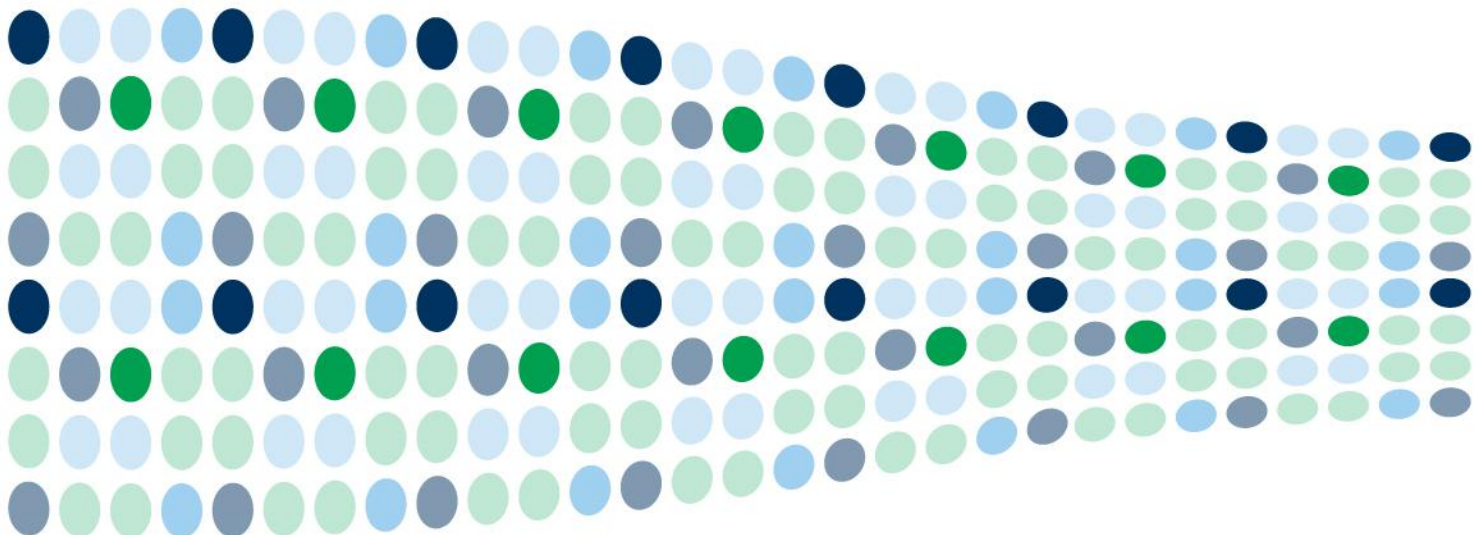




Health & Social Care
Information Centre



Data on Written Complaints in the NHS 2013-14



Published XX Month 2014

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This product may be of interest to patients, stakeholders, policy officials, commissioners and members of the public. Interests will range from comparisons of the NHS written complaint numbers at local, regional and national levels.

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Summary

This annual collection is a count of written complaints made by (or on behalf of) patients, received between 1 April 2013 and 31 March 2014. Data are collected via two forms; KO41a (NHS Hospital and Community Health Service (HCHS)) and KO41b (Family Health Service (GP including Dental) (FHS)). The data relates to the complaints arrangements introduced in April 2009.

Prior to 2013-14, FHS data was collected from Primary Care Trusts (PCTs).

This year (2013-14) FHS was collected from NHS England Area Teams who in turn collected the information on-line from individual practices. This means that for the first time data was supplied by individual practices to the HSCIC. Thus for 2013-14 a return rate is known, (77% GP and 43% Dental practices). Prior to 2013-14 PCTs provided an aggregated PCT return and in 2012-13 65 PCTs highlighted that at least 1 practice in their area failed to provide a response, which means the overall return rate was unknown.

The figures for the number of FHS written complaints indicate a rise between 2012-13 and 2013-14. However, due to the unknown response rate for 2012-13, it is not possible to accurately establish if the increase is due to a genuine rise or due to a greater number of practices providing information in 2013-14. Therefore direct comparisons between 2013-14 data and previous years for FHS and any overall NHS written complaint totals (where HCHS and FHS figures are added together) are not possible.

NHS HCHS data on its own is unaffected and year on year comparisons are possible.

For more information please read the Data Quality section of this publication.

Main findings¹ in 2013-14:

Total complaints (Hospital and Community Health Services and Family Health Services)

- Total number of all reported written complaints in 2013-14 exceeded 175,000 the equivalent of more than 3,300 written complaints a week and equivalent to 479.1 per day².

Hospital and Community Health Services (HCHS)

- Total number of all HCHS written complaints has increased by 4,990 (4.6%) from 109,000 in 2012-13 to 114,000 in 2013-14.
- By profession, Ambulance crews (including paramedics) has seen an increase of 28.5% from 4,440 in 2012-13 to 5,700 in 2013-14
- The number of complaints for the subject area Transport (ambulance and other) has increased by 1,190 (43.4%) from 2,740 in 2012-13 to 3,940 in 2013-14

¹ Figures over 1,000 have been rounded to the nearest 10, over 10,000 to the nearest 100 and over 100,000 to the nearest 1,000

² The written complaints per day is an average based on 365 days in a year

- The biggest proportion of HCHS written complaints by profession were for the *Medical* profession (which includes hospital doctors and surgeons) with 45.6% (52,100) of all HCHS written complaints. *Nursing, Midwifery and Health Visiting* accounted for the second biggest at 21.7% (24,800). For 2012-13 the proportions were 47.1% and 22.1% respectively.
- 45.6% (52,300) of all HCHS written complaints reported are for the subject area All aspects of clinical treatment. This is a slightly lower proportion than last year's figure of 46.2% (51,100).
- The service area with the highest number of complaints was 'inpatient hospital acute services', with 34,400 (30.1%), a decrease of 450 (1.3%) from 2012-13 (34,900).

Provider and commissioning splits and mergers between organisations are also affecting changes in numbers. This needs to be taken into account when comparing organisational level data. Other reasons organisations have provided for large changes included better awareness of procedures, ward/hospital closures, better Patient Advice and Liaison Service (PALS) support and changes in car parking charges. See Data Quality section page 8 for further information regarding the accuracy and comparability of data.

Family Health Services (GP including dental) (FHS)

- Total number of all reported FHS written complaints in 2013-14 was 60,600.
- 40.3% (24,400) of all reported FHS written complaints reported were for the *Medical* service area
- 36.3% (22,200) of all reported FHS written complaints reported are for the subject area *Clinical*.

FHS 2013-14 data is not comparable with previous years – for more information please refer to the notes above and the Data Quality chapter.

Note: Figures over 1,000 have been rounded to the nearest 10, over 10,000 to the nearest 100 and over 100,000 to the nearest 1,000

Revisions and Issues

Introduction

The NHS complaints procedure is the statutorily based mechanism for dealing with complaints about NHS care and treatment and all NHS organisations in England are required to operate the procedure. The collection also captures complaints about NHS Direct and Walk-in Centres.

From April 2011, (in line with the Government's Transparency Agenda) it became mandatory for all organisations to supply the information. Prior to April 2011 Foundation Trusts (FTs) only supplied data voluntarily, which did not enable us to make year on year comparisons. Further details on the implications of FTs non-supply are contained in the Data Quality section of this publication.

The data have been published annually since 1997-98.

This annual collection is a count of written complaints made by (or on behalf of) patients, received between 1 April 2013 and 31 March 2014. These data relate to the complaints arrangements introduced in April 2009. Although the 2009 regulations apply to complaints about both adult social care and the NHS, these data only cover NHS complaints.

The Department of Health reported that;

“The government, in its response to the Health Select Committee report on Complaints and Litigation made clear in *Liberating the NHS*, remain committed to empowering individual patients, and agree it is important that NHS organisations view and manage complaints in a positive manner and use the information obtained to improve service delivery.

The Government welcomes the Committee's acceptance that an increase in the number of complaints received by the NHS is not necessarily a reflection of the quality of services provided. The 2009 changes were designed to simplify the complaints arrangements and to make them more accessible. There was also significant publicity around the reforms that will have led to increased awareness of the system.”

Data are collected via two forms; KO41a (NHS Hospital and Community Health Service) and KO41b (Family Health Service General Practice (including Dental))

2010-11

As it is now compulsory for all organisations to supply data, those FTs who had previously chosen not to respond were given the opportunity to submit data. Of the 29 FTs who did not submit data in 2010-11 six chose to provide this data, thus the 2010-11 data has been revised with an increase of 1,594 (1.1% for all complaints or 1.6% for just HCHS) from the figure published in 2010-11.

2011-12

A small number of organisations have indicated that their data submitted for 2011-12 was incorrect (see list below). As these numbers are relatively small and in line with the HSCIC's revision policy

we did not amend 2011-12 figures but have highlighted the changes here for information purposes.

- Suffolk Community Healthcare (org code NHM): Last years should have been 22 (reported as nil)
- North Somerset Community Partnership Community Interest Company (org code NLT): The figure submitted for 2011/12 (reported as 6) was for NHS North Somerset which included the figures for North Somerset Community Partnership (NSCP). Since 1st April 2012 NSCP has been responsible for complaints as a stand-alone organisation. Total number of complaints for North Somerset Community Partnership for 2011-12 was 31.
- Specialist Health Services (org code NWL): Last year should have been 5 (reported as 3)
- Harrogate and District NHS Foundation Trust (org code RCD): Last year should have been 215 (reported as 196). However of these 215 complaints last year 19 records were submitted as part of the KO41(b) return. This trust mentions that they have been advised this year to submit all to KO41(a).

For the 2011-12 collection an additional data item was added to the KO41 data returns, "Number of Complaints Upheld." It is now possible to see how many complaints were upheld in addition to the number of complaints made to an organisation, which is not necessarily an accurate measure of performance. This was published as experimental statistics in 2011-12 and will continue to be classed as experimental statistics due to the wide variations and methods of collection adopted by different organisations. The experimental statistics can be found starting on page 32 of this publication. The upheld information is available at a national, regional and organisational level.

The classification of experimental statistics is in keeping with the UK Statistics Authority's Code of Practice. Experimental statistics are new official statistics that are undergoing evaluation.

Experimental statistics are published in order to involve users and stakeholders in their development, and as a means to build-in quality at an early stage. The UK Statistics Code of Practice states that "*effective user engagement is fundamental to both trust in statistics and securing maximum public value...*" and that as suppliers of information, it is important that we involve users in the evaluation of experimental statistics.

The UK Statistics Code of Practice can be accessed via the following web-link:

<http://www.statisticsauthority.gov.uk/assessment/code-of-practice/code-of-practice-for-official-statistics.pdf>

2012-13

KO41b, Family Health Services (GP including dental) (FHS).

Due to the number of PCTs unable to provide complete returns (65) for their GP Practices for 2012-13, we have been unable to make comparisons with 2012-13 FHS data and previous years. This also applies to any overall complaints totals (where HCHS and FHS figures are added together). HCHS data is unaffected. For more information please read the Data Quality section of this publication.

2013-14

The NHS has recently (April 2013) seen a structural change resulting in a transition of common functions into a variety of new organisations whose status is different to that previously presented in NHS written complaints publications.

KO41b, Family Health Services (GP including dental) (FHS).

This year FHS data was collected from NHS England Area Teams who in turn collected the information on-line from individual practices. This means that, for the first time, data was supplied by individual practices to the HSCIC. Thus for 2013-14 a return rate is known, (77% GP and 43% Dental practices). Prior to 2013-14 PCTs provided an aggregated PCT return and in 2012-13 65 PCTs highlighted that at least 1 practice in their area failed to provide a response, which means the overall return rate was unknown.

The figures for the number of FHS written complaints indicate a rise between 2012-13 and 2013-14. However, due to the unknown response rate for 2012-13 it is not possible to accurately establish if the increase is due to a genuine rise or due to a greater number of practices providing information in 2013-14. Therefore direct comparisons between 2013-14 data and previous years for KO41b (FHS) and any overall NHS written complaint totals (where HCHS and FHS figures are added together) are not possible.

NHS HCHS data on its own is unaffected and year on year comparisons are possible.

For more information please read the Data Quality section of this publication.

2013-14 consultation

Officials are continuing to review and evaluate the effectiveness of the complaints data to ensure that it is both an accurate reflection of the number of complaints made to the NHS, how many are upheld and importantly is user friendly. To this end there is currently an open consultation, which closes on the 5th September 2014. Details of the proposed changes and how to respond to the consultation can be found at: <http://www.hscic.gov.uk/complaintsconsultation>

If you are reading this document after the 5th September 2014 we would still welcome users feedback into what comparisons would be useful to them.

To help us ensure that our publications are as useful and informative as possible, we welcome comments on this publication. We will consider these comments to inform the production of future reports.

The HSCIC welcomes feedback on the methodology and tables within this publication. Please contact us with your comments and suggestions, clearly stating 'Data on Written Complaints, England' as the subject heading, via:

Email: enquiries@hscic.gov.uk

Telephone: 0845 300 6016

Post: 1 Trevelyan Square, Boar Lane, Leeds, LS1 6AE.

Data Quality

Accuracy:

The complaints data forms (KO41a and KO41b) are sent to every NHS organisation with patient responsibilities. Prior to April 2011 Foundation Trusts (FTs) were only supplying data on a voluntary basis (although the majority did supply this information). In the last year (2010-11) of FTs supplying the data voluntarily there were 29 who did not submit data. These FTs are included within the organisational tables as a 'nil' return for that year. Table 1 All NHS Written Complaints, 2003-04 to 2013-14, England' of the excel spread sheet accompanying this publication shows the number of FTs by year who did not supply any information.

The following key is used within all tables accompanying this publication

- ' nil ' refers to organisations that did not submit a return
- ' - ' denotes zero.
- ' .. ' refers to no data available
- ' . ' denotes not applicable

Prior to 2013-14, KO41b (Family Health Service – GP and Dental) data was collected from Primary Care Trusts (PCTs).

Last year (2012-13) saw considerably more PCTs indicating that a number of practices have not provided a return compared with previous years. Care is needed when comparing FHS data over time as during the 2012-13 collection, 65 PCTs (out of 150) indicated they were unable to provide complete returns for all practices within their area compared to 36 in 2011-12. We are unable to quantify how many additional written complaints these organisations have received. Three of the PCTs approached for data did not provide a return in 2012-13. Due to the large number of incomplete returns from PCTs for 2012-13 we are unable to provide any comparisons with this year and previous years.

This year (2013-14) KO41b data (FHS) was collected from NHS England Area Teams who in turn collected the information on-line from individual practices. This means that for the first time data was supplied by individual practices to the HSCIC. Thus for 2013-14 a return rate is known, (77% GP and 43% Dental practices).

The figures for the number of FHS written complaints indicate a rise between 2012-13 and 2013-14. It is not possible to distinguish if this is:

- Simply more complaints being raised i.e. the organisations responding last year are also those that responded this year or
- Higher return rate due to improved collection method i.e. more organisations supplied data
- Different collection methods used by the organisation responsible for providing the data to the HSCIC, which was previously by PCTs (for 2012-13 and years prior) and currently by NHS England Area Teams for 2013-14 collection

To reflect this, the publication has been amended as follows:

General practices complaints:-

- Inserted a time series break between 2012-13 and 2013-14

-
- Removal from ALL relevant tables year on year numeric differences and % change figures
 - Comparison to previous years cannot be made

This also impacts on All NHS Written Complaints, therefore similar changes for overall totals made as follows:

- Inserted a time series break between 2012-13 and 2013-14 for All NHS Written Complaints
- Removal from tables any year on year numeric differences and % change figures
- Comparison to previous years cannot be made

NHS HCHS data on its own is unaffected and year on year comparisons are possible.

Relevance:

The NHS complaints procedure is the statutorily based mechanism for dealing with complaints about NHS care and treatment and all NHS organisations in England are required to operate the procedure. This survey collects data from all NHS organisations and also captures complaints about NHS Direct and Walk-in Centres. The data have been published annually since 1997-98.

This annual collection is a count of written complaints made by (or on behalf of) patients, received between 1 April 2013 and 31 March 2014. These data relate to the complaints arrangements introduced in April 2009. Although the 2009 regulations apply to complaints about both adult social care and the NHS, these data cover only NHS complaints.

These are used by the Department of Health to answer Parliamentary Questions, press queries and are available for use by any NHS organisation or the general public.

The Francis report, which was an Independent Inquiry into care provided by Mid Staffordshire NHS Foundation Trust, recommendations included the requirement for NHS organisations to have a more open and transparent complaints process and that complaint information is required to inform patient choice.

Comparability and Coherence:

This publication has not changed much over the years however information on complaints resolved within a target time limit is no longer required by legislation and from 2009-10 was no longer part of the collection. In 2011-12 it was made compulsory for Foundation Trusts (FTs) to return their data (previous years were voluntary) therefore absolute totals and percentages are not strictly comparable prior to 2011-12.

As it is now compulsory for all organisations to supply data, those FTs who had previously chosen not to respond were given the opportunity to submit data. Of the 29 FTs who did not submit data in 2010-11 six chose to provide this data, thus the 2010-11 data has been revised with an increase of 1,594 (1.1% for all complaints or 1.6% for just HCHS) from the figure published in 2010-11.

For the 2011-12 collection an additional data item was added to the KO41 data returns, "Number of Complaints Upheld." It is now possible to see how many complaints were upheld in addition to the number of complaints made to an organisation, which is not necessarily an accurate measure of performance. This was published as experimental statistics in 2011-12 and will continue to be classed as experimental statistics for now due to the wide variations and methods of collection

adopted by different organisations. The Experimental statistics can be found starting on page 32 of this publication

Over the past few years the NHS has gone through a series of changes which has affected the numbers of complaints received by organisations with responsibilities changing over time between commissioning and provider roles. Thus some organisations have seen large increases with others having large decreases due to changing roles and responsibilities and not necessarily a change to the complaint process. Where known these have been highlighted within the individual organisation tables.

At April 1st 2013 a re-organisation of the NHS meant that the SHAs and PCTs have been replaced with NHS England Area Teams (ATs) and Clinical Commissioning Groups (CCGs).

Data from 2013-14 onwards will be presented at Area Team level (2012-13 data was estimated at these levels where possible). We are unable to map the data to CCG level at present. Information at England level is unaffected by these changes.

Prior to 2013-14, KO41b (Family Health Service – GP and Dental) data was collected from Primary Care Trusts (PCTs).

2012-13 saw considerably more PCTs indicating that a number of practices have not provided a return compared with previous years. Care is needed when comparing FHS data over time as during last year's collection (2012-13) 65 PCTs (out of 150) indicated they were unable to provide complete returns for all practices within their area compared to 36 in 2011-12. We are unable to quantify how many additional written complaints these organisations have received. Three of the PCTs approached for data did not provide a return in 2012-13. Due to the large number of incomplete returns from PCTs for 2012-13 we are unable to provide any comparisons with this year and previous years.

2013-14 KO41b data (FHS) was collected from NHS England Area Teams who in turn collected the information on-line from individual practices. This means that for the first time data was supplied by individual practices to the HSCIC. Thus for 2013-14 a return rate is known, (77% GP and 43% Dental practices), however there are some issues (see below) that make 2013-14 data incomparable with previous years.

The figures for the number of FHS written complaints indicate a rise between 2012-13 and 2013-14. It is not possible to distinguish if this is:

- Simply more complaints being raised i.e. the organisations responding last year are also those that responded this year or
- Higher return rate due to improved collection method i.e. more organisations supplied data
- Different collection methods used by the organisation responsible for providing the data to the HSCIC, which was previously by PCTs (for 2012-13 and years prior) and currently by NHS England Area Teams for 2013-14 collection

This affects the way we have presented the data for both KO41b (FHS) data and total figures for All NHS Written complaints (KO41a and KO41b combined), changes are indicated below:

KO41b (FHS data)

- Insert time series break between 2012-13 and 2013-14 for Total general practice complaints
- Remove from ALL relevant tables year on year numeric differences and % change figures

- Comparison to previous years cannot be made

All NHS Written complaint

- Insert time series break between 2012-13 and 2013-14 for All NHS Written complaints
- Remove from tables any year on year numeric differences and % change figures
- Comparison to previous years cannot be made

Organisations have a statutory responsibility to adhere to the 2009 regulations (available [here](#)), which should ensure consistency on collection and reporting of written complaints. The HSCIC has no authority or responsibility to audit organisations to ensure that they are capturing and recording correctly all complaints. Each organisation monitors and audits their own collection process.

Upheld data:

Since the inclusion of the upheld collection in 2011-12, each year including the latest (2013-14), organisations have fed back a number of concerns over the collection and supply of the upheld figures. In summary the concerns are:

- A complaint can have a number of different aspects with no ability to distinguish within the monitoring system the various aspects, therefore a complaint is upheld if any element of the complaint is well founded.
- Comments show that there is and continues to be significant variation in recording practice across England with some organisations classifying all complaints as upheld upon receipt of a written complaint whilst others class all complaints as not upheld due to actively responding and resolving the written complaint.

Timeliness and punctuality:

The collection of the complaints information is taken during May following the end of the year in March to enable all the complaints for the previous year (April – March) to be assessed and included in the returns.

The complaints data is made available as soon as possible after it has been validated and compiled.

Accessibility:

All data areas are published and available in this publication, excel spread sheets and all data items collected in CSV files are available via HSCIC's own internet site and data.gov.uk. Further detailed analyses may be available on request, subject to resource limits and compliance with disclosure control requirements.

Performance cost and respondent burden

The KO41a and KO41b is a simple data collection and asks organisations to provide data that they already collect and is produced from existing administrative systems with minimal burden.

Confidentiality, Transparency and Security:

The standard HSCIC data security and confidentiality policies have been applied in the production of these statistics.

Analysis and Commentary

Introduction

The following sections (for All and Hospital and Community Health Services (HCHS) written complaints) are laid out to show information for every organisation. Since the collection became mandatory for all organisations (including FTs) in April 2011 figures for HCHS only for the last three years are directly comparable.

Due to FTs voluntary submission of data from 2007-08 to 2010-11, overall figures (numbers of complaints) are not directly comparable for these years.

Caution should be taken when interpreting the basic quantitative data. An organisation that has good publicity, that welcomes complaints as an opportunity to learn and to improve services, and that has a non-defensive approach in responding to complaints may be expected to receive a higher number of complaints than an organisation with poor publicity and a defensive approach in responding. Yet one might also expect its services to be of a higher quality. It is important that organisations are open about the number of complaints received, but these should not be read in isolation. The annual reports that organisations have to produce places a duty on them to provide further information which provides a more rounded view of complaints handling.

Officials are continuing to review and evaluate the effectiveness of the complaints data to ensure that it is both an accurate reflection of the number of complaints made to the NHS, how many are upheld and importantly is user friendly. To this end there is currently an open consultation, which closes on the 5th September 2014. Details of the proposed changes and how to respond to the consultation can be found at: <http://www.hscic.gov.uk/complaintsconsultation>

For 2013-14 there are no changes to the data.

This report concentrates on HCHS information, given the issues around the FHS data.

All NHS - Hospital and Community Health Services and Family Health Services: General Practice (including Dental)

Table 1a All NHS Written Complaints, 2007-08 to 2013-14, England

	2007-08	2008-09	2009-10	2010-11 ^R	2011-12	2012-13 ⁽¹⁾	2013-14 ⁽²⁾
All NHS written complaints	131,022	137,736	151,832	149,765	162,129	162,019	174,872
<i>Number of Foundation</i>							
<i>Trusts not returning data⁽³⁾</i>	17	23	18	23	-	-	-

⁽¹⁾ We are unable to provide comparisons between 2012-13 and previous years for figures including FHS (GP data) due to the number of PCTs unable to submit complete returns this year. For more information see the Data Quality section of this publication.

