	1									
In Health	4									
Inspire Better Health – HMP Ashfield			1							
Integrated Care 24 Ltd	3									
Key Healthcare Limited					1					
Kings Lodge Centre For Complex Needs	1									
La Belle Care Limited	1									
Lighthouse Medical			1							
Limetree Care Centre	1									
LIVES			1							
Livewell Southwest	5		1							
Local Care Direct	1				1					
Locala Community Partnerships	3									
London Central And West Unscheduled Care Collaborative								1		
Marie Curie Hospice, West Midlands								1		

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Marie Curie Nursing and Domiciliary Care Service, London region	2									
Marie Stopes International			1							
Med-Co Secure Healthcare Services	1									
Medway Community Healthcare	3		2							
Mental Health Care (Newton House) Limited	2									
Midlands and Lancashire CSU	8		4							
Millbrook Healthcare	1									
Naomi House & Jacksplace			1							
Nems Community Benefit Services Ltd	1									
New Hall Hospital	1		1							
North and East London CSU	1		1							
North of England Commissioning Support Unit	1									
Nottingham City Care Partnership			1							
Nuffield Health - Brighton Hospital	1		1							
One Medical Group Limited	1									
One To One Midwives - Wirral	2									
Orchard Care Homes.Com Limited	1		2		1					
Pds Medical Ltd	1									
Pennine MSK Partnership	1									
Pinehill Hospital	1									
Primary Care Support England	13		4				1			
Priory Farmfield Secure Services		1								
Priory Hospital Bristol	1									
Priory Hospital Chelmsford	1									
Priory Hospital Southampton	1									
Priory Hospital Ticehurst			1							
Ramsay Health Care UK - Fitzwilliam Hospital	1				1					
Ramsay Health Care UK - Rivers Hospital			1							
Ramsay Health Care UK - Springfield Hospital	1									
Ramsay Health Care UK - The Woodlands Hospital	1									
Ramsay Health Care UK - The Yorkshire Clinic	1									
Ramsay Health Care UK - Winfield Hospital	1									
Ramsay Health Care UK Operations Limited	1									

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Routes Healthcare							1			
Royal Hospital For Neuro-Disability (West Hill)	1		1							
Royal South Hants Hospital	1									
Sirona Care and Health	1		1				1			
Sodexo - HMP Peterborough	1									
SpaMedica Bolton	3									
Specsavers Optical Group	1									
Spectrum Community Healthcare CIC - Head Office	4									
Spectrum Community Healthcare CIC - HMP Durham	1									
Spectrum Community Healthcare CIC – HMP Full Sutton	1									
Spire Bristol Hospital	1		1							
Spire Fylde Coast Hospital	1		1							
Spire Hartswood Hospital			2		1					
Spire Healthcare	3									
Spire London East Hospital	2		1							
Spire Manchester Hospital	3									
Spire Murrayfield Hospital	1									
Spire Norwich Hospital	1									
Spire Southampton Hospital	2									
St Andrew's Healthcare	3									
St Christopher's Care Home					1					
Thames Ambulance Service Ltd	1		1							
The Angela Grace Care Centre									1	
The Council of St Monica Trust	1									
The Hathersage Centre	2									
The Huntercombe Group Ltd	1									
The Huntercombe Hospital Cotswold Spa	1									
The Integrated Care Clinics	1									
The Practice Plc								1		
Torr Home	1		1							
Unknown Care Home	28									
Unknown NHS Hospice	2									
Virgin Care - Surrey and North East Hants Community Services	1									

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Virgin Care Limited	3	1								
Virgincare - HMP Bure			1							
Vocare Group	1									
Woodview House Nursing Home	1									
Local area team	9	0	4	0	0	0	0	6	0	
NHS England - Midlands and East - Central Midlands (Local office)	1		1							
NHS England - Midlands and East - East (Local office)	1		1					2		
NHS England - North - Cheshire and Merseyside (Local office)	1							1		
NHS England - North - Cumbria, Northumberland, Tyne & Wear (Local office)	1									
NHS England - North - Yorkshire and The Humber (Local office)	1									
NHS England - South - South Central (Local office)								2		
NHS England - South - South East (Local office)	1									
NHS England - South - South West (Local office)	3		2							
NHS England South								1		
Mental Health, Social Care and Learning Disability Trusts	525	1	132	2	15	3	17	17	0	
2gether NHS Foundation Trust	11		3							
Avon and Wiltshire Mental Health Partnership NHS Trust	19		8		1		2			
Barnet, Enfield and Haringey Mental Health NHS Trust	7		3							
Berkshire Healthcare NHS Foundation Trust	6							1		
Birmingham and Solihull Mental Health NHS Foundation Trust	17		3			1	1			
Black Country Partnership NHS Foundation Trust	3		5		1					
Burton Park	1									
Cambridgeshire and Peterborough NHS Foundation Trust	12		2		2					
Camden and Islington NHS Foundation Trust	7	1	1							
Cheshire and Wirral Partnership NHS Foundation Trust	9		2							
Cornwall Partnership NHS Foundation Trust	9		2					1		
Coventry and Warwickshire Partnership NHS Trust	11		2		1					
Cumbria Partnership NHS Foundation Trust	5		1				1	4		
Derbyshire Healthcare NHS Foundation Trust	12		6		2					

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Organisations	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
Devon Partnership NHS Trust	7		4		1			1		
Dudley and Walsall Mental Health Partnership NHS Trust	6		2							
East London NHS Foundation Trust	19		4		1		2	1		
Essex Partnership University NHS Foundation Trust	10		5			1	1			
Greater Manchester Mental Health NHS Foundation Trust	17		4							
Hertfordshire Partnership University NHS Foundation Trust	16		2							
Humber NHS Foundation Trust	3									
Kent and Medway NHS and Social Care Partnership Trust	17		1				1			
Leeds and York Partnership NHS Foundation Trust	6		5					1		
Leicestershire Partnership NHS Trust	12		3							
Lincolnshire Partnership NHS Foundation Trust	5									
Mersey Care NHS Foundation Trust	11									
Midlands Partnership NHS Foundation Trust	12		1							
Norfolk and Suffolk NHS Foundation Trust	18		5	1			2			
North East London NHS Foundation Trust	12		6		2					
North Staffordshire Combined Healthcare NHS Trust	5		1							
North West Boroughs Healthcare NHS Foundation Trust	8		3		1		1			
Northamptonshire Healthcare NHS Foundation Trust	7		2				1			
Northumberland, Tyne and Wear NHS Foundation Trust	21		6				1	2		
Nottinghamshire Healthcare NHS Foundation Trust	24		6							
Oxford Health NHS Foundation Trust	5		1				1	1		
Oxleas NHS Foundation Trust	13		3	1						
Rotherham, Doncaster and South Humber NHS Foundation Trust	10		1					1		
Sheffield Health and Social Care NHS Foundation Trust	4							1		
Somerset Partnership NHS Foundation Trust	5		1							
South London and Maudsley NHS Foundation Trust	18		1				1			
South West London and St George's Mental Health NHS Trust	11		2							
South West Yorkshire Partnership NHS Foundation Trust	10		3		1					
Southern Health NHS Foundation Trust	7		4				1			
Surrey and Borders Partnership NHS Foundation Trust	9		1							
Sussex Partnership NHS Foundation Trust	26		9		1	1	1	2		