⁽²⁾ We are unable to provide comparisons between 2013-14 with previous years for figures including FHS (GP data) due to the change in collection methodology and return rates from practices in 2013-14. For more information see the Data Quality section of this publication.

⁽³⁾ Up to 2010-11 data from FT was returned on a voluntary basis.

R = Revised, includes 6 FTs who provided data for 2010-11 since 2010-11 publication

Table 1a shows the total number of all reported written complaints in 2013-14 was 174,872, the equivalent of more than 3,300 written complaints a week.

The rise of over 10% seen between 2008-09 and 2009-10 was partly due to the changing emphasis placed on the complaint reporting and monitoring. It should also be noted that the drop in the number of FTs not responding may have contributed to the increase.

The 2009 changes were designed to simplify the complaints arrangements and to make them more accessible. There was also significant publicity around the reforms that will have led to increased awareness of the system.

Hospital and Community Health Services (HCHS)³

Tables 1 to 8 and Figures 1 to 3

Table 1b HCHS Written Complaints, 2007-08 to 2013-14, England

	2007-08	2008-09	2009-10	2010-11 ^R	2011-12	2012-13	2013-14	Change 2012-13 to 2013-14	Percentage Change 2012-13 to 2013-14
HCHS Written Complaints	87,080	89,139	101,077	99,057	107,259	109,316	114,308	4,992	4.6%
<i>Total organisations approached for data</i>	392	393	390	381	453	459	636		
<i>Number of foundation Trusts not returning data ⁽¹⁾</i>	17	23	18	23	-	-	-		

(1) Up to 2010-11 data from FT returned on a voluntary basis.

R = Revised, includes 6 FTs who provided data for 2010-11 since 2010-11 publication

The number of reported written complaints about Hospital and Community Health Services has increased by 4.6% (4,992) from 109,316 in 2012-13 to 114,308 in 2013-14.

Factors which affect the numbers of written complaints an organisation receives include:

- Processes in place to resolve potential and verbal complaints before they escalate to written complaints. These include some organisations making staff available to discuss and resolve issues.
- Staff making patients aware of other helpful services such as the Patient Advice and Liaison Service, known as PALS, which has been introduced to ensure that the NHS listens to patients, their relatives, carers and friends, and answers their questions and resolves their concerns as quickly as possible. They provide information about the NHS complaints procedure and how to get independent help if you decide you may want to make a further complaint.
- Organisations have a responsibility to highlight the complaints procedures/processes and alternatives to patients, through a variety of methods including leaflets, poster adverts and through 1-2-1 discussions with patients. This better awareness of the written complaints process is leading to more patients complaining.

The large increase between 2008-09 and 2009-10 will be made up of:

³ Up to 2010-11 data from FTs returned on a voluntary basis.

- Fewer non-respondent FTs, but predominantly due to
- Complaint regulation changes introduced April 2009 which made it easier for patients (or their representatives) to make a complaint.

From 2007-08 to 2010-11 it is difficult to state categorically that HCHS complaints have been increasing, decreasing or are static due to FTs voluntary response option. The HSCIC has been unable to estimate data for non-respondents due to the very different services offered by organisations across the NHS.

Hospital and Community Health Services (HCHS) by Service Area

**Figure 1: 2013-14 Hospital and Community Health Services (HCHS) :
Written Complaints by Service Area, England**

Hospital acute services:	
Inpatient	34,422
Hospital acute services:	
Outpatient	31,083
Mental health services	12,221
Hospital acute services: A&E	9,919
Ambulance services	6,873
Other community health services	6,292
Areas with < 5%	13,498
Other	3,684
Maternity services	3,343
CCG, NHS England commissioning	2,547
Community hospital services	2,001
Elderly (geriatric) services	1,058
Walk in centres	503
NHS Direct	362
Total	114,308

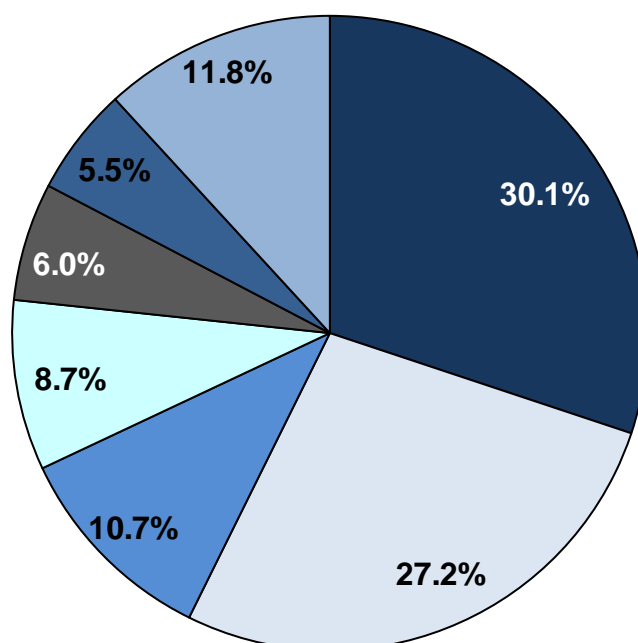


Figure 1 shows the number (table) and percentage (pie chart) of HCHS written complaints received by service area in England. It can be observed that *Inpatient -Hospital acute services* has the greatest percentage at 30.1% closely followed by *Outpatient – Hospital acute services* with 27.2%.

By Area Team *Inpatient -Hospital acute services* ranges from 23.7% in London to 44.5% in North Yorkshire and Humber. Almost all Area Teams have the majority (21 of 25) of complaints in the service area of Inpatient – Hospital acute services. The remaining four being Cumbria, Northumberland, Tyne and Wear Area Team, London Area Team, Leicestershire and Lincolnshire Area Team and the Essex Area Team which have their majority in Outpatient – Hospital acute services.

It should be noted that although Inpatient Hospital acute services has the greatest number of all written complaints by service area it is unknown if this is good or bad in relation to the other service areas, since we are unable (at present) to provide comparable statistics, such as number of complaints per 100,000 patients treated. The HSCIC, together with DH will investigate means of collecting patient number details to enable greater comparison across service areas. To this end there is currently an open consultation, which closes on the 5th September 2014. Details of the proposed changes and how to respond to the consultation can be found at:

<http://www.hscic.gov.uk/complaintsconsultation>

HCHS by Service Area

Table 2a Hospital and Community Health Services (HCHS) : Written Complaints by Service Area, 2012-13 to 2013-14, England

	2012-13	2013-14	Change 2012-13 to 2013-14	Percentage Change 2012-13 to 2013-14
All Service Areas	109,316	114,308	4,992	4.6%
Hospital acute services: Inpatient	34,872	34,422	-450	-1.3%
Hospital acute services: Outpatient	30,019	31,083	1,064	3.5%
Mental health services	11,749	12,221	472	4.0%
Hospital acute services: A&E	9,680	9,919	239	2.5%
Ambulance services	5,332	6,873	1,541	28.9%
Other community health services	6,840	6,292	-548	-8.0%
Other	2,045	3,684	1,639	80.1%
Maternity services	3,427	3,343	-84	-2.5%
CCG, NHS England commissioning	2,507	2,547	40	1.6%
Community hospital services	1,315	2,001	686	52.2%
Elderly (geriatric) services	880	1,058	178	20.2%
Walk in centres	457	503	46	10.1%
NHS Direct	193	362	169	87.6%

Table 2a shows that the largest percentage increase between 2012-13 and 2013-14 within service area, was in *NHS Direct* at 87.6% although this is based on small numbers and overall NHS Direct accounted for the lowest number of written complaints. *Other community health services* showed the largest fall at 8.0%.

Other community health services – is community based care, provided by a pharmacist, named nurse or multidisciplinary team. Further details are available in the aid to interpretation section of this document.

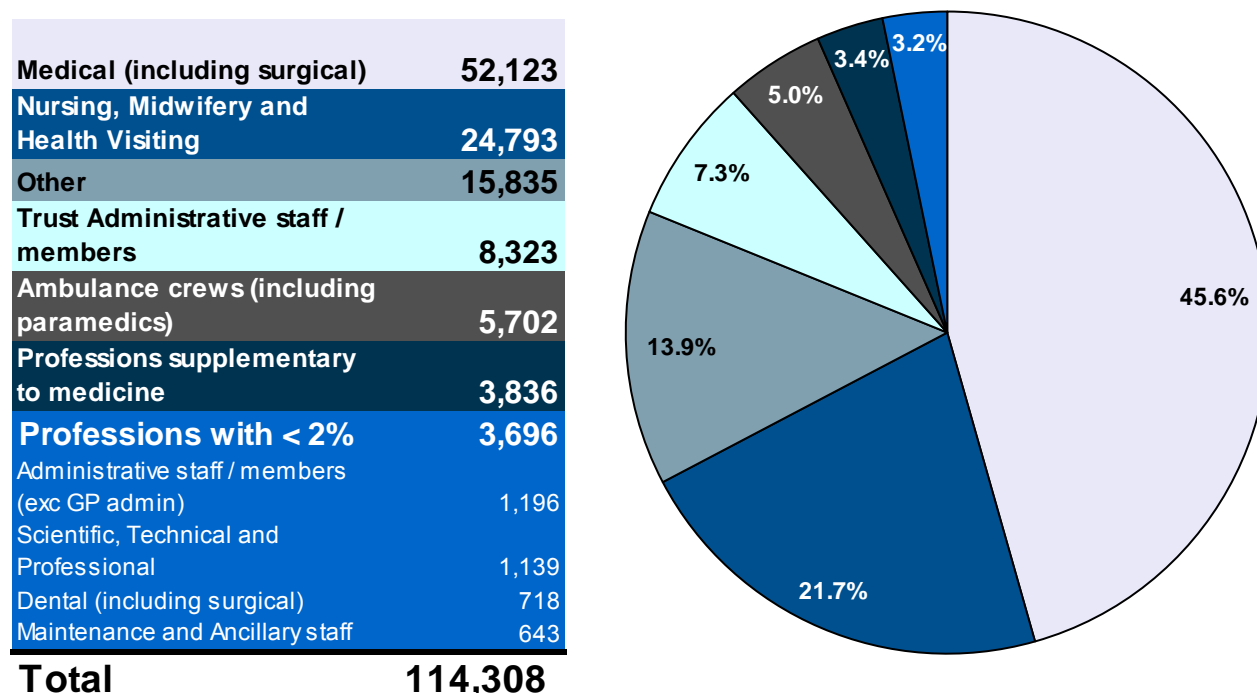
Ambulance services written complaints increased from 5,332 in 2012-13 to 6,873 in 2013-14 a 28.9% rise. During 2013-14 some ambulance trusts took over responsibility for 111 services, so the increase is a combination of the additional 111 service complaints plus a potential increase in the number of complaints against traditional ambulance services.

Over the past few years the NHS has gone through a series of changes with responsibilities changing over time between commissioning and provider roles, which has affected both the numbers and categorisation of complaints received by organisations.

Thus some service areas have seen large increases with others having large decreases due to changing roles and responsibilities and not necessarily a change to the quality of services. This will cease to be a factor going forward.

HCHS by Profession

**Figure 2: 2013-14 Hospital and Community Health Services (HCHS):
Written Complaints by Profession, England**



The *Medical* profession had the highest percentage of written complaints at 45.6% (52,123), followed by *Nursing, Midwifery and Health Visiting* at 21.7% (24,793), both proportions are slightly lower than 2012-13 figures (47.1% and 22.1% respectively). *Trust Administrative staff* accounts for 7.3% (8,323) of written complaints, a slight rise (in the proportion of complaints by profession) from 7.2% in 2012-13.

By Area Team, Greater Manchester has the lowest percentage of *Medical (including surgical)* written complaints at 33.2%, with Leicestershire and Lincolnshire having the highest at 63.1%. It should be noted that although *Medical (including surgical)* has the greatest number of all written complaints by profession, it is unknown if this is good or bad in relation to the other professions, since we are unable (at present) to provide comparable statistics, such as number of complaints per 100,000 patients treated.

HCHS by Profession

Table 3a Hospital and Community Health Services (HCHS) : Written Complaints by Profession, 2012-13 to 2013-14, England

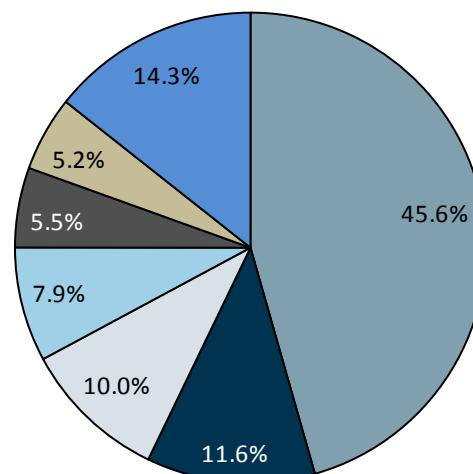
	2012-13	2013-14	Change 2012-13 to 2013-14	Percentage Change 2012-13 to 2013-14
All Professions	109,316	114,308	4,992	4.6%
Medical (including surgical)	51,462	52,123	661	1.3%
Nursing, Midwifery and Health Visiting	24,146	24,793	647	2.7%
Other	13,812	15,835	2,023	14.6%
Trust Administrative staff / members	7,818	8,323	505	6.5%
Ambulance crews (including paramedics)	4,438	5,702	1,264	28.5%
Professions supplementary to medicine	3,926	3,836	-90	-2.3%
Administrative staff / members (exc GP admin)	1,077	1,196	119	11.0%
Scientific, Technical and Professional	1,051	1,139	88	8.4%
Dental (including surgical)	918	718	-200	-21.8%
Maintenance and Ancillary staff	668	643	-25	-3.7%

Table 3a shows that the largest percentage increase between 2012-13 and 2013-14 within professions, was in *Ambulance crews (including paramedics)* (28.5%) with *Dental (including surgical)* showing the largest fall (21.8%).

HCHS by Subject

Written Complaints by Subject¹, England

All aspects of clinical treatment	52,330
Attitude of staff	13,269
Communication / information to patients (written and oral)	11,472
Appointments, delay / cancellation (outpatient)	9,038
Other	6,303
Admissions, discharge and transfer arrangements	5,913
Subjects with < 5%	16,463
Total	114,788



⁽¹⁾ A complaint can be made concerning more than one subject area. Where this has occurred, some organisations have recorded a complaint under each subject area contained within the complaint letter received. Therefore the total number of complaints by subject (114,788) does not match the actual total number of complaints which is 114,308.

By subject⁴, the highest percentage of written complaints concerned the subject area *All aspects of clinical treatment* at 45.6% (52,330), compared to 46.2% (51,071) in 2012-13. This was followed by *Attitude of staff* at 11.6% (13,269), compared to 11.1% (12,303) in 2012-13. The third highest subject of complaint at 10.0% (11,472) concerned both *written and oral communication of information* to patients, last year this was 10.5% (11,606).

It should be noted that although *All aspects of clinical treatment* has the greatest number of all written complaints by subject it is unknown if this is good or bad in relation to the other subject areas, since we are unable (at present) to provide comparable statistics, such as number of complaints per 100,000 patients treated.

⁴ A complaint can be made concerning more than one subject area. Where this has occurred, some organisations have recorded a complaint under each subject area contained within the complaint letter received. Therefore the total number of complaints by subject (114,788) does not match the actual total number of complaints which is 114,308.

HCHS by Subject

Table 4a Hospital and Community Health Services (HCHS) : Written Complaints by Subject of Complaint ⁽¹⁾, 2012-13 to 2013-14, England

	2012-13	2013-14	Change 2012-13 to 2013-14	Percentage Change 2012-13 to 2013-14
All Subjects of Complaint ⁽¹⁾	110,639	114,788	4,149	3.8%
All aspects of clinical treatment	51,071	52,330	1,259	2.5%
Attitude of staff	12,303	13,269	966	7.9%
Communication / information to patients (written and oral)	11,606	11,472	-134	-1.2%
Appointments, delay / cancellation (outpatient)	8,886	9,038	152	1.7%
Other	5,809	6,303	494	8.5%
Admissions, discharge and transfer arrangements	6,227	5,913	-314	-5.0%
Transport (ambulances and other)	2,744	3,935	1,191	43.4%
Appointments, delay / cancellation (inpatient)	2,430	2,681	251	10.3%
Aids and appliances, equipment, premises (including access)	1,534	1,529	-5	-0.3%
CCG, NHS England commissioning (including waiting lists)	1,531	1,315	-216	-14.1%
Failure to follow agreed procedures	820	1,109	289	35.2%
Patients property and expenses	1,139	1,091	-48	-4.2%
Patients privacy and dignity	1,147	1,029	-118	-10.3%
Personal records (including medical and / or complaints)	987	1,017	30	3.0%
Policy and commercial decisions of trusts	883	734	-149	-16.9%
Hotel services (including food)	703	644	-59	-8.4%
Independent sector services commissioned by CCGs, NHS England	65	462	397	610.8%
Consent to treatment	201	229	28	13.9%
Patient's status, discrimination (e.g. racial, gender, age)	194	185	-9	-4.6%
Length of time waiting for a response, or to be seen: NHS Direct	50	168	118	236.0%
Complaints handling	111	120	9	8.1%
Length of time waiting for a response, or to be seen: Walk in centres	105	106	1	1.0%
Mortuary and post mortem arrangements	48	42	-6	-12.5%
Independent sector services commissioned by trusts	25	38	13	52.0%
Code of openness - complaints	20	29	9	45.0%

⁽¹⁾ A complaint can be made concerning more than one subject area. Where this has occurred, some organisations have recorded a complaint under each subject area contained within the complaint letter received. Therefore the total number of complaints by subject does not match the actual total number of complaints.

Table 4a shows that the subject area *All aspects of clinical treatment* had the greatest number at 52,330 (45.6% of the total) of all complaints by subject an increase of 2.5% since 2012-13. The subject which received the fewest complaints during 2013-14 was *Code of openness – complaints* with just 29 (less than 0.1% of the total).

Care needs to be taken when considering just the percentage change year on year as the large percentage changes can be affected by the size of the numbers involved.

Family Health Services: General Practice (including Dental)

Tables 9 to 12 and Figures 4 & 5

**Table 9a General Practice (including Dental) Health Services :
Written Complaints, 2008-09 to 2013-14, England**

	2008-09 ⁽¹⁾	2009-10	2010-11	2011-12	2012-13 ⁽²⁾⁽⁴⁾	2013-14 ⁽⁴⁾⁽⁵⁾
Total general practice (including dental) health services Complaints	48,597	50,755	50,708	54,870	52,703	60,564
<i>Total organisations approached for data</i>	<i>152</i>	<i>152</i>	<i>151</i>	<i>154</i>	<i>150</i>	<i>25</i>
<i>of which incomplete returns ⁽³⁾</i>	<i>36</i>	<i>18</i>	<i>29</i>	<i>36</i>	<i>65</i>	<i>25</i>

⁽¹⁾ Includes one PCT in 2008-09 which did not submit a return

⁽²⁾ Three PCTs failed to submit a return for 2012-13

⁽³⁾ Information from some PCTs state they did not receive returns for some practices within their area and so have submitted incomplete data.

⁽⁴⁾ We are unable to provide comparisons between 2012-13 with previous years for figures including FHS (GP data) due to the number of PCTs unable to submit complete returns in 2012-13. For more information see the Data Quality section of this publication.

⁽⁵⁾ We are unable to provide comparisons between 2013-14 with previous years for figures including FHS (GP data) due to the number of NHS England Area Teams unable to submit complete returns in 2013-14. For more information see the Data Quality section of this publication.

Data as at 1 April - 31 March each year

The total number of written complaints about general practice (including dental) health services in 2013-14 was 60,564. We are unable to provide comparisons with previous years due to:-

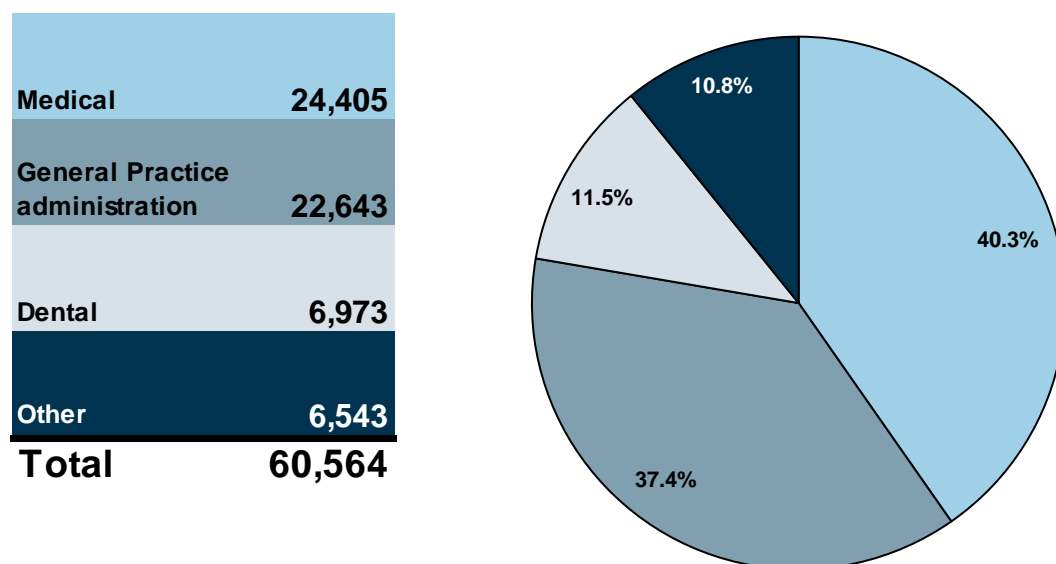
This year FHS (KO41b) data was collected from NHS England Area Teams who in turn collected the information on-line from individual practices. This means that, for the first time, data was supplied by individual practices to the HSCIC. Thus for 2013-14 a return rate is known, (77% GP and 43% Dental practices). Prior to 2013-14 Primary Care Trusts (PCT) provided an aggregated PCT return and in 2012-13 65 PCTs highlighted that at least 1 practice in their area failed to provide a response, which means the return rate was unknown.

The figures for the number of FHS written complaints indicate a rise between 2012-13 and 2013-14. However, due to the unknown response rate for 2012-13 it is not possible to accurately establish if the increase is due to a genuine rise or due to a greater number of practices providing information in 2013-14. Therefore direct comparisons between 2013-14 data and previous years for FHS and any overall NHS written complaint totals (where HCHS and FHS figures are added together) are not possible.

Table 9 contained within the excel spread sheet accompanying this publication shows the number of PCTs for each year since 2008-09 who indicated that they have not had a response from at least 1 of their practices. Therefore comparisons of the numbers year on year could be misleading. Three PCTs did not provide any data for their areas for 2012-13.

FHS by Service Area

**Figure 4: 2013-14 Family Health Services:
Written Complaints by Service Area, England**



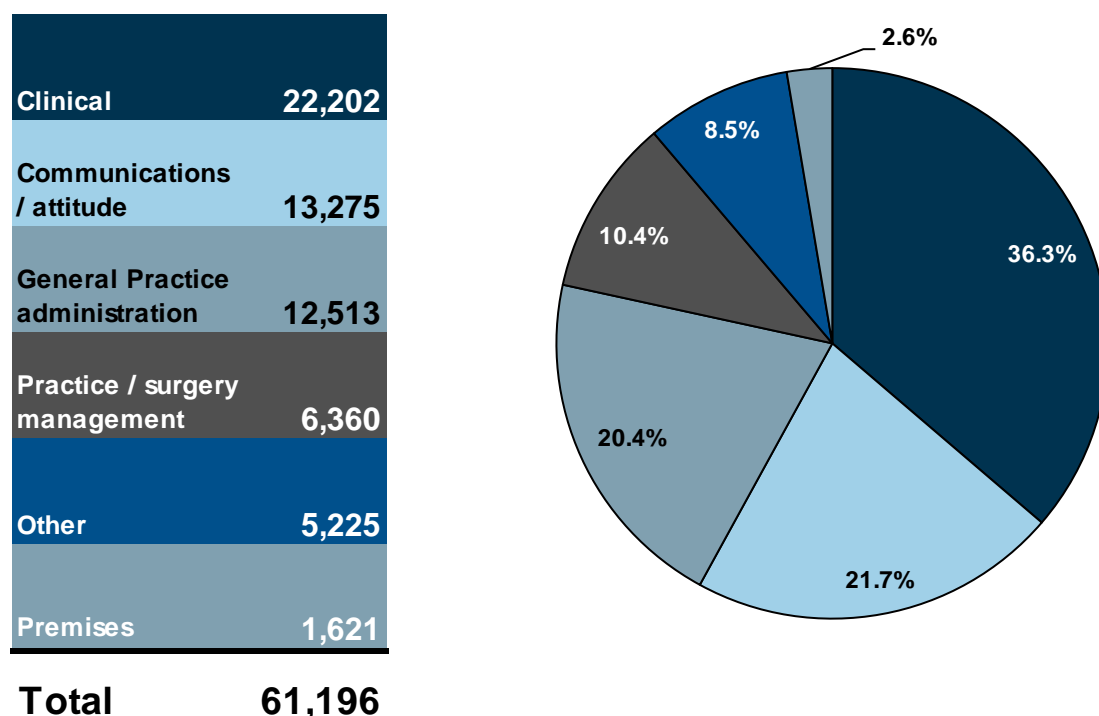
The highest percentage of written complaints concerned the *Medical* service area; 40.3% or 24,405 complaints. The service area with the second highest percentage of written complaints at 37.4% (22,643) concerned the *General Practice administration*.

The percentage of service area complaints for *Medical* varies across Area Teams from 27.3% (Lancashire) to 86.9% (North Yorkshire and Humber). *Medical services* is not the highest proportion in every Area Team. This varies across many of the Area Teams.

It should be noted that although *Medical* has the greatest number of all written complaints by service area it is unknown if this is good or bad in relation to the other service areas, since we are unable (at present) to provide comparable statistics, such as number of complaints per 100,000 patients treated.

FHS by Subject

Figure 5: 2013-14 Family Health Services: Written Complaints by Subject ⁽¹⁾, England



⁽¹⁾ A complaint can be made concerning more than one subject area. Where this has occurred, the complaint is recorded under each subject area contained within the complaint letter.

The highest percentage of written complaints by subject at 36.3% (22,202) concerned the subject⁵ area *Clinical*.

Communications / attitude subject area was the second highest with 21.7% (13,275).

The percentage of *Clinical* subject area complaints ranged across Area Teams from 22.0% (Lancashire) to 43.2% (Wessex).

When a written complaint is received the subject area it is attributed to depends on the nature of the complaint. Organisations are provided with guidance which explains the subcategories for each service area to attribute the complaint. Briefly,

- 'communications/attitude' complaint falls into this category if it concerns a contact made either face to face or by telephone, facsimile, email or website and issues relating to verbal/non-verbal characteristics, or content
- 'practice/surgery management' complaint falls into this category if it concerns the Decisions made by the practice manager about the operation of the practice /service (e.g. access to individual practitioners, appointments, opening hours, locum cover)
- 'GP administration' complaint falls into this category if it concerns activities undertaken by the reception and administrative staff within the practice

⁵ A complaint can be made concerning more than one subject area. Where this has occurred, the complaint is recorded under each subject area contained within the complaint letter. Submitting data by subject of complaint is optional for the Family Health Services collection.

It should be noted that although *Clinical* has the greatest number of all written complaints by subject it is unknown if this is good or bad in relation to the other subject areas, since we are unable (at present) to provide comparable statistics, such as number of complaints per 100,000 patients treated. The HSCIC together with DH will investigate means of collecting patient number details to enable greater comparison across subject area. We welcome users feedback into what comparisons would be useful to them.

UK Home Country

Written complaints data for the other UK home countries is published however these are not directly comparable with the England data on written complaints contained within this bulletin. Factors which mean the different home country information is not comparable include:

- Wales – New regulations aimed at streamlining the handling of complaints about the NHS in Wales, referred to as Putting Things Right, came into force on 1 April 2011. Under these arrangements a new set of data will be collected. The new set of data is not comparable with the KO41 a or b.
- Scotland - There is a variation in recording practice across Scotland and some NHS Boards / organisations include telephone and other formal oral complaints. England contain only written complaints.
- Northern Ireland – Northern Ireland have an integrated health and social care system, which mean that Trusts figures would include complaints regarding social workers. England's figures do not include social workers.

Related publications from other UK countries are available from the following links;

- Wales; <http://wales.gov.uk/topics/statistics/headlines/health2011/110921/?lang=en>
- Wales compliant online data: <https://statswales.wales.gov.uk/Catalogue/Health-and-Social-Care/NHS-Performance/Complaints>
- Scotland; <http://www.isdscotland.org/Health-Topics/Quality-Improvement/NHS-Complaints-Statistics/statistics/>
- Northern Ireland; <http://www.hscboard.hscni.net/publications/Complaints/>

Aid to Interpretation

i) Methods used to compile the statistics

Background

The NHS complaints procedure is the statutorily based mechanism for dealing with complaints about NHS care and treatment and all NHS organisations in England are required to operate the procedure. This survey collects data from all NHS organisations and also captures complaints about NHS Direct and Walk-in Centres. The data have been published annually since 1997-98.

This annual collection is a count of written complaints made by (or on behalf of) patients, received between 1 April 2013 and 31 March 2014. The 2009 regulations provides details on what constitutes a complaint and the duties placed on organisations in responding to a written complaint. The 2009 regulations are available [here](#)

Data are collected via two forms; KO41a (NHS Hospital and Community Health Service) and KO41b (Family Health Service (GP)).

Organisations have a statutory responsibility to adhere to the 2009 regulations which should ensure consistency on collection and reporting of written complaints. The HSCIC has no authority or responsibility to audit that organisations are capturing and recording correctly all complaints. Each organisation monitors and audits their own collection process.

Note: Information on complaints resolved within a target time limit is no longer required by legislation and from 2009-10 was no longer part of the collection.

The statistics in the Data on Written Complaints publication have been assessed by the United Kingdom Statistics Authority (UKSA), the report is available [here](#).

The 2009 regulations adopted a single approach for dealing with complaints about NHS and adult social care services, with organisations encouraged to ask people what they think of their care, to sort out problems more effectively and to use the opportunities to learn.

The new approach is designed to bring real benefits for health and care organisations and for the staff working in them.

From April 2009, health and social care managers have to show how they use feedback to learn and improve. Under the new complaints legislation, organisations need to produce an annual report detailing:

- the number of complaints they receive
- the issues that these complaints raise
- whether complaints have been upheld, and
- the number of cases referred to an Ombudsman.

Organisations will also need to record any significant issues raised by complaints, the lessons learnt and actions taken.

Improving the patient experience is a key priority for the government and it was recognised that simply counting the number of complaints made to an organisation did not indicate how an organisation was performing. From 2011-12 an additional data item was added to the KO41 data

returns, “Number of Complaints Upheld.” It will now be possible to see how many complaints were upheld in addition to the number of complaints made to an organisation, which is not necessarily an accurate measure of performance.

It should be noted that caution should be taken when interpreting the basic quantitative data. An organisation that has good publicity, that welcomes complaints as an opportunity to learn and to improve services, and that has a non-defensive approach in responding to complaints may be expected to receive a higher number of complaints than an organisation with poor publicity and a defensive approach in responding. Yet one might also expect its services to be of a higher quality. It is important that organisations are open about the number of complaints received, but these should not be read in isolation – the annual reports that organisations have to produce places a duty on them to provide further information that provides a more rounded view of complaints handling.

In 2010-11, 29 Foundation Trusts did not provide data on written complaints – a rise from 18 in 2009-10. From April 2011 in line with the Government’s Transparency Agenda, all Foundation Trusts must supply data on written complaints. This means that all NHS organisations must provide data on written complaints.

The information published annually by the HSCIC collects summary data from all NHS organisations, and also captures complaints about NHS Direct and Walk-in Centres.

A written complaint is one that is made in writing to any member of NHS staff, Trust, NHS England area team, GP and Dental practices, or is originally made orally and subsequently recorded in writing.

Officials are continuing to review and evaluate the effectiveness of the complaints data to ensure that it is both an accurate reflection of the number of complaints made to the NHS, how many are upheld and importantly is user friendly. To this end there is currently an open consultation, which closes on the 5th September 2014. Details of the proposed changes and how to respond to the consultation can be found at: <http://www.hscic.gov.uk/complaintsconsultation>

No additional changes have been made to the data this year (2013-14)

Collection

Under the new complaints legislation, responsible organisations are required to collect, respond to and maintain details of all written complaints received. Organisations maintain their own localised systems for recording these details which is used to complete the annual data submission to the Health and Social Care Information Centre (HSCIC).

The HSCIC uses two returns to collect the data and organisations complete one of these depending on the type of services provided.

The two written complaint collections are:

- the K041(a) written Hospital and Community Health Service complaints and
- the K041(b) written General Practice (including Dental) complaints

They each collect summary information by service area and type of written complaint received by the NHS each year. The data on written complaints is only collected or stored by responsible organisations; the only method available to the HSCIC to obtain this information is directly from each responsible organisation.

The information is collected annually for all written complaints made by, or on behalf of, patients in the period 1st April to 31st March. This falls in line with organisations own reporting time period.

K041(a) collection:

It is completed with information about written complaints, of those the number which were upheld, about hospital and community health services, made by, or on behalf of, patients in the period 1st April to 31st March. NHS organisations are required to complete and submit a return.

The collection form consists of 6 parts:

- number of written complaints by service area
- number of written complaints by category of profession
- number of written complaints by subject category
- number of written complaints received from patients by ethnic group of patient
- number of written complaints received against staff by ethnic group of staff
- section for comments

The same information is collected for the number of those written complaints which were upheld.

KO41(b) collection:

It is completed with information about written complaints, of those the number which were upheld, about family health services: general practice (including dental) health services; made by, or on behalf of, patients in the period 1st April to 31st March.

The collection form consists of 5 parts:

- number of written complaints by service area
- number of written complaints by subject of complaint
- number of written complaints received from patients by ethnic group of patient
- number of written complaints received against staff by ethnic group of staff
- section for comments

The same information is collected for the number of those written complaints which were upheld.

The two KO41 (a) and (b) forms are used to collect summary information from responsible organisations.

The KO41a is maintained on the Omnibus data collection system which has built-in data validation criteria that reduce errors in data entry and improve data quality at source. In order to successfully complete written complaints return on the Omnibus system the data has to pass the validation criteria.

Automatic validations via Omnibus system include:

- row and column values sum agree to totals.
- Year on year percentage change validation, users have to enter a reason for greater than 10% change.

In addition on receipt of the data the HSCIC check the data against previous year's information from data suppliers to ensure accuracy and perform additional internal validations.

For this year, due to technical problems in collecting the data via Omnibus for all of the practices (via Area teams) the KO41b was collected on a web based survey tool (Survey Monkey).

This does not have the facility to validate automatically. In this instance the HSCIC has validated the data and ensured totals match sums of components.

The collection of the complaints information is taken during May following the end of the year in March to enable all the complaints for the previous year (April – March) to be assessed and included in the returns. Information on time to resolve a complaint was collected prior to 2009, however, the new regulations dropped this requirement as it was deemed unfair to allocate a set period in which to respond to a complaint, as the time to respond is determined by the complexity of the complaint. Organisations are however required to acknowledge receipt of a complaint and set out the timescales for a formal response.

Aggregation (Analysis)

Every responsible organisation is required to publish an annual report which details

- the number of complaints received;
- the number of complaints which the organisation decided were well-founded;
- the number of complaints which have been referred to—
 - (i) the Health Service Commissioner or
 - (ii) the Local Commissioner
- and summarises—
 - (i) the subject matter of complaints received;
 - (ii) any matters of general importance arising out of those complaints, or the way in which the complaints were handled;
 - (iii) any matters where action has been or is to be taken to improve services as a consequence of those complaints.

The information sourced on the KO41 (a) and (b) is returned at an aggregated level. Each organisation provides totals by each category requested. From this, overall totals and percentages for England and NHS England area teams are calculated by the HSCIC. These are generated for numerous areas including type of complaint, area of complaint and subject of complaint.

Due to the nature of the NHS (not all organisations offer the same services and have equal catchments areas and as such similar population sizes) and patient choice, it is not possible to produce comparative information against population size.

A limitation of the report is that only totals are produced with no indication of scale of the number, i.e. two organisations with 100 complaints each do have the same number of complaints but if one organisation has only 100 patients all of which have complained against the second with a 1,000 patients of which 100 have complained, then clearly the first organisation got a higher percentage of complaints (100%) than the second (10%).

To enable some comparison between organisations from 2011-12 information on the number of complaints which were upheld has been collected. Total number of upheld and percentage of total number of written complaints at England, Regional and individual organisational level (KO41a only) has been provided as experimental statistics.

Sources of Error

The HSCIC collects from all responsible organisations the total number of written complaints received during the reported year, this gives 100% coverage of all written complaints for England. However it should be noted:

- Foundation Trusts (FTs) until 2011-12 only supplied data on a voluntary basis, however the majority did supply this information. In 2010-11 of the 137 FTs 29 did not submit data. These FTs are included within the organisational tables (table 8) as a 'nil' return. This means the totals are not a true reflection of all complaints within England for 2010-11. As it is now compulsory for all organisations to supply data, those FTs who had previously chosen not to respond in 2010-11 were given the opportunity to submit data in 2011-12. Of the 29 FTs who did not submit data in 2010-11 six chose to provide this data, thus the 2010-11 data has been revised with an increase of 1,594 (1.1% for all complaints or 1.6% for just HCHS) from the figure published in 2010-11.
- Responsible Organisations contact practices to collect the GP (including dental) data. In 2012-13 of the 150 Responsible Organisations 65 indicated that they were unable to provide complete returns for all practices within their area. In addition to these part submissions in 2012-13 three PCTs did not provide a return. This means the totals may not be a true reflection of all complaints within England.

These two factors mean that the total figures for England and (in previous years) some SHAs will be understated for those years where organisations either did not provide a return or indicated that not all organisations provided a return when requested, however the proportions of complaints by subject, area and type will be unaffected since the proportions across organisations follow similar patterns.

Other possible causes of error could be:

- Mis-allocation of the initial complaint. The complaint manager is responsible for allocating the complaint to the relevant categories and on occasion the subject and/or area of the complaint may be miscoded, however this should occur rarely as there are guidelines and training to ensure complaint handlers have relevant knowledge and training.
- Non-allocation of the complaint. The complaint manager having received a written letter does not deem it to be a valid complaint. Again this is minimised as the complaint handlers have specific knowledge and training.

- For 2013-14 the KO41b data was collected on an online collection tool via NHS England Area Teams. This is the first year that data has been collected through these teams (PCTs are no longer in existence). Because of this it is not possible to validate data against earlier years. Also, the online system did not allow for automatic validation which has led to some examples of poor data quality such as totals not matching sum of components.

During collection of the upheld data organisations fed back a number of concerns over the collection and supply of the upheld figures, in summary:

- Our system is not set up to enable the upheld figures to be provided
- A complaint can have a number of different aspects with no ability to distinguish within the monitoring system the various aspects, therefore a complaint is upheld if any element of the complaint is well founded.
- Comments show that there are significant variations in recording practice across England with some organisations classifying all complaints as upheld upon receipt of a written complaint whilst others class all complaints as not upheld due to actively responding and resolving the written complaint.
- The online system used for 2013-14 generated comments about the difficulty of completing the return – this was a one off method just for this year, a new system will be available next year.

Users and Uses

How are the statistics used?

Users and uses of the Report

i) Known Users of the Statistics

This section contains comments based on responses from the users listed. All these users have found the information in the report useful for the purposes set out.

Department of Health

"The annual collection of written complaints made by (or on behalf of) patients is used by the Department of Health and providers of NHS funded services to improve services; it also supports academics, researchers, regulators and policy makers in their work. Quantitative complaints data, whilst being acknowledged as a somewhat simplistic measure of organisational performance, are used in part to shape policy in the Department."

"The information is also used:

- to contribute to speeches and briefings for Ministers and senior officials.
- to answer PQs and Prime Minister's Questions.
- to respond to Media Enquiries and other correspondence."

Press, Journal Articles & Social media

Press – the data have been used to underpin articles in newspapers, journals, etc on matters of public interest.

- <http://www.bbc.co.uk/news/health-11083236>
- <http://www.ft.com/cms/s/0/c433cdf6-b084-11df-8c04-00144feabdc0.html#axzz1qVu6Lv2O>
- <http://www.guardian.co.uk/society/2010/aug/25/nhs-record-complaints>
- <http://www.onmedica.com/newsarticle.aspx?id=fa868832-c7d7-4f07-b0d3-7b4738b41340>

Health Service Journal - <http://www.hsj.co.uk/news/acute-care/nhs-complaints-reach-record-high/5018630.article>

Social media- The HSCIC corporate twitter account, which has over 4,000 followers, is used to publicise each statistical report on the morning of release. This complements more traditional media such as press releases (sent to bespoke lists according to specialism, with a combined total of more than 1,000 recipients), the press office section of the website, the publications calendar for journalists (sent to more than 1,000 contacts each month) and the press office contact programme, which targets key national and specialist media.

ii) Unknown Users of the Statistics

The survey report is free to access via the HSCIC website and therefore the majority of users will access the report without being known to the HSCIC.

It is therefore important to have in place mechanisms to understand how these additional users are using the statistics and to gain valuable feedback on how the HSCIC can make the data more useful to them.

On the webpage where the report is surfaced there is a link to offer feedback via email and also the telephone number of the general enquires desk.

Any responses received are passed to the team responsible for the report to consider. The HSCIC received four responses in 2009-10, zero responses on the 2010-11, 2011-12 and 2012-13 reports since publication.

Contact information is contained within the publication which can be used to provide feedback via post, telephone or email.

It is difficult to gather information about the use that is made of the report/tables published on the HSCIC website, unless we are informed by the user as to how they use the information.

These statistics could be used by:

- the general public to work out the areas where the highest numbers of complaints are made which could aid in the selection of an area to obtain NHS services.
- NHS organisations to compare level of complaints with other NHS organisations

Definitions

KO41 a: Is completed with information about written complaints about hospital and community health services (HCHS) made by, or on behalf of, patients in the period 1st April to 31st March. NHS HCHS organisations are required to complete and submit a return.

KO41 b: Is completed with information about written complaints about general practice (including dental) health services (formerly family health services) made by, or on behalf of, patients in the period 1st April to 31st March. Area Teams are required to complete and submit a return for their GP and Dental practices.

UPHELD: If any or all of a complaint is well founded then it should be recorded as "upheld locally."

Experimental Statistics

Tables 13 to 23

Improving the patient experience is a key priority for the government and it was recognised that simply counting the number of complaints made to an organisation did not indicate how an organisation was performing. From 2011-12 an additional data item was added to the KO41 data returns, "Number of Complaints Upheld." It will now be possible to see how many complaints were upheld in addition to the number of complaints made to an organisation, which is not necessarily an accurate measure of performance.

It should be noted that caution should be taken when interpreting the basic quantitative data. An organisation that has good publicity, that welcomes complaints as an opportunity to learn and to improve services, and that has a non-defensive approach in responding to complaints may be expected to receive a higher number of complaints than an organisation with poor publicity and a defensive approach in responding. Yet one might also expect its services to be of a higher quality. It is important that organisations are open about the number of complaints received, but these should not be read in isolation – the annual reports that organisations have to produce places a duty on them to provide further information that provides a more rounded view of complaints handling.

Regulation 18 of the 2009 complaints regulations places a statutory obligation on all NHS organisations to collect the number of complaints upheld and make it available to any one requesting it. It was therefore expected all organisations would be in a position to provide the number of complaints upheld for the 2012-13 collection. During collection organisations fed back a number of concerns over the collection and supply of the upheld figures. In summary the concerns are:

- Our system is not set up to enable the upheld figures to be provided
- A complaint can have a number of different aspects with no ability to distinguish within the monitoring system the various aspects, therefore a complaint is upheld if any element of the complaint is well founded.
- Comments show that there is significant variation in recording practice across England with some organisations classifying all complaints as upheld upon receipt of a written complaint

whilst others class all complaints as not upheld due to actively responding and resolving the written complaint.

The above reasons mean that further work is required to enable direct organisational comparison on the various percentages that are shown in organisation tables 20 and 25.

Due to the highlighted factors the upheld statistics continue to be classified as 'Experimental Statistics'. This is in keeping with the UK Statistics Authority's Code of Practice.

Table 14a NHS Written Complaints, 2013-14, England experimental statistics

	Written Complaints Received	of which	Written Complaints Upheld	Percentage upheld
All NHS Written Complaints	174,872		87,691	50.1%
HCHS Written Complaints	114,308		57,072	49.9%
Family Health Services: General Practice (including Dental)	60,564		30,619	50.6%

Table 14a shows that the 50.1% (87,691) of all NHS Written Complaints (174,872) were fully or partially upheld. This varied by the two separate areas from 50.6% for Family Health Services to 49.9% for Hospital and Community Health Services.

It should be noted that these are experimental statistics and at an organisation level show a range from 0% to 100% of written complaints being upheld as shown in the organisation tables 19 for HCHS and the csv file accompanying this publication.

Experimental statistics are published in order to involve users and stakeholders in their development, and as a means to build-in quality at an early stage. The UK Statistics Code of Practice states that "*effective user engagement is fundamental to both trust in statistics and securing maximum public value...*" and that as suppliers of information, it is important that we involve users in the evaluation of experimental statistics.

The UK Statistics Code of Practice can be accessed via the following web-link:

<http://www.statisticsauthority.gov.uk/assessment/code-of-practice/code-of-practice-for-official-statistics.pdf>.