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Tavistock and Portman NHS Foundation Trust	2		1							
Tees, Esk and Wear Valleys NHS Foundation Trust	25		6							
West London NHS Trust	15		1		1			1		
NHS Hospital, Specialist and Teaching Trusts (Acute)	2857	5	682	20	145	13	92	109	1	
Aintree University Hospitals NHS Foundation Trust	5		3		2		1			
Airedale NHS Foundation Trust	1							1		
Alder Hey Children's NHS Foundation Trust	3		1	1						
Ashford and St Peter's Hospitals NHS Foundation Trust	15		6		1					
Barking, Havering and Redbridge University Hospitals NHS Trust	16		9		2			1		
Barnsley Hospital NHS Foundation Trust	7		1					1		
Barts Health NHS Trust	76		16		1	1	2	3		
Basildon and Thurrock University Hospitals NHS Foundation Trust	22		7					2		
Bedford Hospital NHS Trust	6		1				2			
Birmingham Women's and Children's NHS Foundation Trust	9		2		1			1		
Blackpool Teaching Hospitals NHS Foundation Trust	17		7		2			2		
Bolton NHS Foundation Trust	10	1	4		1					
Bradford Teaching Hospitals NHS Foundation Trust	14		3		2		3	1		
Brighton and Sussex University Hospitals NHS Trust	20	1	5			1		2		
Buckinghamshire Healthcare NHS Trust	9		2		1		1	1		
Calderdale and Huddersfield NHS Foundation Trust	14		9		2			1		
Cambridge University Hospitals NHS Foundation Trust	14		8	1	1					
Central and North West London NHS Foundation Trust	17		3				1	1		
Chelsea and Westminster Hospital NHS Foundation Trust	21		7		2					
Chesterfield Royal Hospital NHS Foundation Trust	9		3		1		1			
Countess of Chester Hospital NHS Foundation Trust	12		3							
County Durham and Darlington NHS Foundation Trust	17		6		1			1		
Croydon Health Services NHS Trust	21		3				1			
Dartford and Gravesham NHS Trust	6		3							
Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust	7		5		2		1	1		
Dorset County Hospital NHS Foundation Trust	5		3		1					

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East and North Hertfordshire NHS Trust	21		3							
East Cheshire NHS Trust	6		1							
East Kent Hospitals University NHS Foundation Trust	43		10		5		2	3		
East Lancashire Hospitals NHS Trust	17		3		1		1			
East Suffolk and North Essex NHS Foundation Trust	34		5		1		1	1		
East Sussex Healthcare NHS Trust	16		4				2			
Epsom and St Helier University Hospitals NHS Trust	15		1					1		
Frimley Health NHS Foundation Trust	30		9				1	5		
Gateshead Health NHS Foundation Trust	8		4		1			1		
George Eliot Hospital NHS Trust	2		2							
Gloucestershire Hospitals NHS Foundation Trust	22		12		1			1		
Great Ormond Street Hospital for Children NHS Foundation Trust	1		2							
Great Western Hospitals NHS Foundation Trust	14		1							
Guy's and St Thomas' NHS Foundation Trust	46		17		1			3		
Hampshire Hospitals NHS Foundation Trust	19		6		1		2	2		
Harrogate and District NHS Foundation Trust	9		3		1					
Homerton University Hospital NHS Foundation Trust	9		3		1					
Hull University Teaching Hospitals NHS Trust	12		5		1		2			
Imperial College Healthcare NHS Trust	52		10	2	1			1		
Isle of Wight NHS Trust	9		5		2	1	2			
James Paget University Hospitals NHS Foundation Trust	9		6		1					
Kettering General Hospital NHS Foundation Trust	21		6		2	1	1			
King's College Hospital NHS Foundation Trust	34		4							
Kingston Hospital NHS Foundation Trust	6							1		
Lancashire Teaching Hospitals NHS Foundation Trust	16		8	1	1	1	3	1		
Lewisham and Greenwich NHS Trust	25		5		1		2			
Liverpool Heart and Chest Hospital NHS Foundation Trust	2									
Liverpool Women's NHS Foundation Trust	2									
London North West Healthcare NHS Trust	27		11		2		1	1		
Luton and Dunstable University Hospital NHS Foundation Trust	13		1				2	1		
Maidstone and Tunbridge Wells NHS Trust	13		7		1					
Manchester University NHS Foundation Trust	62		16		4	1	3			