To help us ensure that our publications are as useful and informative as possible, we welcome comments on this publication. We will consider these comments to inform the production of future reports. Please send comments to enquiries@hscic.gov.uk

FURTHER INFORMATION

Any enquiries about the data contained in this Bulletin or requests for further information should be addressed to:

Health and Social Care Information Centre
1 Trevelyan Square
Boar Lane
Leeds
LS1 6AE
Tel: 0845 300 6016
Email: enquires@hscic.gov.uk

This bulletin and previous editions of the publication can be found on the Health and Social Care Information Centre website patient experience section at:

<http://www.hscic.gov.uk/searchcatalogue?q=written+complaints&topics=0%2fPatient+experience&sort=Relevance&size=10&page=1#top>

August 2014

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Table 1 All NHS Written Complaints, 2002-03 to 2013-14, England

	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12	2012-13	2013-14	Change 2012-13 to 2013-14	Percentage Change 2012-13 to 2013-14
All NHS written complaints	133,867	133,469	133,820	138,396	133,393	131,022	137,736	151,832	149,765	162,129	162019⁽⁴⁾	174872⁽⁵⁾	.⁽⁵⁾	.⁽⁵⁾
Total HCHS Complaints	91,023	90,122	90,413	95,047	90,801	87,080	89,139⁽¹⁾	101,077	99,057⁽²⁾	107,259	109,316	114,308	4,992	4.6%
<i>Total organisations approached for data</i>	<i>..</i>	<i>..</i>	<i>..</i>	<i>..</i>	<i>394</i>	<i>392</i>	<i>393</i>	<i>390</i>	<i>381</i>	<i>453</i>	<i>459</i>	<i>636</i>	<i>.</i>	<i>.</i>
<i>of which Foundation Trusts not returning data⁽³⁾</i>	<i>..</i>	<i>..</i>	<i>..</i>	<i>..</i>	<i>8</i>	<i>17</i>	<i>23</i>	<i>18</i>	<i>23⁽²⁾</i>	<i>-</i>	<i>-</i>	<i>-</i>	<i>.</i>	<i>.</i>
<i>Organisations providing data for year and year before</i>	<i>..</i>	<i>..</i>	<i>..</i>	<i>565</i>	<i>297</i>	<i>369</i>	<i>366</i>	<i>361</i>	<i>338</i>	<i>350</i>	<i>417</i>	<i>..</i>	<i>.</i>	<i>.</i>
Total general practice (including dental) health services Complaints	42,844	43,347	43,407	43,349	42,592	43,942	48,597	50,755	50,708	54,870	52703⁽⁴⁾	60564⁽⁵⁾	.⁽⁵⁾	.⁽⁵⁾

Notes:

⁽¹⁾ It has come to our attention that in 2008-09 a single organisation overstated the number of written complaints. The total number of written complaints for 2008-09 adjusted figure is 88,048.

⁽²⁾ For 2011-12, Foundation Trusts (FT's) who did not supply data in 2010-11 were given the opportunity to submit data. Of the 29 FTs that did not submit data in 2010-11, six chose to provide this data which had led to a revision of 2010-11 data (total complaints and HCHS totals have increased by 1,594 from those previously published).

⁽³⁾ Prior to 2011-2012 Foundation Trust participation was voluntary.

⁽⁴⁾ We are unable to provide comparisons between 2012-13 with previous years for figures including FHS (GP data) due to the number of PCTs unable to submit complete returns in 2012-13. For more information see the Data Quality section of this publication.

⁽⁵⁾ We are unable to provide comparisons between 2013-14 with previous years for figures including FHS (GP data) due to the number of NHS England Area Teams unable to submit complete returns in 2013-14. For more information see the Data Quality section of this publication.

'..' denotes not available

'-' denotes zero

'.' denotes not applicable

Data as at 1 April - 31 March each year

Source:

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Table 2 Hospital and Community Health Services (HCHS) : Written Complaints by Service Area, 2008-09 to 2013-14, England

	2008-09	2009-10	2010-11 ⁽¹⁾	2011-12	2012-13	2013-14	Change 2012-13 to 2013-14	Percentage Change 2012-13 to 2013-14
All Service Areas	89,139	101,077	99,057	107,259	109,316	114,308	4,992	4.6%
Ambulance services	2,661	3,729	4,168	5,173	5,332	6,873	1,541	28.9%
Community hospital services	1,416	1,550	1,638	1,328	1,315	2,001	686	52.2%
Elderly (geriatric) services	1,294	1,168	1,245	1,051	880	1,058	178	20.2%
Hospital acute services: A&E	6,872	7,667	7,888	9,362	9,680	9,919	239	2.5%
Hospital acute services: Inpatient	29,033	31,046	30,889	33,873	34,872	34,422	-450	-1.3%
Hospital acute services: Outpatient	26,793	28,576	27,644	29,559	30,019	31,083	1,064	3.5%
Maternity services	2,803	2,844	2,959	3,240	3,427	3,343	-84	-2.5%
Mental health services	7,214	9,587	9,180	10,439	11,749	12,221	472	4.0%
NHS Direct	407	487	303	163	193	362	169	87.6%
Other community health services	7,044	8,034	7,959	6,407	6,840	6,292	-548	-8.0%
CCG, NHS England commissioning	2,285	2,885	2,544	3,114	2,507	2,547	40	1.6%
Walk in centres	415	460	555	472	457	503	46	10.1%
Other	902	3,044	2,085	3,078	2,045	3,684	1,639	80.1%
<i>Total organisations approached for data</i>	<i>393</i>	<i>390</i>	<i>381</i>	<i>453</i>	<i>459</i>	<i>636</i>		
<i>of which Foundation Trusts not returning data ⁽²⁾</i>	<i>23</i>	<i>18</i>	<i>23 ⁽¹⁾</i>	<i>-</i>	<i>-</i>	<i>-</i>		

Notes:

⁽¹⁾ For 2011-12, Foundation Trusts (FT's) who did not supply data in 2010-11 were given the opportunity to submit data. Of the 29 FTs that did not submit data in 2010-11, six chose to provide this data which had led to a revision of 2010-11 data (total complaints and HCHS totals have increased by 1,594 from those previously published).

⁽²⁾ Prior to 2011-2012 Foundation Trust participation was voluntary.

Data as at 1 April - 31 March each year

Source:

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Table 3 Hospital and Community Health Services (HCHS) : Written Complaints by Profession, 2008-09 to 2013-14, England

	2008-09	2009-10	2010-11 ⁽¹⁾	2011-12	2012-13	2013-14	Change 2012-13 to 2013-14	Percentage Change 2012-13 to 2013-14
All Professions	89,139	101,077	99,057	107,259	109,316	114,308	4,992	4.6%
Medical (including surgical)	39,981	44,682	44,269	49,264	51,462	52,123	661	1.3%
Dental (including surgical)	908	962	984	960	918	718	-200	-21.8%
Professions supplementary to medicine	4,056	4,878	4,411	4,365	3,926	3,836	-90	-2.3%
Nursing, Midwifery and Health Visiting	19,111	22,203	21,929	23,313	24,146	24,793	647	2.7%
Scientific, Technical and Professional	1,167	1,123	1,024	1,075	1,051	1,139	88	8.4%
Ambulance crews (including paramedics)	2,541	3,637	3,804	4,649	4,438	5,702	1,264	28.5%
Maintenance and Ancillary staff	1,014	799	707	756	668	643	-25	-3.7%
Administrative staff / members (exc GP admin)	1,314	1,312	1,679	1,305	1,077	1,196	119	11.0%
Trust Administrative staff / members	8,932	8,635	7,592	7,938	7,818	8,323	505	6.5%
Other	10,115	12,846	12,658	13,634	13,812	15,835	2,023	14.6%
<i>Total organisations approached for data</i>	<i>393</i>	<i>390</i>	<i>381</i>	<i>453</i>	<i>459</i>	<i>636</i>		
<i>of which Foundation Trusts not returning data ⁽²⁾</i>	<i>23</i>	<i>18</i>	<i>23 ⁽¹⁾</i>	<i>-</i>	<i>-</i>	<i>-</i>		

Notes:

⁽¹⁾ For 2011-12, Foundation Trusts (FT's) who did not supply data in 2010-11 were given the opportunity to submit data. Of the 29 FTs that did not submit data in 2010-11, six chose to provide this data which had led to a revision of 2010-11 data (total complaints and HCHS totals have increased by 1,594 from those previously published).

⁽²⁾ Prior to 2011-2012 Foundation Trust participation was voluntary.

Data as at 1 April - 31 March each year

Source:

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Table 4 Hospital and Community Health Services (HCHS) : Written Complaints by Subject of Complaint ⁽¹⁾, 2008-09 to 2013-14, England

	2008-09	2009-10	2010-11 ⁽²⁾	2011-12	2012-13	2013-14	Change 2012-13 to 2013-14	Percentage Change 2012-13 to 2013-14
All Subjects of Complaint ⁽¹⁾	89,698	101,308	99,444	108,250	110,639	114,788	4,149	3.8%
Admissions, discharge and transfer arrangements	4,473	5,161	5,019	5,499	6,227	5,913	-314	-5.0%
Aids and appliances, equipment, premises (including access)	2,055	2,120	1,761	1,859	1,534	1,529	-5	-0.3%
Appointments, delay / cancellation (outpatient)	9,738	10,710	9,185	9,013	8,886	9,038	152	1.7%
Appointments, delay / cancellation (inpatient)	2,364	2,532	2,214	2,590	2,430	2,681	251	10.3%
Length of time waiting for a response, or to be seen: NHS Direct	134	73	34	297	50	168	118	236.0%
Length of time waiting for a response, or to be seen: Walk in centres	255	94	207	100	105	106	1	1.0%
Attitude of staff	11,332	12,331	12,166	12,571	12,303	13,269	966	7.9%
All aspects of clinical treatment	37,149	42,727	43,857	49,625	51,071	52,330	1,259	2.5%
Communication / information to patients (written and oral)	8,970	10,020	9,941	10,986	11,606	11,472	-134	-1.2%
Consent to treatment	238	163	206	195	201	229	28	13.9%
Complaints handling	104	105	105	105	111	120	9	8.1%
Patients privacy and dignity	1,351	1,258	1,129	1,190	1,147	1,029	-118	-10.3%
Patients property and expenses	930	1,037	1,080	1,113	1,139	1,091	-48	-4.2%
CCG, NHS England commissioning (including waiting lists)	1,038	1,247	1,204	965	1,531	1,315	-216	-14.1%
Independent sector services commissioned by CCG, NHS England	116	206	82	78	65	462	397	610.8%
Independent sector services commissioned by trusts	71	44	26	32	25	38	13	52.0%
Personal records (including medical and / or complaints)	1,047	1,032	999	976	987	1,017	30	3.0%
Failure to follow agreed procedures	820	1,024	943	1,100	820	1,109	289	35.2%
Patient's status, discrimination (e.g. racial, gender, age)	172	176	156	173	194	185	-9	-4.6%
Mortuary and post mortem arrangements	65	62	56	47	48	42	-6	-12.5%
Transport (ambulances and other)	1,450	1,925	2,135	2,507	2,744	3,935	1,191	43.4%
Policy and commercial decisions of trusts	883	970	1,006	1,158	883	734	-149	-16.9%
Code of openness - complaints	70	23	7	11	20	29	9	45.0%
Hotel services (including food)	1,001	821	696	706	703	644	-59	-8.4%
Other	3,872	5,447	5,230	5,354	5,809	6,303	494	8.5%
<i>Total organisations approached for data</i>	<i>393</i>	<i>390</i>	<i>381</i>	<i>453</i>	<i>459</i>	<i>636</i>		
<i>of which Foundation Trusts not returning data ⁽³⁾</i>	<i>23</i>	<i>18</i>	<i>23 ⁽²⁾</i>	<i>-</i>	<i>-</i>	<i>-</i>		

Notes:

⁽¹⁾ A complaint can be made concerning more than one subject area. Where this has occurred, some organisations have recorded a complaint under each subject area contained within the complaint letter received. Therefore the total number of complaints by subject (114,788) does not match the actual total number of complaints which is 114,308.

⁽²⁾ For 2011-12, Foundation Trusts (FT's) who did not supply data in 2010-11 were given the opportunity to submit data. Of the 29 FTs that did not submit data in 2010-11, six chose to provide this data which had led to a revision of 2010-11 data (total complaints and HCHS totals have increased by 1,594 from those previously published).

⁽³⁾ Prior to 2011-2012 Foundation Trust participation was voluntary.

Data as at 1 April - 31 March each year

Source:

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Table 5 Hospital and Community Health Services (HCHS) : Written Complaints by Service Area within each NHS England Area Team, 2013 -14, England

	England	Cheshire, Warrington and Wirral Q44	Durham, Darlington and Tees Q45	Greater Manchester Q46	Lancashire Q47	Merseyside Q48	Cumbria, Northumberland, Tyne and Wear Q49	North Yorkshire and Humber Q50	South Yorkshire and Bassetlaw Q51	West Yorkshire Q52	Arden, Herefordshire and Worcestershire Q53	Birmingham and the Black Country Q54	Derbyshire and Nottinghamshire Q55
Total HCHS Complaints	114,308	2,110	1,438	8,151	2,364	2,556	4,261	2,477	2,790	5,026	2,352	5,080	4,727
Hospital acute services: Inpatient	34,422	767	600	2,119	903	919	1,171	1,102	977	1,602	769	1,880	1,391
Hospital acute services: Outpatient	31,083	449	365	1,828	485	742	1,252	584	890	1,436	585	1,146	1,073
Hospital acute services: A&E	9,919	207	146	527	221	170	428	255	280	387	300	483	299
Elderly (geriatric) services	1,058	61	10	27	9	5	125	38	23	56	6	37	17
Mental health services	12,221	325	151	486	320	385	415	126	252	517	159	491	723
Maternity services	3,343	48	50	201	33	20	143	72	108	168	117	229	83
Ambulance services	6,873	2	1	2,087	1	1	446	1	8	364	-	417	184
Community hospital services	2,001	5	5	45	6	23	11	31	6	32	40	18	123
NHS Direct	362	-	-	-	-	-	18	1	-	119	-	5	-
Walk in centres	503	14	35	45	-	9	11	-	9	3	-	14	6
Other community health services	6,292	149	51	324	298	189	154	152	131	296	235	217	157
CCG, NHS England commissioning	2,547	50	24	123	79	37	48	83	94	30	83	111	138
Other	3,684	33	-	339	9	56	39	32	12	16	58	32	533

	England	Cheshire, Warrington and Wirral Q44	Durham, Darlington and Tees Q45	Greater Manchester Q46	Lancashire Q47	Merseyside Q48	Cumbria, Northumberland, Tyne and Wear Q49	North Yorkshire and Humber Q50	South Yorkshire and Bassetlaw Q51	West Yorkshire Q52	Arden, Herefordshire and Worcestershire Q53	Birmingham and the Black Country Q54	Derbyshire and Nottinghamshire Q55
Total HCHS Complaints	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Hospital acute services: Inpatient	30.1%	36.4%	41.7%	26.0%	38.2%	36.0%	27.5%	44.5%	35.0%	31.9%	32.7%	37.0%	29.4%
Hospital acute services: Outpatient	27.2%	21.3%	25.4%	22.4%	20.5%	29.0%	29.4%	23.6%	31.9%	28.6%	24.9%	22.6%	22.7%
Hospital acute services: A&E	8.7%	9.8%	10.2%	6.5%	9.3%	6.7%	10.0%	10.3%	10.0%	7.7%	12.8%	9.5%	6.3%
Elderly (geriatric) services	0.9%	2.9%	0.7%	0.3%	0.4%	0.2%	2.9%	1.5%	0.8%	1.1%	0.3%	0.7%	0.4%
Mental health services	10.7%	15.4%	10.5%	6.0%	13.5%	15.1%	9.7%	5.1%	9.0%	10.3%	6.8%	9.7%	15.3%
Maternity services	2.9%	2.3%	3.5%	2.5%	1.4%	0.8%	3.4%	2.9%	3.9%	3.3%	5.0%	4.5%	1.8%
Ambulance services	6.0%	0.1%	0.1%	25.6%	0.0%	0.0%	10.5%	0.0%	0.3%	7.2%	-	8.2%	3.9%
Community hospital services	1.8%	0.2%	0.3%	0.6%	0.3%	0.9%	0.3%	1.3%	0.2%	0.6%	1.7%	0.4%	2.6%
NHS Direct	0.3%	-	-	-	-	-	0.4%	0.0%	-	2.4%	-	0.1%	-
Walk in centres	0.4%	0.7%	2.4%	0.6%	-	0.4%	0.3%	-	0.3%	0.1%	-	0.3%	0.1%
Other community health services	5.5%	7.1%	3.5%	4.0%	12.6%	7.4%	3.6%	6.1%	4.7%	5.9%	10.0%	4.3%	3.3%
CCG, NHS England commissioning	2.2%	2.4%	1.7%	1.5%	3.3%	1.4%	1.1%	3.4%	3.4%	0.6%	3.5%	2.2%	2.9%
Other	3.2%	1.6%	-	4.2%	0.4%	2.2%	0.9%	1.3%	0.4%	0.3%	2.5%	0.6%	11.3%

Notes:

'- ' denotes zero

Data as at 1 April 2013 - 31 March 2014

Source:

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	Hertfordshire and the South Midlands		Leicestershire and Lincolnshire	Shropshire and Staffordshire	Bath, Gloucestershire, Swindon and Wiltshire	Somerset, Surrey and South Gloucestershire	Devon, Cornwall and Isles of Scilly	Kent and Medway	Surrey and Sussex	Thames Valley	Wessex	London	Other
East Anglia Q56	Essex Q57	Q58	Q59	Q60	Q64	Q65	Q66	Q67	Q68	Q69	Q70	Q71	Q99
6,436	5,118	4,118	3,662	2,756	2,644	2,515	4,123	3,479	6,103	3,546	4,935	20,646	895
1,840	1,617	1,337	1,154	875	904	1,004	1,185	1,075	1,738	1,187	1,420	4,884	2
1,585	1,662	1,209	1,271	789	703	797	884	918	1,690	894	1,280	6,565	1
553	597	407	255	261	204	264	216	393	580	273	417	1,796	-
43	110	29	5	44	4	8	12	26	47	22	84	210	-
703	425	390	419	155	428	55	528	371	862	296	441	2,797	1
148	197	118	97	80	62	79	77	133	90	97	176	717	-
803	9	6	1	10	-	8	547	1	440	385	11	1,140	-
251	58	28	85	123	63	39	357	28	190	25	182	225	2
-	4	7	3	2	-	10	1	-	16	5	42	129	-
22	2	15	8	14	3	11	33	6	25	17	32	145	24
245	310	315	250	220	128	104	166	369	154	134	465	804	275
113	68	176	71	106	108	43	91	33	149	140	206	319	24
130	59	81	43	77	37	93	26	126	122	71	179	915	566

													Percentage (%)	
	Hertfordshire and the South Midlands Essex Q57	Leicestershire and Lincolnshire Q58	Shropshire and Staffordshire Q59	Bath, Gloucestershire, Swindon and Wiltshire Q60	Somerset, Surrey and South Gloucestershire Q61	Devon, Cornwall and Isles of Scilly Q62	Kent and Medway Q63	Surrey and Sussex Q64	Thames Valley Q65	Wessex Q66	London Q67	Other Q68		
100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		
28.6%	31.6%	32.5%	31.5%	31.7%	34.2%	39.9%	28.7%	30.9%	28.5%	33.5%	28.8%	23.7%	0.2%	
24.6%	32.5%	29.4%	34.7%	28.6%	26.6%	31.7%	21.4%	26.4%	27.7%	25.2%	25.9%	31.8%	0.1%	
8.6%	11.7%	9.9%	7.0%	9.5%	7.7%	10.5%	5.2%	11.3%	9.5%	7.7%	8.4%	8.7%	-	
0.7%	2.1%	0.7%	0.1%	1.6%	0.2%	0.3%	0.3%	0.7%	0.8%	0.6%	1.7%	1.0%	-	
10.9%	8.3%	9.5%	11.4%	5.6%	16.2%	2.2%	12.8%	10.7%	14.1%	8.3%	8.9%	13.5%	0.1%	
2.3%	3.8%	2.9%	2.6%	2.9%	2.3%	3.1%	1.9%	3.8%	1.5%	2.7%	3.6%	3.5%	-	
12.5%	0.2%	0.1%	0.0%	0.4%	-	0.3%	13.3%	0.0%	7.2%	10.9%	0.2%	5.5%	-	
3.9%	1.1%	0.7%	2.3%	4.5%	2.4%	1.6%	8.7%	0.8%	3.1%	0.7%	3.7%	1.1%	0.2%	
-	0.1%	0.2%	0.1%	0.1%	-	0.4%	0.0%	-	0.3%	0.1%	0.9%	0.6%	-	
0.3%	0.0%	0.4%	0.2%	0.5%	0.1%	0.4%	0.8%	0.2%	0.4%	0.5%	0.6%	0.7%	2.7%	
3.8%	6.1%	7.6%	6.8%	8.0%	4.8%	4.1%	4.0%	10.6%	2.5%	3.8%	9.4%	3.9%	30.7%	
1.8%	1.3%	4.3%	1.9%	3.8%	4.1%	1.7%	2.2%	0.9%	2.4%	3.9%	4.2%	1.5%	2.7%	
2.0%	1.2%	2.0%	1.2%	2.8%	1.4%	3.7%	0.6%	3.6%	2.0%	2.0%	3.6%	4.4%	63.2%	

Table 6 Hospital and Community Health Services (HCHS) : Written Complaints by Profession within each NHS England Area Team, 2013-14, England

	England	Cheshire, Warrington and Wirral Q44	Durham, Darlington and Tees Q45	Greater Manchester Q46	Lancashire Q47	Merseyside Q48	Cumbria, Northumberland, Tyne and Wear Q49	North Yorkshire and Humber Q50	South Yorkshire and Bassetlaw Q51	West Yorkshire Q52	Arden, Herefordshire and Worcestershire Q53	Birmingham and the Black Country Q54
Total HCHS Complaints	114,308	2,110	1,438	8,151	2,364	2,556	4,261	2,477	2,790	5,026	2,352	5,080
Medical (including surgical)	52,123	1,190	785	2,710	1,122	1,365	2,055	1,439	1,359	2,301	1,187	2,561
Dental (including surgical)	718	5	2	22	34	6	15	8	23	22	5	36
Professions supplementary to medicine	3,836	79	35	144	167	104	85	58	101	262	64	124
Nursing, Midwifery and Health Visiting	24,793	514	451	1,397	537	706	1,068	592	819	983	517	1,325
Scientific, Technical and Professional	1,139	12	25	36	43	11	39	12	38	46	53	43
Ambulance crews (including paramedics)	5,702	3	1	1,928	1	1	125	2	9	365	1	428
Maintenance and Ancillary staff	643	5	2	23	8	33	19	5	16	37	8	9
Administrative staff / members (exc GP admin)	1,196	41	22	74	-	19	51	95	23	14	4	47
Trust Administrative staff / members	8,323	111	48	387	69	126	382	50	171	675	172	291
Other	15,835	150	67	1,430	383	185	422	216	231	321	341	216

	England	Cheshire, Warrington and Wirral Q44	Durham, Darlington and Tees Q45	Greater Manchester Q46	Lancashire Q47	Merseyside Q48	Cumbria, Northumberland, Tyne and Wear Q49	North Yorkshire and Humber Q50	South Yorkshire and Bassetlaw Q51	West Yorkshire Q52	Arden, Herefordshire and Worcestershire Q53	Birmingham and the Black Country Q54
Total HCHS Complaints	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Medical (including surgical)	45.6%	56.4%	54.6%	33.2%	47.5%	53.4%	48.2%	58.1%	48.7%	45.8%	50.5%	50.4%
Dental (including surgical)	0.6%	0.2%	0.1%	0.3%	1.4%	0.2%	0.4%	0.3%	0.8%	0.4%	0.2%	0.7%
Professions supplementary to medicine	3.4%	3.7%	2.4%	1.8%	7.1%	4.1%	2.0%	2.3%	3.6%	5.2%	2.7%	2.4%
Nursing, Midwifery and Health Visiting	21.7%	24.4%	31.4%	17.1%	22.7%	27.6%	25.1%	23.9%	29.4%	19.6%	22.0%	26.1%
Scientific, Technical and Professional	1.0%	0.6%	1.7%	0.4%	1.8%	0.4%	0.9%	0.5%	1.4%	0.9%	2.3%	0.8%
Ambulance crews (including paramedics)	5.0%	0.1%	0.1%	23.7%	0.0%	0.0%	2.9%	0.1%	0.3%	7.3%	0.0%	8.4%
Maintenance and Ancillary staff	0.6%	0.2%	0.1%	0.3%	0.3%	1.3%	0.4%	0.2%	0.6%	0.7%	0.3%	0.2%
Administrative staff / members (exc GP admin)	1.0%	1.9%	1.5%	0.9%	-	0.7%	1.2%	3.8%	0.8%	0.3%	0.2%	0.9%
Trust Administrative staff / members	7.3%	5.3%	3.3%	4.7%	2.9%	4.9%	9.0%	2.0%	6.1%	13.4%	7.3%	5.7%
Other	13.9%	7.1%	4.7%	17.5%	16.2%	7.2%	9.9%	8.7%	8.3%	6.4%	14.5%	4.3%

Notes:

'-' denotes zero

Data as at 1 April 2013 - 31 March 2014

Source:

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Derbyshire and Nottinghamshire Q55	East Anglia Q56	Essex Q57	Hertfordshire and the South Midlands Q58	Leicestershire and Lincolnshire Q59	Shropshire and Staffordshire Q60	Bath, Gloucestershire, Swindon and Wiltshire Q64	Somerset, Somerset and South Gloucestershire Q65	Devon, Cornwall and Isles of Scilly Q66	Kent and Medway Q67	Surrey and Sussex Q68	Thames Valley Q69	Wessex Q70	London Q71	Other Q99
4,727	6,436	5,118	4,118	3,662	2,756	2,644	2,515	4,123	3,479	6,103	3,546	4,935	20,646	895
2,078	2,520	2,205	2,308	2,312	1,062	1,242	1,402	1,845	2,065	2,738	1,376	1,987	8,630	279
36	26	5	25	5	16	11	61	39	29	21	29	28	206	3
246	386	60	133	91	127	65	66	157	164	220	172	222	473	11
1,177	1,817	1,240	689	560	782	529	586	734	574	1,234	649	1,489	3,798	26
27	54	63	22	8	32	14	31	34	98	38	22	193	144	1
108	664	13	16	1	14	7	1	393	2	433	269	15	902	-
49	35	34	14	12	43	26	44	15	14	44	19	15	114	-
26	61	63	47	6	40	86	28	8	9	65	10	145	209	3
233	386	344	234	45	178	134	157	162	170	659	333	313	2,460	33
747	487	1,091	630	622	462	530	139	736	334	651	667	528	3,710	539
Percentage (%)														
Derbyshire and Nottinghamshire Q55	East Anglia Q56	Essex Q57	Hertfordshire and the South Midlands Q58	Leicestershire and Lincolnshire Q59	Shropshire and Staffordshire Q60	Bath, Gloucestershire, Swindon and Wiltshire Q64	Bristol, North Somerset, Somerset and South Gloucestershire Q65	Devon, Cornwall and Isles of Scilly Q66	Kent and Medway Q67	Surrey and Sussex Q68	Thames Valley Q69	Wessex Q70	London Q71	Other Q99
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
44.0%	39.2%	43.1%	56.0%	63.1%	38.5%	47.0%	55.7%	44.7%	59.4%	44.9%	38.8%	40.3%	41.8%	31.2%
0.8%	0.4%	0.1%	0.6%	0.1%	0.6%	0.4%	2.4%	0.9%	0.8%	0.3%	0.8%	0.6%	1.0%	0.3%
5.2%	6.0%	1.2%	3.2%	2.5%	4.6%	2.5%	2.6%	3.8%	5.3%	3.6%	4.9%	4.5%	2.3%	1.2%
24.9%	28.2%	24.2%	16.7%	15.3%	28.4%	20.0%	23.3%	17.8%	16.5%	20.2%	18.3%	30.2%	18.4%	2.9%
0.6%	0.8%	1.2%	0.5%	0.2%	1.2%	0.5%	1.2%	0.8%	2.8%	0.6%	0.6%	3.9%	0.7%	0.1%
2.3%	10.3%	0.3%	0.4%	0.0%	0.5%	0.3%	0.0%	9.5%	0.1%	7.1%	7.6%	0.3%	4.4%	-
1.0%	0.5%	0.7%	0.3%	0.3%	1.6%	1.0%	1.7%	0.4%	0.4%	0.7%	0.5%	0.3%	0.6%	-
0.6%	0.9%	1.2%	1.1%	0.2%	1.5%	3.3%	1.1%	0.2%	0.3%	1.1%	0.3%	2.9%	1.0%	0.3%
4.9%	6.0%	6.7%	5.7%	1.2%	6.5%	5.1%	6.2%	3.9%	4.9%	10.8%	9.4%	6.3%	11.9%	3.7%
15.8%	7.6%	21.3%	15.3%	17.0%	16.8%	20.0%	5.5%	17.9%	9.6%	10.7%	18.8%	10.7%	18.0%	60.2%

Table 7 Hospital and Community Health Services (HCHS) : Written Complaints by Subject(1) within each NHS England Area Team, 2013-14, England

	England	Cheshire, Warrington and Wirral Q44	Durham, Darlington and Tees Q45	Greater Manchester Q46	Lancashire Q47	Merseyside Q48	Cumbria, Northumberland, Tyne and Wear Q49	North Yorkshire and Humber Q50	South Yorkshire and Bassetlaw Q51	West Yorkshire Q52	Arden, Herefordshire and Worcestershire Q53	Birmingham and the Black Country Q54
Total HCHS Complaints	114,788	2,110	1,438	8,242	2,364	2,556	4,261	2,477	2,790	5,026	2,352	5,083
Admissions, discharge and transfer arrangements	5,913	114	86	387	144	100	223	105	149	214	142	229
Aids and appliances, equipment, premises (including access)	1,529	24	20	38	35	26	40	7	53	49	27	59
Appointments, delay / cancellation (outpatient)	9,038	135	69	534	107	154	308	114	221	454	170	333
Appointments, delay / cancellation (inpatient)	2,681	36	44	66	84	34	114	20	55	103	64	159
Length of time waiting for a response, or to be seen: NHS Direct	168	1	-	-	-	1	-	-	-	32	-	4
Length of time waiting for a response, or to be seen: Walk in centres	106	4	-	-	1	-	15	-	1	-	-	-
Attitude of staff	13,269	293	99	946	298	351	420	205	311	504	193	562
All aspects of clinical treatment	52,330	842	923	3,188	1,208	1,333	2,185	1,611	1,474	2,689	1,231	2,662
Communication / information to patients (written and oral)	11,472	246	77	842	131	231	363	190	268	455	189	429
Consent to treatment	229	7	5	11	4	5	6	3	5	2	3	13
Complaints handling	120	1	1	14	2	2	6	2	-	5	-	8
Patients privacy and dignity	1,029	19	47	70	28	43	37	17	21	29	39	39
Patients property and expenses	1,091	16	10	67	24	74	23	8	18	26	22	25
CCG, NHS England commissioning (including waiting lists)	1,315	11	22	56	15	29	34	93	38	21	32	23
Independent sector services commissioned by PCTs	462	1	-	-	-	2	4	-	11	-	1	4
Independent sector services commissioned by trusts	38	1	-	-	-	-	10	-	-	1	1	-
Personal records (including medical and / or complaints)	1,017	29	6	78	31	33	48	12	15	50	16	30
Failure to follow agreed procedures	1,109	28	6	80	10	11	21	11	50	34	35	25
Patient's status, discrimination (e.g. racial, gender, age)	185	2	4	25	3	7	19	1	2	4	1	2
Mortuary and post mortem arrangements	42	1	1	2	1	1	-	1	1	2	-	2
Transport (ambulances and other)	3,935	3	1	1,457	1	3	230	3	14	251	3	18
Policy and commercial decisions of trusts	734	6	5	17	8	12	22	7	18	38	7	65
Code of openness - complaints	29	-	-	-	-	-	-	-	-	-	-	1
Hotel services (including food)	644	4	3	37	13	25	52	8	15	18	11	22
Other	6,303	286	9	324	216	79	81	59	50	65	166	369

	England	Cheshire, Warrington and Wirral Q44	Durham, Darlington and Tees Q45	Greater Manchester Q46	Lancashire Q47	Merseyside Q48	Cumbria, Northumberland, Tyne and Wear Q49	North Yorkshire and Humber Q50	South Yorkshire and Bassetlaw Q51	West Yorkshire Q52	Arden, Herefordshire and Worcestershire Q53	Birmingham and the Black Country Q54
Total HCHS Complaints	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Admissions, discharge and transfer arrangements	5.2%	5.4%	6.0%	4.7%	6.1%	3.9%	5.2%	4.2%	5.3%	4.3%	6.0%	4.5%
Aids and appliances, equipment, premises (including access)	1.3%	1.1%	1.4%	0.5%	1.5%	1.0%	0.9%	0.3%	1.9%	1.0%	1.1%	1.2%
Appointments, delay / cancellation (outpatient)	7.9%	6.4%	4.8%	6.5%	4.5%	6.0%	7.2%	4.6%	7.9%	9.0%	7.2%	6.6%
Appointments, delay / cancellation (inpatient)	2.3%	1.7%	3.1%	0.8%	3.6%	1.3%	2.7%	0.8%	2.0%	2.0%	2.7%	3.1%
Length of time waiting for a response, or to be seen: NHS Direct	0.1%	0.0%	-	-	-	0.0%	-	-	-	0.6%	-	0.1%
Length of time waiting for a response, or to be seen: Walk in centres	0.1%	0.2%	-	-	0.0%	-	0.4%	-	0.0%	-	-	-
Attitude of staff	11.8%	13.9%	6.9%	11.5%	12.6%	13.7%	9.9%	8.3%	11.1%	10.0%	8.2%	11.1%
All aspects of clinical treatment	45.8%	39.9%	64.2%	38.7%	51.1%	52.2%	51.3%	65.0%	52.8%	53.1%	52.3%	52.4%
Communication / information to patients (written and oral)	10.0%	11.7%	5.4%	10.2%	5.5%	9.0%	8.5%	7.7%	9.8%	9.1%	8.0%	8.4%
Consent to treatment	0.2%	0.3%	0.3%	0.1%	0.2%	0.2%	0.1%	0.1%	0.2%	0.0%	0.1%	0.3%
Complaints handling	0.1%	0.0%	0.1%	0.2%	0.1%	0.1%	0.1%	0.1%	-	0.1%	-	0.2%
Patients privacy and dignity	0.9%	0.9%	3.3%	0.8%	1.2%	1.7%	0.9%	0.7%	0.8%	0.6%	1.7%	0.8%
Patients property and expenses	1.0%	0.8%	0.7%	0.8%	1.0%	2.9%	0.5%	0.3%	0.6%	0.5%	0.9%	0.5%
CCG, NHS England commissioning (including waiting lists)	1.1%	0.5%	1.5%	0.7%	0.6%	1.1%	0.8%	3.8%	1.4%	0.4%	1.4%	0.5%
Independent sector services commissioned by PCTs	0.4%	0.0%	-	0.0%	-	0.1%	0.1%	-	0.4%	-	-	0.1%
Independent sector services commissioned by trusts	0.0%	0.0%	-	-	-	-	0.2%	-	-	-	0.0%	-
Personal records (including medical and / or complaints)	0.9%	1.4%	0.4%	0.9%	1.3%	1.3%	1.1%	0.5%	0.5%	1.0%	0.7%	0.6%
Failure to follow agreed procedures	1.0%	1.3%	0.4%	1.0%	0.4%	0.4%	0.5%	0.4%	1.8%	0.7%	1.5%	0.5%
Patient's status, discrimination (e.g. racial, gender, age)	0.2%	0.1%	0.3%	0.3%	0.1%	0.3%	0.4%	0.0%	0.1%	0.1%	0.0%	0.0%
Mortuary and post mortem arrangements	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	-	0.0%	0.0%	0.0%	-	0.0%
Transport (ambulances and other)	3.4%	0.1%	0.1%	17.7%	0.0%	0.1%	5.4%	0.1%	0.5%	5.0%	0.1%	0.4%
Policy and commercial decisions of trusts	0.6%	0.3%	0.3%	0.2%	0.3%	0.5%	0.5%	0.3%	0.6%	0.8%	0.3%	1.3%
Code of openness - complaints	0.0%	-	-	-	-	-	-	-	-	-	-	0.0%
Hotel services (including food)	0.6%	0.2%	0.2%	0.4%	0.5%	1.0%	1.2%	0.3%	0.5%	0.4%	0.5%	0.4%
Other	5.5%	13.6%	0.6%	3.9%	9.1%	3.1%	1.9%	2.4%	1.8%	1.3%	7.1%	7.3%

Notes:

⁽¹⁾ A complaint can be made concerning more than one subject area. Where this has occurred, some organisations have recorded a complaint under each subject area contained within the complaint letter received. Therefore the total number of complaints by subject (114,788) does not match the actual total number of complaints which is 114,308.

'-' denotes zero

Data as at 1 April 2013 - 31 March 2014

Source:

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Derbyshire and Nottinghamshire Q55	East Anglia Q56	Essex Q57	Hertfordshire and the South Midlands Q58	Leicestershire and Lincolnshire Q59	Shropshire and Staffordshire Q60	Bath, Gloucestershire, Swindon and Wiltshire Q64	Somerset, Somerset and South Gloucestershire Q65	Devon, Cornwall and Isles of Scilly Q66	Kent and Medway Q67	Surrey and Sussex Q68	Thames Valley Q69	Wessex Q70	London Q71	Other Q99
4,727	6,436	5,118	4,122	3,695	2,756	2,644	2,624	4,123	3,479	6,103	3,641	4,936	20,671	1,014
206	349	277	261	212	157	193	123	213	229	398	276	317	800	9
72	150	114	62	25	113	51	22	61	88	82	51	48	199	13
311	540	532	461	563	260	206	118	277	202	551	369	396	1,609	44
59	104	125	75	95	86	50	173	73	108	108	62	106	678	-
-	-	1	6	5	3	-	-	1	-	6	-	15	82	11
18	3	-	2	-	-	-	3	-	1	18	3	-	26	11
530	862	494	360	353	271	320	313	578	418	730	507	510	2,754	87
2,148	2,764	2,462	1,800	1,685	1,335	1,285	1,114	1,919	1,780	2,837	1,424	2,235	8,209	207
365	697	658	505	392	283	267	429	293	365	650	341	639	2,098	69
4	6	2	17	3	3	2	7	3	8	19	4	8	79	-
6	4	4	2	1	4	2	4	7	5	7	8	-	21	4
32	46	30	24	26	21	18	24	46	32	67	18	44	211	1
107	53	55	23	19	12	20	18	18	27	106	20	47	243	10
26	23	51	122	47	5	86	11	29	29	130	19	107	254	2
4	-	2	24	1	1	-	-	3	-	7	1	21	14	359
1	-	-	6	2	-	2	-	3	1	1	-	-	9	-
33	48	41	38	36	20	19	16	23	34	41	36	48	236	-
72	31	28	18	54	19	26	23	32	5	29	10	93	314	44
10	3	6	-	1	3	5	7	2	8	14	8	6	40	2
2	2	6	-	-	-	1	1	-	4	2	-	3	9	-
127	449	12	28	8	27	15	19	13	4	163	199	17	870	-
92	34	12	41	12	39	16	3	15	13	24	24	16	120	1
-	-	-	-	-	9	1	-	-	-	-	-	4	14	-
32	30	22	9	30	5	15	7	19	10	33	56	12	155	1
470	238	184	138	125	80	44	189	495	108	380	138	244	1,627	139

Derbyshire and Nottinghamshire Q55	East Anglia Q56	Essex Q57	Hertfordshire and the South Midlands Q58	Leicestershire and Lincolnshire Q59	Shropshire and Staffordshire Q60	Bath, Gloucestershire, Swindon and Wiltshire Q64	Somerset, Somerset and South Gloucestershire Q65	Devon, Cornwall and Isles of Scilly Q66	Kent and Medway Q67	Surrey and Sussex Q68	Thames Valley Q69	Wessex Q70	London Q71	Other Q99
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
4.4%	5.4%	5.4%	6.3%	5.7%	5.7%	7.3%	4.7%	5.2%	6.6%	6.5%	7.6%	6.4%	3.9%	0.9%
1.5%	2.3%	2.2%	1.5%	0.7%	4.1%	1.9%	0.8%	1.5%	2.5%	1.3%	1.4%	1.0%	1.0%	1.3%
6.6%	8.4%	10.4%	11.2%	15.2%	9.4%	7.8%	4.5%	6.7%	5.8%	9.0%	10.1%	8.0%	7.6%	4.3%
1.2%	1.6%	2.4%	1.8%	2.6%	3.1%	1.9%	6.6%	1.8%	3.1%	1.8%	1.7%	2.1%	3.3%	-
-	-	0.0%	0.1%	0.1%	0.1%	-	-	0.0%	-	0.1%	-	0.3%	0.4%	1.1%
0.4%	0.0%	-	0.0%	-	-	-	0.1%	-	0.0%	0.3%	0.1%	-	0.1%	1.1%
11.2%	13.4%	9.7%	8.7%	9.6%	9.8%	12.1%	11.9%	14.0%	12.0%	12.0%	13.9%	10.3%	13.3%	8.6%
45.4%	42.9%	48.1%	46.1%	45.6%	48.4%	48.6%	42.5%	46.5%	51.2%	41.6%	39.1%	45.3%	39.7%	20.4%
7.7%	10.8%	12.9%	12.3%	10.6%	10.3%	10.1%	16.3%	7.1%	10.5%	10.7%	9.4%	12.9%	10.1%	6.8%
0.1%	0.1%	0.0%	0.4%	0.1%	0.1%	0.1%	0.3%	0.1%	0.2%	0.3%	0.1%	0.2%	0.4%	-
0.1%	0.1%	0.1%	0.0%	0.0%	0.1%	0.1%	0.2%	0.2%	0.1%	0.1%	0.2%	-	0.1%	0.4%
0.7%	0.7%	0.6%	0.6%	0.7%	0.8%	0.7%	0.9%	1.1%	0.9%	1.1%	0.5%	0.9%	1.0%	0.1%
2.3%	0.8%	1.1%	0.6%	0.5%	0.4%	0.8%	0.7%	0.4%	0.8%	1.7%	0.5%	1.0%	1.2%	1.0%
0.6%	0.4%	1.0%	3.0%	1.3%	0.2%	3.3%	0.4%	0.7%	0.8%	2.1%	0.5%	2.2%	1.2%	0.2%
0.1%	-	0.0%	0.6%	0.0%	0.0%	-	-	0.1%	-	0.1%	0.4%	0.1%	0.1%	35.4%
0.0%	-	-	0.1%	0.1%	-	0.1%	-	0.1%	0.0%	0.0%	-	-	0.0%	-
0.7%	0.7%	0.8%	0.9%	1.0%	0.7%	0.7%	0.6%	0.6%	1.0%	0.7%	1.0%	1.0%	1.1%	-
1.5%	0.5%	0.5%	0.4%	1.5%	0.7%	1.0%	0.9%	0.8%	0.1%	0.5%	0.3%	1.9%	1.5%	4.3%
0.2%	0.0%	0.1%	-	0.0%	0.1%	0.2%	0.3%	0.0%	0.2%	0.2%	0.2%	0.1%	0.2%	0.2%
0.0%	0.0%	0.1%	-	-	-	0.0%	0.0%	-	0.1%	0.0%	-	0.1%	0.0%	-
2.7%	7.0%	0.2%	0.7%	0.2%	1.0%	0.6%	0.7%	0.3%	0.1%	2.7%	5.5%	0.3%	4.2%	-
1.9%	0.5%	0.2%	1.0%	0.3%	1.4%	0.6%	0.1%	0.4%	0.4%	0.4%	2.5%	0.3%	0.6%	0.1%
-	-	-	-	-	0.3%	0.0%	-	-	-	-	-	0.1%	0.1%	-
0.7%	0.5%	0.4%	0.2%	0.8%	0.2%	0.6%	0.3%	0.5%	0.3%	0.5%	1.5%	0.2%	0.7%	0.1%
9.9%	3.7%	3.6%	3.3%	3.4%	2.9%	1.7%	7.2%	12.0%	3.1%	6.2%	3.8%	4.9%	7.9%	13.7%

Table 8 Hospital and Community Health Services (HCHS) : Written Complaints by NHS England Area Team and Organisation, 2013-14, England

England		114,308
Q44	Cheshire, Warrington and Wirral	2,110
01C	Eastern Cheshire CCG	20
01R	South Cheshire CCG	19
02D	Vale Royal CCG	9
02E	Warrington CCG	13
02F	West Cheshire CCG	22
12F	Wirral CCG	38
RBL	Wirral University Teaching Hospital NHS Foundation Trust	463
RBT	Mid Cheshire Hospitals NHS Foundation Trust	228
REN	The Clatterbridge Cancer Centre NHS Foundation Trust	19
RJN	East Cheshire NHS Trust	184
RJR	Countess of Chester Hospital NHS Foundation Trust	228
RTV	5 Boroughs Partnership NHS Foundation Trust	244
RWW	Warrington and Halton Hospitals NHS Foundation Trust	422
RXA	Cheshire and Wirral Partnership NHS Foundation Trust	161
RY7	Wirral Community NHS Trust	40
Q45	Durham, Darlington and Tees	1,438
00C	Darlington CCG	2
00D	Durham Dales, Easington and Sedgefield CCG	3
00J	North Durham CCG	3
00K	Hartlepool and Stockton-on-Tees CCG	11
00M	South Tees CCG	11
RTR	South Tees Hospitals NHS Foundation Trust	391
RVW	North Tees and Hartlepool NHS Foundation Trust	319
RX3	Tees, Esk and Wear Valleys NHS Foundation Trust	151
RXP	County Durham and Darlington NHS Foundation Trust	547
Q46	Greater Manchester	8,151
00T	Bolton CCG	24
00V	Bury CCG	14
00W	Central Manchester CCG	10
00Y	Oldham CCG	17
01D	Heywood, Middleton and Rochdale CCG	22
01G	Salford CCG	10
01M	North Manchester CCG	3
01N	South Manchester CCG	3
01W	Stockport CCG	38
01Y	Tameside and Glossop CCG	8
02A	Trafford CCG	10
02H	Wigan Borough CCG	6
NCE	Mastercall Healthcare	14
NCM	Six Degrees Social Enterprise CIC	1
NJH	Future Directions CIC	13
RBV	The Christie NHS Foundation Trust	66
RM2	University Hospital of South Manchester NHS Foundation Trust	622
RM3	Salford Royal NHS Foundation Trust	383
RMC	Bolton NHS Foundation Trust	564
RMP	Tameside Hospital NHS Foundation Trust	412
RRF	Wrightington, Wigan and Leigh NHS Foundation Trust	391
RT2	Pennine Care NHS Foundation Trust	324
RW3	Central Manchester University Hospitals NHS Foundation Trust	1,192
RW6	Pennine Acute Hospitals NHS Trust	813
RWJ	Stockport NHS Foundation Trust	708
RX7	North West Ambulance Service NHS Trust	2,078
RXV	Greater Manchester West Mental Health NHS Foundation Trust	121
RY2	Bridgewater Community Healthcare NHS Trust	88
TAE	Manchester Mental Health and Social Care Trust	196
Q47	Lancashire	2,364
00Q	Blackburn With Darwen CCG	16
00R	Blackpool CCG	6
00X	Chorley and South Ribble CCG	6
01A	East Lancashire CCG	24
01E	Greater Preston CCG	4
01K	Lancashire North CCG	3
02G	West Lancashire CCG	12
02M	Fylde & Wyre CCG	9
RJX	Calderstones Partnership NHS Foundation Trust	97
RW5	Lancashire Care NHS Foundation Trust	471
RXL	Blackpool Teaching Hospitals NHS Foundation Trust	434
RXN	Lancashire Teaching Hospitals NHS Foundation Trust	582
RXR	East Lancashire Hospitals NHS Trust	700
Q48	Merseyside	2,556
01F	Halton CCG	19
01J	Knowsley CCG	7
01T	South Sefton CCG	19
01V	Southport and Formby CCG	10
01X	St Helens CCG	18
99A	Liverpool CCG	115
RBN	St Helens and Knowsley Hospitals NHS Trust	325
RBQ	Liverpool Heart and Chest Hospital NHS Foundation Trust	59
RBS	Alder Hey Children's NHS Foundation Trust	166
REM	Aintree University Hospital NHS Foundation Trust	307
REP	Liverpool Women's NHS Foundation Trust	213
RET	The Walton Centre NHS Foundation Trust	180
RQ6	Royal Liverpool and Broadgreen University Hospitals NHS Trust	277
RVY	Southport and Ormskirk Hospital NHS Trust	330