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Marie Curie Cancer Care	1									
Medway NHS Foundation Trust	21		8				2	1		
Mid Cheshire Hospitals NHS Foundation Trust	7		4		1					
Mid Essex Hospital Services NHS Trust	16		5				1	1		
Mid Yorkshire Hospitals NHS Trust	25		5	1	2		2			
Milton Keynes University Hospital NHS Foundation Trust	13		3		2		1			
Moorfields Eye Hospital NHS Foundation Trust	8		2		1					
Norfolk and Norwich University Hospitals NHS Foundation Trust	15		2		2					
North Bristol NHS Trust	14		1		1			1		
North Cumbria University Hospitals NHS Trust	5		1							
North Middlesex University Hospital NHS Trust	21		7		1				1	
North Tees and Hartlepool NHS Foundation Trust	7		3					1		
North West Anglia NHS Foundation Trust	16		8		4		3			
Northampton General Hospital NHS Trust	13		4		3			2		
Northern Devon Healthcare NHS Trust	8		2							
Northern Lincolnshire and Goole NHS Foundation Trust	17	1	3					1		
Northumbria Healthcare NHS Foundation Trust	15		5		1		2	2		
Nottingham University Hospitals NHS Trust	17		9	1	3			1		
Oxford University Hospitals NHS Foundation Trust	14		4	1						
Papworth Hospital NHS Foundation Trust	1									
Pennine Acute Hospitals NHS Trust	37		13		3		4	2		
Poole Hospital NHS Foundation Trust	6									
Portsmouth Hospitals NHS Trust	19		3		1			1		
Queen Victoria Hospital NHS Foundation Trust	2									
Royal Berkshire NHS Foundation Trust	8		1		1		1	1		
Royal Brompton and Harefield NHS Foundation Trust	6		1							
Royal Cornwall Hospitals NHS Trust	8		3							
Royal Devon and Exeter NHS Foundation Trust	8		4		1			2		
Royal Free London NHS Foundation Trust	41		6					2		
Royal Liverpool and Broadgreen University Hospitals NHS Trust	8		9							
Royal National Orthopaedic Hospital NHS Trust	8		3					1		
Royal Surrey County Hospital NHS Foundation Trust	4							1		

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Royal United Hospitals Bath NHS Foundation Trust	4		4	1	3			1		
Salford Royal NHS Foundation Trust	27		6				1			
Salisbury NHS Foundation Trust	7		4		1		1			
Sandwell and West Birmingham Hospitals NHS Trust	34		3		1		1			
Sheffield Children's NHS Foundation Trust	7		1			1				
Sheffield Teaching Hospitals NHS Foundation Trust	36		10	1	1		1	1		
Sherwood Forest Hospitals NHS Foundation Trust	17		2				2			
Shrewsbury and Telford Hospital NHS Trust	15		4		1					
South Tees Hospitals NHS Foundation Trust	15		7	1	2		1	4		
South Tyneside and Sunderland NHS Foundation Trust	16	1	13	1	2	1	1	3		
South Warwickshire NHS Foundation Trust	8						2			
Southend University Hospital NHS Foundation Trust	25		7		2		1	2		
Southport and Ormskirk Hospital NHS Trust	8		5		1		1			
St George's University Hospitals NHS Foundation Trust	11		1			1				
St Helens and Knowsley Teaching Hospitals NHS Trust	10									
Stockport NHS Foundation Trust	13		2							
Surrey and Sussex Healthcare NHS Trust	9		1		1					
Tameside and Glossop Integrated Care NHS Foundation Trust	7		4				1	1		
Taunton and Somerset NHS Foundation Trust	5									
The Christie NHS Foundation Trust	1									
The Clatterbridge Cancer Centre NHS Foundation Trust					1					
The Dudley Group NHS Foundation Trust	22		5	1			1	2		
The Hillingdon Hospitals NHS Foundation Trust	19		3		1		1			
The Leeds Teaching Hospitals NHS Trust	45		8		3		1			
The Newcastle Upon Tyne Hospitals NHS Foundation Trust	17	1	11		4		1	2		
The Princess Alexandra Hospital NHS Trust	3		1					1		
The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust	8		1					1		
The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	3		1							
The Rotherham NHS Foundation Trust	5		1							