RW4	Mersey Care NHS Trust	371
RY1	Liverpool Community Health NHS Trust	140
Q49	Cumbria, Northumberland, Tyne and Wear	4,261
00F	Gateshead CCG	3
00G	Newcastle North and East CCG	2
00H	Newcastle West CCG	nil
00L	Northumberland CCG	3
00N	South Tyneside CCG	2
00P	Sunderland CCG	1
01H	Cumbria CCG	31
99C	North Tyneside CCG	3
NLM	Teeside Urgent Care	23
RE9	South Tyneside NHS Foundation Trust	221
RLN	City Hospitals Sunderland NHS Foundation Trust	721
RNL	North Cumbria University Hospitals NHS Trust	365
RNN	Cumbria Partnership NHS Foundation Trust	161
RR7	Gateshead Health NHS Foundation Trust	234
RTD	The Newcastle Upon Tyne Hospitals NHS Foundation Trust	702
RTF	Northumbria Healthcare NHS Foundation Trust	510
RTX	University Hospitals of Morecambe Bay NHS Foundation Trust	489
RX4	Northumberland, Tyne and Wear NHS Foundation Trust	346
RX6	North East Ambulance Service NHS Foundation Trust	444
Q50	North Yorkshire and Humber	2,477
02Y	East Riding of Yorkshire CCG	18
03D	Hambleton, Richmondshire and Whitby CCG	10
03E	Harrogate and Rural District CCG	16
03F	Hull CCG	2
03H	North East Lincolnshire CCG	nil
03K	North Lincolnshire CCG	9
03M	Scarborough and Ryedale CCG	19
03Q	Vale of York CCG	20
NL3	Care Plus Group	28
NNF	City Health Care Partnership CIC	59
NQL	Navigo	24
RCB	York Teaching Hospital NHS Foundation Trust	564
RCD	Harrogate and District NHS Foundation Trust	215
RJL	Northern Lincolnshire and Goole NHS Foundation Trust	537
RV9	Humber NHS Foundation Trust	167
RWA	Hull and East Yorkshire Hospitals NHS Trust	789
Q51	South Yorkshire and Bassetlaw	2,790
02P	Barnsley CCG	10
02Q	Bassetlaw CCG	15
02X	Doncaster CCG	15
03L	Rotherham CCG	10
03N	Sheffield CCG	82
RCU	Sheffield Children's NHS Foundation Trust	116
RFF	Barnsley Hospital NHS Foundation Trust	279
RFR	The Rotherham NHS Foundation Trust	595
RHQ	Sheffield Teaching Hospitals NHS Foundation Trust	949
RP5	Doncaster and Bassetlaw Hospitals NHS Foundation Trust	417
RXE	Rotherham Doncaster and South Humber NHS Foundation Trust	155
TAH	Sheffield Health & Social Care NHS Foundation Trust	147
Q52	West Yorkshire	5,026
02N	Airedale, Wharfedale and Craven CCG	13
02R	Bradford Districts CCG	5
02T	Calderdale CCG	23
02V	Leeds North CCG	3
02W	Bradford City CCG	1
03A	Greater Huddersfield CCG	14
03C	Leeds West CCG	6
03G	Leeds South and East CCG	7
03J	North Kirklees CCG	9
03R	Wakefield CCG	10
NL1	Spectrum Community Health - CIC	22
NL8	Locals Community Partnerships	30
RAE	Bradford Teaching Hospitals NHS Foundation Trust	553
RCF	Airedale NHS Foundation Trust	73
RGD	Leeds and York Partnership NHS Foundation Trust	147
RR8	Leeds Teaching Hospitals NHS Trust	1,066
RWY	Calderdale and Huddersfield NHS Foundation Trust	564
RX8	Yorkshire Ambulance Service NHS Trust	481
RXF	Mid Yorkshire Hospitals NHS Trust	1,405
RXG	South West Yorkshire Partnership NHS Foundation Trust	338
RY6	Leeds Community Healthcare NHS Trust	176
TAD	Bradford District Care Trust	80
Q53	Arden, Herefordshire and Worcestershire	2,352
05A	Coventry and Rugby CCG	29
05F	Herefordshire CCG	21
05H	Warwickshire North CCG	22
05J	Redditch and Bromsgrove CCG	7
05R	South Warwickshire CCG	31
05T	South Worcestershire CCG	19
06D	Wyre Forest CCG	8
R1A	Worcestershire Health and Care NHS Trust	258
RJC	South Warwickshire NHS Foundation Trust	190
RKB	University Hospitals Coventry and Warwickshire NHS Trust	490
RLQ	Wye Valley NHS Trust	242
RLT	George Eliot Hospital NHS Trust	326
RWP	Worcestershire Acute Hospitals NHS Trust	600
RYG	Coventry and Warwickshire Partnership NHS Trust	109
Q54	Birmingham and the Black Country	5,080
04X	Birmingham South and Central CCG	26

05C	Dudley CCG	60
05L	Sandwell and West Birmingham CCG	22
05P	Solihull CCG	20
05Y	Walsall CCG	22
06A	Wolverhampton CCG	23
13P	Birmingham Crosscity CCG	16
NR9	John Taylor Hospice Community Interest Company	1
RBK	Walsall Healthcare NHS Trust	354
RL4	The Royal Wolverhampton NHS Trust	402
RLU	Birmingham Women'S NHS Foundation Trust	146
RNA	The Dudley Group NHS Foundation Trust	330
RQ3	Birmingham Children's Hospital NHS Foundation Trust	110
RR1	Heart of England NHS Foundation Trust	958
RRJ	The Royal Orthopaedic Hospital NHS Foundation Trust	146
RRK	University Hospitals Birmingham NHS Foundation Trust	664
RXK	Sandwell and West Birmingham Hospitals NHS Trust	663
RXT	Birmingham and Solihull Mental Health NHS Foundation Trust	272
RYA	West Midlands Ambulance Service NHS Foundation Trust	417
RYK	Dudley and Walsall Mental Health Partnership NHS Trust	90
RYW	Birmingham Community Healthcare NHS Trust	177
TAJ	Black Country Partnership NHS Foundation Trust	161
Q55	Derbyshire and Nottinghamshire	4,727
03X	Erewash CCG	10
03Y	Hardwick CCG	12
04E	Mansfield and Ashfield CCG	33
04H	Newark & Sherwood CCG	24
04J	North Derbyshire CCG	14
04L	Nottingham North and East CCG	24
04M	Nottingham West CCG	8
04N	Rushcliffe CCG	12
04R	Southern Derbyshire CCG	37
NDW	Ripplez CIC	4
NNJ	Derbyshire Health United Ltd	311
RFS	Chesterfield Royal Hospital NHS Foundation Trust	805
RHA	Nottinghamshire Healthcare NHS Trust	864
RK5	Sherwood Forest Hospitals NHS Foundation Trust	699
RTG	Derby Hospitals NHS Foundation Trust	681
RX1	Nottingham University Hospitals NHS Trust	693
RX9	East Midlands Ambulance Service NHS Trust	177
RXM	Derbyshire Healthcare NHS Foundation Trust	127
RY8	Derbyshire Community Health Services NHS Trust	192
Q56	East Anglia	6,436
06H	Cambridgeshire and Peterborough CCG	40
06L	Ipswich and East Suffolk CCG	53
06M	Great Yarmouth and Waveney CCG	14
06V	North Norfolk CCG	20
06W	Norwich CCG	11
06Y	South Norfolk CCG	11
07J	West Norfolk CCG	9
07K	West Suffolk CCG	20
NAX	East Coast Community Healthcare CIC	175
NHM	Suffolk Community Healthcare	65
RCX	The Queen Elizabeth Hospital, King's Lynn, NHS Foundation Trust	569
RGM	Papworth Hospital NHS Foundation Trust	48
RGN	Peterborough and Stamford Hospitals NHS Foundation Trust	502
RGP	James Paget University Hospitals NHS Foundation Trust	266
RGQ	Ipswich Hospital NHS Trust	709
RGR	West Suffolk NHS Foundation Trust	356
RGT	Cambridge University Hospitals NHS Foundation Trust	465
RM1	Norfolk and Norwich University Hospitals NHS Foundation Trust	986
RMY	Norfolk and Suffolk NHS Foundation Trust	544
RQQ	Hinchingbrooke Health Care NHS Trust	242
RT1	Cambridgeshire and Peterborough NHS Foundation Trust	151
RY3	Norfolk Community Health and Care NHS Trust	207
RYC	East of England Ambulance Service NHS Trust	798
RYV	Cambridgeshire Community Services NHS Trust	175
Q57	Essex	5,118
06Q	Mid Essex CCG	2
06T	North East Essex CCG	21
07G	Thurrock CCG	11
07H	West Essex CCG	16
99E	Basildon and Brentwood CCG	45
99F	Castle Point and Rochford CCG	20
99G	Southend CCG	45
NQ1	Anglian Community Enterprise Community Interest Company (Ace CIC)	67
NQA	Provide	163
RAJ	Southend University Hospital NHS Foundation Trust	883
RDD	Basildon and Thurrock University Hospitals NHS Foundation Trust	833
RDE	Colchester Hospital University NHS Foundation Trust	1,257
RQ8	Mid Essex Hospital Services NHS Trust	839
RQW	The Princess Alexandra Hospital NHS Trust	389
RRD	North Essex Partnership University NHS Foundation Trust	138
RWN	South Essex Partnership University NHS Foundation Trust	389
Q58	Hertfordshire and the South Midlands	4,118
03V	Corby CCG	7
04F	Milton Keynes CCG	15
04G	Nene CCG	40
06F	Bedfordshire CCG	101
06K	East and North Hertfordshire CCG	51
06N	Herts Valleys CCG	41
06P	Luton CCG	27
NPH	Milton Keynes Urgent Care Services CIC	17
NRG	Baby Ways Community Interest Company	nil
NRR	Community Dental Services CIC	7
RC1	Bedford Hospital NHS Trust	285
RC9	Luton and Dunstable University Hospital NHS Foundation Trust	624

RD8	Milton Keynes Hospital NHS Foundation Trust	395
RNQ	Kettering General Hospital NHS Foundation Trust	369
RNS	Northampton General Hospital NHS Trust	526
RP1	Northamptonshire Healthcare NHS Foundation Trust	328
RWH	East and North Hertfordshire NHS Trust	868
RWR	Hertfordshire Partnership University NHS Foundation Trust	232
RY4	Hertfordshire Community NHS Trust	185
Q59	Leicestershire and Lincolnshire	3,662
03T	Lincolnshire East CCG	32
03W	East Leicestershire and Rutland CCG	6
04C	Leicester City CCG	25
04D	Lincolnshire West CCG	13
04Q	South West Lincolnshire CCG	9
04V	West Leicestershire CCG	109
99D	South Lincolnshire CCG	5
RP7	Lincolnshire Partnership NHS Foundation Trust	194
RT5	Leicestershire Partnership NHS Trust	330
RWD	United Lincolnshire Hospitals NHS Trust	712
RWE	University Hospitals of Leicester NHS Trust	2,034
RY5	Lincolnshire Community Health Services NHS Trust	193
Q60	Shropshire and Staffordshire	2,756
04Y	Cannock Chase CCG	nil
05D	East Staffordshire CCG	16
05G	North Staffordshire CCG	29
05N	Shropshire CCG	20
05Q	South East Staffs and Seisdon Peninsular CCG	18
05V	Stafford and Surrounds CCG	18
05W	Stoke on Trent CCG	60
05X	Telford and Wrekin CCG	22
NRX	Midlands Psychology CIC	1
R1D	Shropshire Community Health NHS Trust	77
R1E	Staffordshire and Stoke on Trent Partnership NHS Trust	263
RJD	Mid Staffordshire NHS Foundation Trust	268
RJE	University Hospital of North Staffordshire NHS Trust	809
RJF	Burton Hospitals NHS Foundation Trust	475
RL1	The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trus	87
RLY	North Staffordshire Combined Healthcare NHS Trust	57
RRE	South Staffordshire and Shropshire Healthcare NHS Foundation Trust	92
RXW	Shrewsbury and Telford Hospital NHS Trust	444
Q64	Bath, Gloucestershire, Swindon and Wiltshire	2,644
11E	Bath and North East Somerset CCG	27
11M	Gloucestershire CCG	23
12D	Swindon CCG	33
99N	Wiltshire CCG	114
NLX	Sirona Care & Health	49
R1J	Gloucestershire Care Services NHS Trust	77
RBB	Royal National Hospital For Rheumatic Diseases NHS Foundation Trust	12
RD1	Royal United Hospital Bath NHS Trust	365
RN3	Great Western Hospitals NHS Foundation Trust	360
RNZ	Salisbury NHS Foundation Trust	330
RTE	Gloucestershire Hospitals NHS Foundation Trust	836
RTQ	2Gether NHS Foundation Trust	146
RVN	Avon and Wiltshire Mental Health Partnership NHS Trust	272
Q65	Bristol, North Somerset, Somerset and South Gloucestershire	2,515
11H	Bristol CCG	44
11T	North Somerset CCG	24
11X	Somerset CCG	62
12A	South Gloucestershire CCG	12
NLT	North Somerset Community Partnership Community Interest Company	26
NLW	Bristol Community Health	31
RA3	Weston Area Health NHS Trust	225
RA4	Yeovil District Hospital NHS Foundation Trust	266
RA7	University Hospitals Bristol NHS Foundation Trust	775
RBA	Taunton and Somerset NHS Foundation Trust	182
RH5	Somerset Partnership NHS Foundation Trust	113
RVJ	North Bristol NHS Trust	755
Q66	Devon, Cornwall and Isles of Scilly	4,123
11N	Kernow CCG	19
99P	North, East, West Devon CCG	95
99Q	South Devon and Torbay CCG	9
NLL	Peninsula Community Health CIC	120
NR5	Plymouth Community Healthcare (CIC)	160
NX0	Chime Social Enterprise	7
R1G	Torbay and Southern Devon Health and Care NHS Trust	67
RA9	South Devon Healthcare NHS Foundation Trust	241
RBZ	Northern Devon Healthcare NHS Trust	324
REF	Royal Cornwall Hospitals NHS Trust	491
RH8	Royal Devon and Exeter NHS Foundation Trust	497
RJ8	Cornwall Partnership NHS Foundation Trust	111
RK9	Plymouth Hospitals NHS Trust	860
RWV	Devon Partnership NHS Trust	336
RYF	South Western Ambulance Service NHS Foundation Trust	786
Q67	Kent and Medway	3,479
09C	Ashford CCG	9
09E	Canterbury and Coastal CCG	18
09J	Dartford, Gravesham and Swanley CCG	14
09W	Medway CCG	4
10A	South Kent Coast CCG	12
10D	Swale CCG	6
10E	Thanet CCG	17
99J	West Kent CCG	43
NQ7	Medway Community Healthcare	143

RN7	Dartford and Gravesham NHS Trust	451
RPA	Medway NHS Foundation Trust	628
RVV	East Kent Hospitals University NHS Foundation Trust	895
RWF	Maidstone and Tunbridge Wells NHS Trust	574
RXY	Kent and Medway NHS and Social Care Partnership Trust	376
RYY	Kent Community Health NHS Trust	289
Q68	Surrey and Sussex	6,103
09D	Brighton and Hove CCG	49
09F	Eastbourne, Hailsham and Seaford CCG	33
09G	Coastal West Sussex CCG	67
09H	Crawley CCG	15
09L	East Surrey CCG	4
09N	Guildford and Waverley CCG	37
09P	Hastings and Rother CCG	32
09X	Horsham and Mid Sussex CCG	10
09Y	North West Surrey CCG	1
10C	Surrey Heath CCG	3
99H	Surrey Downs CCG	34
99K	High Weald Lewes Havens CCG	23
RA2	Royal Surrey County Hospital NHS Foundation Trust	430
RDR	Sussex Community NHS Trust	204
RDU	Frimley Park Hospital NHS Foundation Trust	382
RPC	Queen Victoria Hospital NHS Foundation Trust	80
RTK	Ashford and St Peter'S Hospitals NHS Foundation Trust	548
RTP	Surrey and Sussex Healthcare NHS Trust	482
RX2	Sussex Partnership NHS Foundation Trust	765
RXC	East Sussex Healthcare NHS Trust	521
RXH	Brighton and Sussex University Hospitals NHS Trust	1,126
RXX	Surrey and Borders Partnership NHS Foundation Trust	130
RYD	South East Coast Ambulance Service NHS Foundation Trust	605
RYR	Western Sussex Hospitals NHS Foundation Trust	522
Q69	Thames Valley	3,546
10G	Bracknell and Ascot CCG	26
10H	Chiltern CCG	60
10M	Newbury and District CCG	18
10N	North & West Reading CCG	10
10Q	Oxfordshire CCG	40
10T	Slough CCG	11
10W	South Reading CCG	14
10Y	Aylesbury Vale CCG	39
11C	Windsor, Ascot and Maidenhead CCG	35
11D	Wokingham CCG	14
RD7	Heatherwood and Wexham Park Hospitals NHS Foundation Trust	548
RHW	Royal Berkshire NHS Foundation Trust	411
RNU	Oxford Health NHS Foundation Trust	225
RTH	Oxford University Hospitals NHS Trust	890
RWX	Berkshire Healthcare NHS Foundation Trust	210
RXQ	Buckinghamshire Healthcare NHS Trust	613
RYE	South Central Ambulance Service NHS Foundation Trust	382
Q70	Wessex	4,935
10J	North Hampshire CCG	26
10K	Fareham and Gosport CCG	40
10L	Isle of Wight CCG	9
10R	Portsmouth CCG	11
10V	South Eastern Hampshire CCG	35
10X	Southampton CCG	31
11A	West Hampshire CCG	174
11J	Dorset CCG	61
99M	North East Hampshire and Farnham CCG	11
NCH	Talkplus	nil
NWA	Echotech Ltd	nil
R1C	Solent NHS Trust	295
R1F	Isle of Wight NHS Trust	194
RBD	Dorset County Hospital NHS Foundation Trust	428
RD3	Poole Hospital NHS Foundation Trust	467
RDY	Dorset Healthcare University NHS Foundation Trust	452
RDZ	The Royal Bournemouth and Christchurch Hospitals NHS Foundation Trust	370
RHM	University Hospital Southampton NHS Foundation Trust	563
RHU	Portsmouth Hospitals NHS Trust	692
RN5	Hampshire Hospitals NHS Foundation Trust	606
RW1	Southern Health NHS Foundation Trust	470
Q71	London	20,646
07L	Barking and Dagenham CCG	3
07M	Barnet CCG	4
07N	Bexley CCG	25
07P	Brent CCG	35
07Q	Bromley CCG	28
07R	Camden CCG	3
07T	City and Hackney CCG	1
07V	Croydon CCG	31
07W	Ealing CCG	15
07X	Enfield CCG	12
07Y	Hounslow CCG	39
08A	Greenwich CCG	47
08C	Hammersmith and Fulham CCG	7
08D	Haringey CCG	4
08E	Harrow CCG	26
08F	Havering CCG	1
08G	Hillingdon CCG	14
08H	Islington CCG	nil
08J	Kingston CCG	8
08K	Lambeth CCG	12
08L	Lewisham CCG	19
08M	Newham CCG	nil
08N	Redbridge CCG	10
08P	Richmond CCG	13

08Q	Southwark CCG	2
08R	Merton CCG	19
08T	Sutton CCG	34
08V	Tower Hamlets CCG	nil
08W	Waltham Forest CCG	3
08X	Wandsworth CCG	18
08Y	West London (K&C & Qpp) CCG	28
09A	Central London (Westminster) CCG	23
NAL	Patientfirst Social Enterprise	nil
NDA	Virgin Care Services Ltd	138
NNV	Your Healthcare	22
NQV	Bromley Healthcare	118
R1H	Barts Health NHS Trust	2,451
RAL	Royal Free London NHS Foundation Trust	652
RAN	Royal National Orthopaedic Hospital NHS Trust	91
RAP	North Middlesex University Hospital NHS Trust	497
RAS	The Hillingdon Hospitals NHS Foundation Trust	423
RAT	North East London NHS Foundation Trust	215
RAX	Kingston Hospital NHS Foundation Trust	401
RC3	Ealing Hospital NHS Trust	223
RF4	Barking, Havering and Redbridge University Hospitals NHS Trust	771
RFW	West Middlesex University Hospital NHS Trust	384
RJ1	Guy's and St Thomas' NHS Foundation Trust	926
RJ2	Lewisham and Greenwich NHS Trust	807
RJ6	Croydon Health Services NHS Trust	705
RJ7	St George's Healthcare NHS Trust	1,083
RJZ	King's College Hospital NHS Foundation Trust	980
RKE	The Whittington Hospital NHS Trust	460
RKL	West London Mental Health NHS Trust	444
RNK	Tavistock and Portman NHS Foundation Trust	12
RP4	Great Ormond Street Hospital for Children NHS Foundation Trust	123
RP6	Moorfields Eye Hospital NHS Foundation Trust	249
RPG	Oxleas NHS Foundation Trust	204
RPY	The Royal Marsden NHS Foundation Trust	175
RQM	Chelsea and Westminster Hospital NHS Foundation Trust	356
RQX	Homerton University Hospital NHS Foundation Trust	271
RQY	South West London and St George's Mental Health NHS Trust	359
RRP	Barnet, Enfield and Haringey Mental Health NHS Trust	293
RRU	London Ambulance Service NHS Trust	1,060
RRV	University College London Hospitals NHS Foundation Trust	788
RT3	Royal Brompton & Harefield NHS Foundation Trust	65
RV3	Central and North West London NHS Foundation Trust	538
RV5	South London and Maudsley NHS Foundation Trust	561
RV8	North West London Hospitals NHS Trust	784
RVL	Barnet and Chase Farm Hospitals NHS Trust	336
RVR	Epsom and St Helier University Hospitals NHS Trust	480
RWK	East London NHS Foundation Trust	375
RY9	Hounslow and Richmond Community Healthcare NHS Trust	82
RYH	NHS Direct NHS Trust	68
RYJ	Imperial College Healthcare NHS Trust	884
RYX	Central London Community Healthcare NHS Trust	92
TAF	Camden and Islington NHS Foundation Trust	216
Other		895
KO41aSE01	First Contact Clinical	3
KO41aSE02	Bevan Healthcare CIC	nil
KO41aSE05	Health First ALW Community Interest Company	nil
KO41aSE06	St Pauls Way Medical Centre (MEEBBB Health CIC)	7
KO41aSE08	First Community Health and Care	16
KO41aSE102	City & Hackney Urgent Healthcare Social Enterprise	1
KO41aSE125	Allied Healthcare Group Limited	214
KO41aSE16	Herts Urgent Care	29
KO41aSE19	East Lancashire Medical Services	108
KO41aSE20	Accelerate Health CIC	1
KO41aSE23	Urgent Care 24	73
KO41aSE25	Integrated Care 24 (formerly South East Health Limited)	263
KO41aSE28	Willow Bank Partnership Community Interest Company(Willow Bank Surgery)	13
KO41aSE34	Annie's Healthcare Services CIC	nil
KO41aSE39	Care & Support Partnership Community Interest Company Limited	131
KO41aSE40	Carers' Break - Community Interest Company	nil
KO41aSE44	Connections (West Yorkshire) Health and Social Care CIC	nil
KO41aSE52	Falcare CIC Ltd	nil
KO41aSE66	Inclusion Healthcare Social Enterprise CIC	nil
KO41aSE74	Positive Support in Tees Community Interest Company	nil
KO41aSE80	SCIL Continuing Care Community Interest Company	nil
KO41aSE88	Support Horizons CIC	nil
KO41aSE93	Vernova Healthcare Community Interest Company	2
NWL	My General Practice Limited	1
X24	NHS England	33

<i>Total organisations approached for data</i>	636
<i>of which Foundation Trusts not returning data ⁽²⁾</i>	-

Notes:

' nil ' refers to organisations that did not submit a return

' - ' denotes zero.

Data as at 1 April 2013 - 31 March 2014

Source:

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Table 9 General Practice (including Dental) Health Services : Written Complaints by Service Area, 2008-09 to 2013-14, England

	2008-09 ⁽¹⁾	2009-10	2010-11	2011-12	2012-13 ⁽²⁾⁽⁴⁾	2013-14 ⁽⁴⁾⁽⁵⁾
All Service Areas	48,597	50,755	50,708	54,870	52,703	60,564
Medical	29,411	30,623	30,784	29,897	27,711	24,405
Dental	8,909	8,100	8,321	8,167	6,729	6,973
General Practice administration	9,042	9,889	9,745	13,298	13,933	22,643
Other	1,235	2,143	1,858	3,508	4,330	6,543
<i>Total organisations approached for data</i>	<i>152</i>	<i>152</i>	<i>151</i>	<i>154</i>	<i>150</i>	<i>25⁽⁵⁾</i>
<i>of which incomplete returns ⁽³⁾</i>	<i>36</i>	<i>18</i>	<i>29</i>	<i>36</i>	<i>65</i>	<i>25⁽⁵⁾</i>

Notes:

⁽¹⁾ Includes one PCT in 2008-09 which did not submit a return

⁽²⁾ Three PCTs failed to submit a return for 2012-13

⁽³⁾ Information from some PCTs state they did not receive returns for some practices within their area and so have submitted incomplete data.

⁽⁴⁾ We are unable to provide comparisons between 2012-13 with previous years for figures including FHS (GP data) due to the number of PCTs unable to submit complete returns in 2012-13. For more information see the Data Quality section of this publication.

⁽⁵⁾ We are unable to provide comparisons between 2013-14 with previous years for figures including FHS (GP data) due to the number of NHS England Area Teams unable to submit complete returns in 2013-14. For more information see the Data Quality section of this publication.

Data as at 1 April - 31 March each year

Source:

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Table 10 General Practice (including Dental) Health Services : Written Complaints by Subject of Complaint ⁽¹⁾, 2008-09 to 2013-14, England

	2008-09 ⁽³⁾	2009-10	2010-11	2011-12	2012-13 ⁽⁴⁾⁽⁵⁾	2013-14 ⁽⁵⁾⁽⁶⁾
All Subjects of Complaint ⁽¹⁾	46,248	48,271	49,275	53,590	48,637	61,196
Communications / attitude	11,003	11,677	11,360	11,650	10,110	13,275
Premises	1,083	773	681	650	602	1,621
Practice / surgery management	6,045	5,766	5,050	5,210	4,889	6,360
General Practice administration	7,448	7,673	8,055	9,924	9,461	12,513
Clinical	14,866	16,300	17,465	19,336	17,184	22,202
Other	5,803	6,082	6,664	6,820	6,391	5,225
<i>Total organisations approached for data</i>	<i>152</i>	<i>152</i>	<i>151</i>	<i>154</i>	<i>150</i>	<i>25⁽⁶⁾</i>
<i>of which incomplete returns ⁽²⁾</i>	<i>36</i>	<i>18</i>	<i>29</i>	<i>36</i>	<i>65</i>	<i>25⁽⁶⁾</i>

Notes:

⁽¹⁾ A complaint can be made concerning more than one subject area. Where this has occurred, some Practices have recorded a complaint under each subject area contained within the complaint letter received.

⁽²⁾ Information from some PCTs state they did not receive returns for some practices within their area and so have submitted incomplete data.

⁽³⁾ Includes one PCT in 2008-09 which did not submit a return

⁽⁴⁾ Three PCTs failed to submit a return for 2012-13

⁽⁵⁾ We are unable to provide comparisons between 2012-13 with previous years for figures including FHS (GP data) due to the number of PCTs unable to submit complete returns in 2012-13. For more information see the Data Quality section of this publication.

⁽⁶⁾ We are unable to provide comparisons between 2013-14 with previous years for figures including FHS (GP data) due to the number of NHS England Area Teams unable to submit complete returns in 2013-14. For more information see the Data Quality section of this publication.

Data as at 1 April - 31 March each year

Source:

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Table 11 General Practice (including Dental) Health Services : Written Complaints by Service Area within each NHS England Area Team, 2013-14, England

	England	Cheshire, Warrington and Wirral Q44	Durham, Darlington and Tees Q45	Greater Manchester Q46	Lancashire Q47	Merseyside Q48	Cumbria, Northumberland, Tyne and Wear Q49	North Yorkshire and Humber Q50	South Yorkshire and Bassetlaw Q51	West Yorkshire Q52	Arden, Herefordshire and Worcestershire Q53	Birmingham and the Black Country Q54
Total general practice (including dental) health services Complaints ⁽¹⁾	60,564	1,287	1,075	2,742	4,323	1,403	1,548	2,548	1,654	2,884	1,960	2,082
Medical	24,405	476	505	1,097	1,182	548	727	2,213	643	1,035	815	856
Dental	6,973	121	107	341	1,141	154	194	335	140	271	249	129
General Practice administration	22,643	615	346	1,072	1,157	561	487	-	708	1,319	694	916
Other	6,543	75	117	232	843	140	140	-	163	259	202	181

	England	Cheshire, Warrington and Wirral Q44	Durham, Darlington and Tees Q45	Greater Manchester Q46	Lancashire Q47	Merseyside Q48	Cumbria, Northumberland, Tyne and Wear Q49	North Yorkshire and Humber Q50	South Yorkshire and Bassetlaw Q51	West Yorkshire Q52	Arden, Herefordshire and Worcestershire Q53	Birmingham and the Black Country Q54
Total general practice (including dental) health services Complaints	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Medical	40.3%	37.0%	47.0%	40.0%	27.3%	39.1%	47.0%	86.9%	38.9%	35.9%	41.6%	41.1%
Dental	11.5%	9.4%	10.0%	12.4%	26.4%	11.0%	12.5%	13.1%	8.5%	9.4%	12.7%	6.2%
General Practice administration	37.4%	47.8%	32.2%	39.1%	26.8%	40.0%	31.5%	-	42.8%	45.7%	35.4%	44.0%
Other	10.8%	5.8%	10.9%	8.5%	19.5%	10.0%	9.0%	-	9.9%	9.0%	10.3%	8.7%

Data as at 1 April 2013 - 31 March 2014

' - ' denotes zero

Source:

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Derbyshire and Nottinghamshire Q55	East Anglia Q56	Essex Q57	Hertfordshire and the South Midlands Q58	Leicestershire and Lincolnshire Q59	Shropshire and Staffordshire Q60	Bath, Gloucestershire, Swindon and Wiltshire Q64	Somerset, Somerset and South Gloucestershire Q65	Devon, Cornwall and Isles of Scilly Q66	Kent and Medway Q67	Surrey and Sussex Q68	Thames Valley Q69	Wessex Q70	London Q71	Other Q99
574	3,222	2,190	3,552	1,450	1,855	1,683	2,081	2,550	1,942	3,260	1,886	3,644	7,019	150
224	1,209	981	1,312	645	860	597	819	992	798	1,310	681	1,317	2,525	38
149	307	142	239	168	161	136	164	282	250	244	155	640	710	44
139	1,369	755	1,709	531	621	808	835	978	662	1,459	829	1,215	2,799	59
62	337	312	292	106	213	142	263	298	232	247	221	472	985	9
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
39.0%	37.5%	44.8%	36.9%	44.5%	46.4%	35.5%	39.4%	38.9%	41.1%	40.2%	36.1%	36.1%	36.0%	25.3%
26.0%	9.5%	6.5%	6.7%	11.6%	8.7%	8.1%	7.9%	11.1%	12.9%	7.5%	8.2%	17.6%	10.1%	29.3%
24.2%	42.5%	34.5%	48.1%	36.6%	33.5%	48.0%	40.1%	38.4%	34.1%	44.8%	44.0%	33.3%	39.9%	39.3%
10.8%	10.5%	14.2%	8.2%	7.3%	11.5%	8.4%	12.6%	11.7%	11.9%	7.6%	11.7%	13.0%	14.0%	6.0%

Table 12 General Practice (including Dental) Health Services : Written Complaints by Subject(1) within each NHS England Area Team, 2013 -14, England

	England	Cheshire, Warrington and Wirral Q44	Durham, Darlington and Tees Q45	Greater Manchester Q46	Lancashire Q47	Merseyside Q48	Cumbria, Northumberland, Tyne and Wear Q49	North Yorkshire and Humber Q50	South Yorkshire and Bassetlaw Q51	West Yorkshire Q52	Arden, Herefordshire and Worcestershire Q53	Birmingham and the Black Country Q54	Derbyshire and Nottinghamshire Q55
dental) health services Complaints (1)	61,196	1,305	1,097	2,537	6,749	1,202	1,427	2,548	1,640	2,933	1,703	2,101	519
Communications / attitude	13,275	223	311	629	1,333	320	297	589	337	580	417	435	137
Premises	1,621	14	8	26	1,054	6	21	28	12	28	16	17	1
Practice / surgery management	6,360	176	118	199	1,120	151	170	172	138	318	146	231	32
General Practice administration	12,513	326	158	524	927	219	257	460	340	682	338	442	94
Clinical	22,202	468	420	980	1,483	439	565	1,064	637	1,099	682	785	211
Other	5,225	98	82	179	832	67	117	235	176	226	104	191	44

	England	Cheshire, Warrington and Wirral Q44	Durham, Darlington and Tees Q45	Greater Manchester Q46	Lancashire Q47	Merseyside Q48	Cumbria, Northumberland, Tyne and Wear Q49	North Yorkshire and Humber Q50	South Yorkshire and Bassetlaw Q51	West Yorkshire Q52	Arden, Herefordshire and Worcestershire Q53	Birmingham and the Black Country Q54	Derbyshire and Nottinghamshire Q55
Total general practice (including dental) health services Complaints	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Communications / attitude	21.7%	17.1%	28.4%	24.8%	19.8%	26.6%	20.8%	23.1%	20.5%	19.8%	24.5%	20.7%	26.4%
Premises	2.6%	1.1%	0.7%	1.0%	15.6%	0.5%	1.5%	1.1%	0.7%	1.0%	0.9%	0.8%	0.2%
Practice / surgery management	10.4%	13.5%	10.8%	7.8%	16.6%	12.6%	11.9%	6.8%	8.4%	10.8%	8.6%	11.0%	6.2%
General Practice administration	20.4%	25.0%	14.4%	20.7%	13.7%	18.2%	18.0%	18.1%	20.7%	23.3%	19.8%	21.0%	18.1%
Clinical	36.3%	35.9%	38.3%	38.6%	22.0%	36.5%	39.6%	41.8%	38.8%	37.5%	40.0%	37.4%	40.7%
Other	8.5%	7.5%	7.5%	7.1%	12.3%	5.6%	8.2%	9.2%	10.7%	7.7%	6.1%	9.1%	8.5%

(1) A complaint can be made concerning more than one subject area. Where this has occurred, some Practices have recorded a complaint under each subject area contained within the complaint letter received.

Data as at 1 April 2013 - 31 March 2014

Source:

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East Anglia Q56	Essex Q57	Hertfordshire and the South Midlands Q58	Leicestershire and Lincolnshire Q59	Shropshire and Staffordshire Q60	Bath, Gloucestershire, Swindon and Wiltshire Q64	Somerset, Somerset and South Gloucestershire Q65	Devon, Cornwall and Isles of Scilly Q66	Kent and Medway Q67	Surrey and Sussex Q68	Thames Valley Q69	Wessex Q70	London Q71	Other Q99
3,195	1,783	3,582	1,516	1,920	1,595	2,129	2,321	1,875	3,207	1,898	3,506	6,767	141
608	365	660	334	441	329	449	505	390	696	406	747	1,699	38
35	9	41	23	18	23	33	23	10	39	17	41	74	4
433	153	409	130	170	125	216	198	173	303	186	241	638	14
616	344	865	308	407	416	483	548	407	768	419	668	1,473	24
1,220	711	1,329	620	701	593	779	868	776	1,192	734	1,513	2,282	51
283	201	278	101	183	109	169	179	119	209	136	296	601	10

East Anglia Q56	Essex Q57	Hertfordshire and the South Midlands Q58	Leicestershire and Lincolnshire Q59	Shropshire and Staffordshire Q60	Bath, Gloucestershire, Swindon and Wiltshire Q64	Somerset, Somerset and South Gloucestershire Q65	Devon, Cornwall and Isles of Scilly Q66	Kent and Medway Q67	Surrey and Sussex Q68	Thames Valley Q69	Wessex Q70	London Q71	Other Q99
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
19.0%	20.5%	18.4%	22.0%	23.0%	20.6%	21.1%	21.8%	20.8%	21.7%	21.4%	21.3%	25.1%	27.0%
1.1%	0.5%	1.1%	1.5%	0.9%	1.4%	1.6%	1.0%	0.5%	1.2%	0.9%	1.2%	1.1%	2.8%
13.6%	8.6%	11.4%	8.6%	8.9%	7.8%	10.1%	8.5%	9.2%	9.4%	9.8%	6.9%	9.4%	9.9%
19.3%	19.3%	24.1%	20.3%	21.2%	26.1%	22.7%	23.6%	21.7%	23.9%	22.1%	19.1%	21.8%	17.0%
38.2%	39.9%	37.1%	40.9%	36.5%	37.2%	36.6%	37.4%	41.4%	37.2%	38.7%	43.2%	33.7%	36.2%
8.9%	11.3%	7.8%	6.7%	9.5%	6.8%	7.9%	7.7%	6.3%	6.5%	7.2%	8.4%	8.9%	7.1%

Index to Tables on Written Complaints; Experimental statistics

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Table 13 Hospital and Community Health Services (HCHS): Written Complaints and Complaints Upheld by Service Area 2013-14, England, experimental statistics

	Written Complaints Received	<i>of which</i>	Written Complaints Upheld	Percentage upheld
All Service Areas	114,308		57,072	49.9%
Ambulance services	6,873		2,451	35.7%
Community hospital services	2,001		1,059	52.9%
Elderly (geriatric) services	1,058		575	54.3%
Hospital acute services: A&E	9,919		5,155	52.0%
Hospital acute services: Inpatient	34,422		18,500	53.7%
Hospital acute services: Outpatient	31,083		17,647	56.8%
Maternity services	3,343		1,878	56.2%
Mental health services	12,221		4,614	37.8%
NHS Direct	362		204	56.4%
Other community health services	6,292		2,847	45.2%
CCG, NHS England commissioning	2,547		863	33.9%
Walk in centres	503		220	43.7%
Other	3,684		1,059	28.7%

Data as at 1 April 2013 - 31 March 2014

Source:

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Table 14 Hospital and Community Health Services (HCHS): Written Complaints and Complaints Upheld by Profession 2013-14, England, experimental statistics

	Written Complaints Received	<i>of which</i>	Written Complaints Upheld	Percentage upheld
All Professions	114,308		57,072	49.9%
Medical (including surgical)	52,123		26,157	50.2%
Dental (including surgical)	718		348	48.5%
Professions supplementary to medicine	3,836		1,992	51.9%
Nursing, Midwifery and Health Visiting	24,793		13,213	53.3%
Scientific, Technical and Professional	1,139		634	55.7%
Ambulance crews (including paramedics)	5,702		1,961	34.4%
Maintenance and Ancillary staff	643		384	59.7%
Administrative staff / members (exc GP admin)	1,196		445	37.2%
Trust Administrative staff / members	8,323		4,934	59.3%
Other	15,835		7,004	44.2%

Data as at 1 April 2013 - 31 March 2014

Source:

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Table 15 Hospital and Community Health Services (HCHS): Written Complaints and Complaints Upheld by Subject of Complaint⁽¹⁾ 2013-14, England, experimental statistics

	Written Complaints Received	<i>of which</i>	Written Complaints Upheld	Percentage upheld
All Subjects of Complaint ⁽¹⁾	114,788		57,312	49.9%
Admissions, discharge and transfer arrangements	5,913		3,104	52.5%
Aids and appliances, equipment, premises (including access)	1,529		849	55.5%
Appointments, delay / cancellation (outpatient)	9,038		5,932	65.6%
Appointments, delay / cancellation (inpatient)	2,681		1,420	53.0%
Length of time waiting for a response, or to be seen: NHS Direct	168		74	44.0%
Length of time waiting for a response, or to be seen: Walk in centres	106		49	46.2%
Attitude of staff	13,269		6,763	51.0%
All aspects of clinical treatment	52,330		25,363	48.5%
Communication / information to patients (written and oral)	11,472		6,389	55.7%
Consent to treatment	229		87	38.0%
Complaints handling	120		61	50.8%
Patients privacy and dignity	1,029		528	51.3%
Patients property and expenses	1,091		517	47.4%
CCG, NHS England commissioning (including waiting lists)	1,315		329	25.0%
Independent sector services commissioned by CCGs, NHS England	462		150	32.5%
Independent sector services commissioned by trusts	38		8	21.1%
Personal records (including medical and / or complaints)	1,017		563	55.4%
Failure to follow agreed procedures	1,109		552	49.8%
Patient's status, discrimination (e.g. racial, gender, age)	185		74	40.0%
Mortuary and post mortem arrangements	42		19	45.2%
Transport (ambulances and other)	3,935		1,498	38.1%
Policy and commercial decisions of trusts	734		213	29.0%
Code of openness - complaints	29		5	17.2%
Hotel services (including food)	644		383	59.5%
Other	6,303		2,382	37.8%

Notes:

⁽¹⁾ A complaint can be made concerning more than one subject area. Where this has occurred, some organisations have recorded a complaint under each subject area contained within the complaint letter received. Therefore the total number of complaints by subject (114,788) does not match the actual total number of complaints which is 114,308.

Data as at 1 April 2013 - 31 March 2014

Source:

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Table 16 Hospital and Community Health Services (HCHS): Written Complaints and Complaints Upheld by Service Area within each NHS England Area Team, 2013-14, England, experimental statistics

Total Complaints Received

	England	Cheshire, Warrington and Wirral Q44	Durham, Darlington and Tees Q45	Greater Manchester Q46	Lancashire Q47	Merseyside Q48	Cumbria, Northumberland, Tyne and Wear Q49	North Yorkshire and Humber Q50	South Yorkshire and Bassetlaw Q51	West Yorkshire Q52	Arden, Herefordshire and Worcestershire Q53	Birmingham and the Black Country Q54	Derbyshire and Nottinghamshire Q55	East Anglia Q56	Essex Q57	Hertfordshire and the South Midlands Q58	Leicestershire and Lincolnshire Q59	Shropshire and Staffordshire Q60	Bath, Gloucestershire, Swindon and Wiltshire Q64
Total HCHS Complaints	114,308	2,110	1,438	8,151	2,364	2,556	4,261	2,477	2,790	5,026	2,352	5,080	4,727	6,436	5,118	4,118	3,662	2,756	2,644
Hospital acute services: Inpatient	34,422	767	600	2,119	903	919	1,171	1,102	977	1,602	769	1,880	1,391	1,840	1,617	1,337	1,154	875	904
Hospital acute services: Outpatient	31,083	449	365	1,828	485	742	1,252	584	890	1,436	585	1,146	1,073	1,585	1,662	1,209	1,271	789	703
Hospital acute services: A&E	9,919	207	146	527	221	170	428	255	280	387	300	483	299	553	597	407	255	261	204
Elderly (geriatric) services	1,058	61	10	27	9	5	125	38	23	56	6	37	17	43	110	29	5	44	4
Mental health services	12,221	325	151	486	320	385	415	126	252	517	159	491	723	703	425	390	419	155	428
Maternity services	3,343	48	50	201	33	20	143	72	108	168	117	229	83	148	197	118	97	80	62
Ambulance services	6,873	2	1	2,087	1	1	446	1	8	364	-	417	184	803	9	6	1	10	-
Community hospital services	2,001	5	5	45	6	23	11	31	6	32	40	18	123	251	58	28	85	123	63
NHS Direct	362	-	-	-	-	-	18	1	-	119	-	5	-	-	4	7	3	2	-
Walk in centres	503	14	35	45	-	9	11	-	9	3	-	14	6	22	2	15	8	14	3
Other community health services	6,292	149	51	324	298	189	154	152	131	296	235	217	157	245	310	315	250	220	128
CCG, NHS England commissioning	2,547	50	24	123	79	37	48	83	94	30	83	111	138	113	68	176	71	106	108
Other	3,684	33	-	339	9	56	39	32	12	16	58	32	533	130	59	81	43	77	37