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The Royal Bournemouth and Christchurch Hospitals NHS Foundation Trust	7		9		1			1		
The Royal Marsden NHS Foundation Trust					1					
The Royal Orthopaedic Hospital NHS Foundation Trust			2							
The Royal Wolverhampton NHS Trust	21		3				2	1		
The Walton Centre NHS Foundation Trust	6		3					1		
Torbay and South Devon NHS Foundation Trust	20		8	1	1		1	1		
United Lincolnshire Hospitals NHS Trust	19		6	2				2		
University College London Hospitals NHS Foundation Trust	55		8		1					
University Hospital Southampton NHS Foundation Trust	17		6		3		1	3		
University Hospitals Birmingham NHS Foundation Trust	57		19		5		4	2		
University Hospitals Bristol NHS Foundation Trust	14		9	1	2		2	1		
University Hospitals Coventry and Warwickshire NHS Trust	24		10		3			1		
University Hospitals of Derby and Burton NHS Foundation Trust	16		8		3			1		
University Hospitals Of Leicester NHS Trust	16		7		2			1		
University Hospitals of Morecambe Bay NHS Foundation Trust	12		7				1			
University Hospitals of North Midlands NHS Trust	26		11		3	1	1	2		
University Hospitals Plymouth NHS Trust	19		3		2		2	1		
Unknown NHS Trust	539		3							
Walsall Healthcare NHS Trust	20		4	1	3		4	2		
Warrington and Halton Hospitals NHS Foundation Trust	13		3			1		3		
West Hertfordshire Hospitals NHS Trust	19		3		1					
West Middlesex University Hospital NHS Trust	3		1							
West Suffolk NHS Foundation Trust	8							2		
Western Sussex Hospitals NHS Foundation Trust	22		3		2					
Weston Area Health NHS Trust	6		3		1		1			
Whittington Health NHS Trust	21		1			1	2			
Wirral University Teaching Hospital NHS Foundation Trust	18		6	1	2			2		
Worcestershire Acute Hospitals NHS Trust	20		6		3			2		
Wrightington, Wigan and Leigh NHS Foundation Trust	12		4		2					

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Wye Valley NHS Trust	10		4	1						
Yeovil District Hospital NHS Foundation Trust	6		1		1	1				
York Teaching Hospitals NHS Foundation Trust	17		7					1		
<b>Optician</b>	<b>6</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	
Sight Savers Eye Centre	1		1							
The Outside Clinic	1									
Unknown Optician	4									
<b>Pharmacy</b>	<b>55</b>	<b>1</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	
Boots, Walsall Park Place	1		1							
Forshaw's Pharmacy	1		1							
Healthcare At Home	1									
Little Sutton Pharmacy	1		1							
Lloyds Pharmacy	3	1								
Lloyds Pharmacy - Customer Care Team	1									
Lloyds Pharmacy - Derby Way, Bury	1									
Lloyds Pharmacy Clinical Homecare	1									
Lloyds Pharmacy Inside Sainsbury's	1									
Mayland Pharmacy			1							
Medichem (Leeds) Ltd	1									
Tesco Instore Pharmacy	1									
Tesco Pharmacy	1									
Unknown Pharmacy	41									
<b>Special Health Authority</b>	<b>147</b>	<b>1</b>	<b>18</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	
Health Education England	1									
NHS Blood And Transplant	1									
NHS Business Services Authority	79		4							
NHS Business Services Authority (Social Work Bursaries)	2									
NHS Counter Fraud Authority			1							
NHS England	61	1	12	1			1		1	
NHS Resolution	3		1							
<b>Unknown organisation</b>	<b>58</b>		<b>4</b>							
<b>Total</b>	<b>4373</b>	<b>10</b>	<b>1111</b>	<b>58</b>	<b>189</b>	<b>27</b>	<b>124</b>	<b>157</b>	<b>4</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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