Written Complaints Upheld

	England	Cheshire, Warrington and Wirral Q44	Durham, Darlington and Tees Q45	Greater Manchester Q46	Lancashire Q47	Merseyside Q48	Cumbria, Northumberland, Tyne and Wear Q49	North Yorkshire and Humber Q50	South Yorkshire and Bassetlaw Q51	West Yorkshire Q52	Arden, Herefordshire and Worcestershire Q53	Birmingham and the Black Country Q54	Derbyshire and Nottinghamshire Q55	East Anglia Q56	Essex Q57	Hertfordshire and the South Midlands Q58	Leicestershire and Lincolnshire Q59	Shropshire and Staffordshire Q60	Bath, Gloucestershire, Swindon and Wiltshire Q64
Total HCHS Complaints	57,072	762	647	3,253	847	1,191	2,306	1,197	1,794	3,069	1,429	2,108	1,986	4,415	2,211	2,088	2,534	1,073	1,117
Hospital acute services: Inpatient	18,500	320	275	1,111	302	488	653	537	717	1,031	548	791	602	1,421	677	668	863	312	395
Hospital acute services: Outpatient	17,647	176	144	856	194	434	647	255	628	964	401	448	469	1,279	762	653	1,138	325	300
Hospital acute services: A&E	5,155	66	66	256	92	86	230	132	180	201	204	177	106	414	221	235	156	107	81
Elderly (geriatric) services	575	24	9	15	4	1	62	29	17	31	5	21	-	36	45	20	1	18	2
Mental health services	4,614	95	85	133	75	94	219	43	42	400	56	251	229	313	187	185	120	69	222
Maternity services	1,878	13	22	103	15	14	76	44	88	81	78	97	28	104	116	78	90	24	17
Ambulance services	2,451	-	1	425	-	-	272	-	6	105	-	159	101	503	1	5	-	4	-
Community hospital services	1,059	-	2	26	1	9	8	19	3	29	20	6	70	59	29	10	27	52	30
NHS Direct	204	-	-	-	-	-	17	-	-	53	-	3	-	-	1	2	-	1	-
Walk in centres	220	6	10	30	-	-	5	-	5	2	-	3	3	10	1	-	2	5	1
Other community health services	2,847	56	24	165	92	62	82	79	53	157	86	101	101	156	135	177	102	112	42
CCG, NHS England commissioning	863	1	9	40	66	2	15	40	52	11	17	37	78	59	18	42	8	16	21
Other	1,059	5	-	93	6	1	20	19	3	4	14	14	199	61	18	13	27	28	6

Percentage Upheld

	England	Cheshire, Warrington and Wirral Q44	Durham, Darlington and Tees Q45	Greater Manchester Q46	Lancashire Q47	Merseyside Q48	Cumbria, Northumberland, Tyne and Wear Q49	North Yorkshire and Humber Q50	South Yorkshire and Bassetlaw Q51	West Yorkshire Q52	Arden, Herefordshire and Worcestershire Q53	Birmingham and the Black Country Q54	Derbyshire and Nottinghamshire Q55	East Anglia Q56	Essex Q57	Hertfordshire and the South Midlands Q58	Leicestershire and Lincolnshire Q59	Shropshire and Staffordshire Q60	Bath, Gloucestershire, Swindon and Wiltshire Q64
Total HCHS Complaints	50%	36%	45%	40%	36%	47%	54%	48%	64%	61%	61%	41%	42%	69%	43%	51%	69%	39%	42%
Hospital acute services: Inpatient	54%	42%	46%	52%	33%	53%	56%	49%	73%	64%	71%	42%	43%	77%	42%	50%	75%	36%	44%
Hospital acute services: Outpatient	57%	39%	39%	47%	40%	58%	52%	44%	71%	67%	69%	39%	44%	81%	46%	54%	90%	41%	43%
Hospital acute services: A&E	52%	32%	45%	49%	42%	51%	54%	52%	64%	52%	68%	37%	35%	75%	37%	58%	61%	41%	40%
Elderly (geriatric) services	54%	39%	90%	56%	44%	20%	50%	76%	74%	55%	83%	57%	0%	84%	41%	69%	20%	41%	50%
Mental health services	38%	29%	56%	27%	23%	24%	53%	34%	47%	77%	35%	51%	32%	45%	44%	47%	29%	45%	52%
Maternity services	56%	27%	44%	51%	45%	70%	53%	61%	81%	48%	67%	42%	34%	70%	59%	66%	93%	30%	27%
Ambulance services	36%	0%	100%	20%	0%	0%	61%	0%	75%	29%	38%	55%	63%	11%	83%	0%	0%	40%	-
Community hospital services	53%	0%	40%	58%	17%	39%	73%	61%	50%	91%	50%	33%	57%	24%	50%	36%	32%	42%	48%
NHS Direct	56%	-	-	-	-	-	94%	0%	-	45%	-	60%	-	-	25%	29%	0%	50%	-
Walk in centres	44%	43%	29%	67%	-	0%	45%	-	56%	67%	-	21%	50%	45%	50%	0%	25%	36%	33%
Other community health services	45%	38%	47%	51%	31%	33%	53%	52%	40%	53%	37%	47%	64%	64%	44%	56%	41%	51%	33%
CCG, NHS England commissioning	34%	2%	38%	33%	84%	5%	31%	48%	55%	37%	20%	33%	57%	52%	26%	24%	11%	15%	19%
Other	29%	15%	-	27%	67%	2%	51%	59%	25%	25%	24%	44%	37%	47%	31%	16%	63%	36%	16%

Notes:

It should be noted that these are experimental statistics and at an organisation level show a range from 0% to 100% of written complaints being upheld as shown in the organisation tables 20 and 25.

'-' denotes zero

'.' denotes not applicable

Data as at 1 April 2013 - 31 March 2014

Source:

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Somerset, Somerset and South Gloucestershire	Devon, Cornwall and Isles of Scilly	Kent and Medway	Surrey and Sussex	Thames Valley	Wessex	London	Other
Q65	Q66	Q67	Q68	Q69	Q70	Q71	Q99
2,515	4,123	3,479	6,103	3,546	4,935	20,646	895
1,004	1,185	1,075	1,738	1,187	1,420	4,884	2
797	884	918	1,690	894	1,280	6,565	1
264	216	393	580	273	417	1,796	-
8	12	26	47	22	84	210	-
55	528	371	862	296	441	2,797	1
79	77	133	90	97	176	717	-
8	547	1	440	385	11	1,140	-
39	357	28	190	25	182	225	2
10	1	-	16	5	42	129	-
11	33	6	25	17	32	145	24
104	166	369	154	134	465	804	275
43	91	33	149	140	206	319	24
93	26	126	122	71	179	915	566

Somerset, Somerset and South Devon, Cornwall Gloucestershire and Isles of Scilly	Q65	Q66	Kent and Medway Q67	Surrey and Sussex Q68	Thames Valley Q69	Wessex Q70	London Q71	Other Q99
	1,538	1,770	1,554	3,271	2,195	2,620	9,832	265
	566	472	527	956	912	764	2,591	1
	522	406	470	1,073	579	765	3,759	-
	176	66	199	349	198	260	897	-
	8	1	12	23	6	35	150	-
	39	149	168	174	107	159	1,000	-
	40	21	75	53	62	94	445	-
	3	296	-	292	214	9	55	-
	28	214	5	134	14	107	156	1
	1	-	-	10	3	37	76	-
	6	13	-	8	6	16	74	14
	60	94	62	92	58	240	447	12
	13	26	10	55	26	84	116	1
	76	12	26	52	10	50	66	236

Percentage (%)							
Somerset, Somerset and South Devon, Cornwall Gloucestershire and Isles of Scilly	Kent and Medway	Surrey and Sussex	Thames Valley	Wessex	London	Other	
Q65	Q66	Q67	Q68	Q69	Q70	Q71	Q99
61%	43%	45%	54%	62%	53%	48%	30%
56%	40%	49%	55%	77%	54%	53%	50%
65%	46%	51%	63%	65%	60%	57%	0%
67%	31%	51%	60%	73%	62%	50%	.
100%	8%	46%	49%	27%	42%	71%	.
71%	28%	45%	20%	36%	36%	36%	0%
51%	27%	56%	59%	64%	53%	62%	.
38%	54%	0%	66%	56%	82%	5%	.
72%	60%	18%	71%	56%	59%	69%	50%
10%	0%	.	63%	60%	88%	59%	.
55%	39%	0%	32%	35%	50%	51%	58%
58%	57%	17%	60%	43%	52%	56%	4%
30%	29%	30%	37%	19%	41%	36%	4%
82%	46%	21%	43%	14%	28%	7%	42%

Table 17 Hospital and Community Health Services (HCHS): Written Complaints and Complaints Upheld by Profession within each NHS England Area Team, 2013-14, England, experimental statistics

Written Complaints Received

	England	Cheshire, Warrington and Wirral Q44	Durham, Darlington and Tees Q45	Greater Manchester Q46	Lancashire Q47	Merseyside Q48	Cumbria, Northumberland, Tyne and Wear Q49	North Yorkshire and Humber Q50	South Yorkshire and Bassetlaw Q51	West Yorkshire Q52	Arden, Herefordshire and Worcestershire Q53	Birmingham and the Black Country Q54	Derbyshire and Nottinghamshire Q55	East Anglia Q56	Essex Q57	Hertfordshire and the South Midlands Q58
Total HCHS Complaints	114,308	2,110	1,438	8,151	2,364	2,556	4,261	2,477	2,790	5,026	2,352	5,080	4,727	6,436	5,118	4,118
Medical (including surgical)	52,123	1,190	785	2,710	1,122	1,365	2,055	1,439	1,359	2,301	1,187	2,561	2,078	2,520	2,205	2,308
Dental (including surgical)	718	5	2	22	34	6	15	8	23	22	5	36	36	26	5	25
Professions supplementary to medicine	3,836	79	35	144	167	104	85	58	101	262	64	124	246	386	60	133
Nursing, Midwifery and Health Visiting	24,793	514	451	1,397	537	706	1,068	592	819	983	517	1,325	1,177	1,817	1,240	689
Scientific, Technical and Professional	1,139	12	25	36	43	11	39	12	38	46	53	43	27	54	63	22
Ambulance crews (including paramedics)	5,702	3	1	1,928	1	1	125	2	9	365	1	428	108	664	13	16
Maintenance and Ancillary staff	643	5	2	23	8	33	19	5	16	37	8	9	49	35	34	14
Administrative staff / members (exc GP admin)	1,196	41	22	74	-	19	51	95	23	14	4	47	26	61	63	47
Trust Administrative staff / members	8,323	111	48	387	69	126	382	50	171	675	172	291	233	386	344	234
Other	15,835	150	67	1,430	383	185	422	216	231	321	341	216	747	487	1,091	630

Written Complaints Upheld

	England	Cheshire, Warrington and Wirral Q44	Durham, Darlington and Tees Q45	Greater Manchester Q46	Lancashire Q47	Merseyside Q48	Cumbria, Northumberland, Tyne and Wear Q49	North Yorkshire and Humber Q50	South Yorkshire and Bassetlaw Q51	West Yorkshire Q52	Arden, Herefordshire and Worcestershire Q53	Birmingham and the Black Country Q54	Derbyshire and Nottinghamshire Q55	East Anglia Q56	Essex Q57	Hertfordshire and the South Midlands Q58
Total HCHS Complaints	57,072	762	647	3,253	847	1,191	2,306	1,197	1,794	3,069	1,429	2,108	1,986	4,415	2,211	2,088
Medical (including surgical)	26,157	362	322	1,270	389	659	1,135	618	872	1,363	724	994	736	1,872	744	1,199
Dental (including surgical)	348	2	-	10	9	2	9	3	11	15	1	20	12	16	1	13
Professions supplementary to medicine	1,992	35	19	68	46	30	44	31	55	206	32	55	157	223	24	64
Nursing, Midwifery and Health Visiting	13,213	254	229	718	184	315	561	378	538	644	369	609	544	1,196	525	405
Scientific, Technical and Professional	634	3	11	21	11	6	14	1	27	30	47	21	18	37	26	7
Ambulance crews (including paramedics)	1,961	-	1	389	-	-	43	-	7	106	-	164	42	408	-	10
Maintenance and Ancillary staff	384	1	1	11	5	16	13	1	12	31	7	2	26	30	15	10
Administrative staff / members (exc GP admin)	445	1	7	17	-	6	13	47	9	9	-	17	12	51	20	10
Trust Administrative staff / members	4,934	67	29	198	34	80	181	19	137	523	134	141	164	310	145	126
Other	7,004	37	28	551	169	77	293	99	126	142	115	85	275	272	711	244

Percentage Upheld

	England	Cheshire, Warrington and Wirral Q44	Durham, Darlington and Tees Q45	Greater Manchester Q46	Lancashire Q47	Merseyside Q48	Cumbria, Northumberland, Tyne and Wear Q49	North Yorkshire and Humber Q50	South Yorkshire and Bassetlaw Q51	West Yorkshire Q52	Arden, Herefordshire and Worcestershire Q53	Birmingham and the Black Country Q54	Derbyshire and Nottinghamshire Q55	East Anglia Q56	Essex Q57	Hertfordshire and the South Midlands Q58
Total HCHS Complaints	50%	36%	45%	40%	36%	47%	54%	48%	64%	61%	61%	41%	42%	69%	43%	51%
Medical (including surgical)	50%	30%	41%	47%	35%	48%	55%	43%	64%	59%	61%	39%	35%	74%	34%	52%
Dental (including surgical)	48%	40%	0%	45%	26%	33%	60%	38%	48%	68%	20%	56%	33%	62%	20%	52%
Professions supplementary to medicine	52%	44%	54%	47%	28%	29%	52%	53%	54%	79%	50%	44%	64%	58%	40%	48%
Nursing, Midwifery and Health Visiting	53%	49%	51%	51%	34%	45%	53%	64%	66%	66%	71%	46%	46%	66%	42%	59%
Scientific, Technical and Professional	56%	25%	44%	58%	26%	55%	36%	8%	71%	65%	89%	49%	67%	69%	41%	32%
Ambulance crews (including paramedics)	34%	0%	100%	20%	0%	0%	34%	0%	78%	29%	0%	38%	39%	61%	0%	63%
Maintenance and Ancillary staff	60%	20%	50%	48%	63%	48%	68%	20%	75%	84%	88%	22%	53%	86%	44%	71%
Administrative staff / members (exc GP admin)	37%	2%	32%	23%	-	32%	25%	49%	39%	64%	0%	36%	46%	84%	32%	21%
Trust Administrative staff / members	59%	60%	60%	51%	49%	63%	47%	38%	80%	77%	78%	48%	70%	80%	42%	54%
Other	44%	25%	42%	39%	44%	42%	69%	46%	55%	44%	34%	39%	37%	56%	65%	39%

'- ' denotes zero

', ' denotes not applicable

Data as at 1 April 2013 - 31 March 2014

Source:

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Leicestershire and Lincolnshire	Shropshire and Staffordshire	Bath, Gloucestershire, Swindon and Wiltshire	Somerset, Somerset and South Gloucestershire	Devon, Cornwall and Isles of Scilly	Kent and Medway	Surrey and Sussex	Thames Valley	Wessex	London	Other
Q59	Q60	Q64	Q65	Q66	Q67	Q68	Q69	Q70	Q71	Q99
3,662	2,756	2,644	2,515	4,123	3,479	6,103	3,546	4,935	20,646	895
2,312	1,062	1,242	1,402	1,845	2,065	2,738	1,376	1,987	8,630	279
5	16	11	61	39	29	21	29	28	206	3
91	127	65	66	157	184	220	172	222	473	11
560	782	529	586	734	574	1,234	649	1,489	3,798	26
8	32	14	31	34	98	38	22	193	144	1
1	14	7	1	393	2	433	269	15	902	-
12	43	26	44	15	14	44	19	15	114	-
6	40	86	28	8	9	65	10	145	209	3
45	178	134	157	162	170	659	333	313	2,460	33
622	462	530	139	736	334	651	667	528	3,710	539

Leicestershire and Lincolnshire	Shropshire and Staffordshire	Bath, Gloucestershire, Swindon and Wiltshire	Somerset, Somerset and South Gloucestershire	Devon, Cornwall and Isles of Scilly	Kent and Medway	Surrey and Sussex	Thames Valley	Wessex	London	Other
Q59	Q60	Q64	Q65	Q66	Q67	Q68	Q69	Q70	Q71	Q99
2,534	1,073	1,117	1,538	1,770	1,554	3,271	2,195	2,620	9,832	265
1,662	327	600	895	686	989	1,405	806	1,111	4,375	42
3	4	6	58	19	6	12	10	22	81	3
57	71	35	52	63	38	115	71	123	274	4
246	332	247	344	330	239	645	365	805	2,185	6
3	17	4	18	17	28	26	15	122	103	1
-	3	3	1	184	2	290	155	11	142	-
10	12	6	33	5	7	32	13	10	75	-
1	1	8	13	6	4	40	7	51	93	2
25	96	81	65	86	98	452	201	213	1,314	15
527	210	127	59	374	143	254	552	152	1,190	192

Percentage (%)										
Leicestershire and Lincolnshire	Shropshire and Staffordshire	Bath, Gloucestershire, Swindon and Wiltshire	Somerset, Somerset and South Gloucestershire	Devon, Cornwall and Isles of Scilly	Kent and Medway	Surrey and Sussex	Thames Valley	Wessex	London	Other
Q59	Q60	Q64	Q65	Q66	Q67	Q68	Q69	Q70	Q71	Q99
69%	39%	42%	61%	43%	45%	54%	62%	53%	48%	30%
72%	31%	48%	64%	37%	48%	51%	59%	56%	51%	15%
60%	25%	55%	95%	49%	21%	57%	34%	79%	39%	100%
63%	56%	54%	79%	40%	21%	52%	41%	55%	58%	36%
44%	42%	47%	59%	45%	42%	52%	56%	54%	58%	23%
38%	53%	29%	58%	50%	29%	68%	68%	63%	72%	100%
0%	21%	43%	100%	47%	100%	67%	58%	73%	16%	-
83%	28%	23%	75%	33%	50%	73%	68%	67%	66%	-
17%	3%	9%	46%	75%	44%	62%	70%	35%	44%	67%
56%	54%	60%	41%	53%	58%	69%	60%	68%	53%	45%
85%	45%	24%	42%	51%	43%	39%	83%	29%	32%	36%

Table 18 Hospital and Community Health Services (HCHS) : Written Complaints and Complaints Upheld by Subject(1) within each NHS England Area Team, 2013-14, England, experimental statistics

Written Complaints Received		Cheshire, Warrington and Wirral Q44	Durham, Darlington and Tees Q45	Greater Manchester Q46	Lancashire Q47	Merseyside Q48	Cumbria, Northumberland, Tyne and Wear Q49	North Yorkshire and Humber Q50	South Yorkshire and Bassetlaw Q51	West Yorkshire Q52	Arden, Herefordshire and Worcestershire Q53	Birmingham and the Black Country Q54	Derbyshire and Nottinghamshire Q55	East Anglia Q56	Essex Q57	Herefordshire and the South Midlands Q58	Leicestershire and Lincolnshire Q59	Shropshire and Staffordshire Q60	Bath, Gloucestershire, Swindon and Wiltshire Q64	Somerset, South Gloucestershire Q65	Devon, Cornwall and Isles of Scilly Q66	Kent and Medway Q67	Surrey and Sussex Q68	Thames Valley Q69	Wessex Q70	London Q71	Other Q99	
Total HCHS Complaints	114,788	2,110	1,438	8,242	2,364	2,556	4,261	2,477	2,790	5,026	2,352	5,083	4,727	6,436	5,118	4,122	3,695	2,756	2,644	2,624	4,123	3,479	6,103	3,641	4,936	20,671	1,014	
Admissions, discharge and transfer arrangements	5,913	114	86	387	144	100	223	105	149	214	142	229	206	349	277	261	212	157	193	123	213	229	398	276	317	800	9	
Aids and appliances, equipment, premises (including access)	24	20	38	36	26	40	53	27	49	52	72	69	150	114	62	25	113	51	22	61	88	62	51	48	199	13	8	
Appointments, delay / cancellation (outpatient)	9,038	135	69	534	107	154	308	114	221	454	170	333	311	540	532	461	563	260	206	118	277	202	551	369	396	1,609	44	
Appointments, delay / cancellation (inpatient)	2,681	36	44	66	84	34	114	20	55	103	64	159	59	104	125	75	95	86	50	173	73	108	108	62	106	678	-	
Length of time waiting for a response, or to be seen: NHS Direct	168	1	-	-	-	1	-	-	32	-	-	4	-	-	1	6	5	3	-	1	-	8	-	15	82	11	11	
Length of time waiting for a response, or to be seen: Walk in centres	106	4	-	-	-	106	3	-	-	-	-	-	-	-	2	2	-	-	-	3	-	1	-	-	5	2	-	
Attitude of staff	13,269	293	99	946	298	351	420	205	311	504	193	562	530	862	494	360	353	271	320	313	578	418	730	507	510	2,754	87	
All aspects of clinical treatment	52,330	842	923	3,188	1,208	1,333	2,185	1,611	1,474	2,669	1,231	2,662	2,148	2,764	2,462	1,900	1,685	1,335	1,285	1,114	1,919	1,780	2,637	1,424	2,235	8,209	207	
Communication / information to patients (written and oral)	11,472	246	77	7	131	231	190	455	189	429	365	657	658	658	429	365	392	283	267	429	293	365	650	639	2,698	69	10	
Consent to treatment	229	7	5	11	4	5	6	3	5	2	3	13	4	6	2	17	3	3	2	7	3	8	9	4	8	79	-	
Complaints handling	120	1	14	2	2	2	6	2	2	5	8	6	4	4	2	4	2	4	2	4	5	7	8	21	4	21	10	
Patients privacy and dignity	1,029	19	47	70	28	37	17	21	29	39	39	42	46	30	24	24	18	24	46	21	18	44	18	24	243	1	1	
Patients property and expenses	1,091	16	10	67	24	74	23	8	18	26	22	25	107	53	55	23	19	12	20	18	18	27	106	20	47	243	10	
COG, NHS England commissioning (including waiting lists)	1,315	11	22	56	15	29	34	93	38	21	32	23	26	23	51	122	47	5	86	11	29	29	130	19	107	254	2	
Independent sector services commissioned by trusts	462	1	3	2	2	4	11	-	11	-	4	4	4	2	24	1	24	1	3	1	7	1	4	21	14	359	-	
Personal records (including medical and / or complaints)	38	1	-	-	-	10	-	-	1	1	-	1	-	-	6	2	2	-	2	-	3	1	1	-	9	-	-	
Failure to follow agreed procedures	1,017	29	6	78	31	33	48	12	15	50	16	30	33	48	41	38	36	20	19	16	23	34	41	36	48	236	-	
Appointments, delay / cancellation (outpatient)	1,109	28	6	80	10	11	21	11	34	35	25	72	50	31	28	18	54	19	26	23	32	5	29	10	93	14	44	
Appointments, delay / cancellation (inpatient)	165	2	4	25	3	7	19	1	2	4	1	2	10	3	6	-	1	3	5	7	2	8	14	8	6	40	2	
Mortuary and post mortem arrangements	42	1	1	2	1	1	-	1	1	2	-	2	-	2	6	-	-	-	1	1	-	4	2	-	3	9	-	
Transport (ambulances and other)	3,935	3	1	1,457	1	3	230	3	14	3	18	127	449	12	28	8	27	15	19	13	4	163	19	17	870	17	870	-
Policy and commercial decisions of trusts	734	6	5	17	8	12	22	7	18	38	7	65	92	34	12	41	12	39	16	3	15	13	24	91	16	120	1	
Code of openness - complaints	294	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	9	1	-	-	-	-	-	4	14	-	
Hotel services (including food)	94	4	3	37	13	13	25	8	15	18	11	22	32	30	22	8	9	30	5	15	7	19	10	33	56	12	155	1
Other	6,303	286	9	324	216	79	81	59	50	65	166	369	470	238	184	138	125	80	44	189	495	108	380	138	244	1,627	139	

Written Complaints Upheld		Cheshire, Warrington and Wirral Q44	Durham, Darlington and Tees Q45	Greater Manchester Q46	Lancashire Q47	Merseyside Q48	Cumbria, Northumberland, Tyne and Wear Q49	North Yorkshire and Humber Q50	South Yorkshire and Bassetlaw Q51	West Yorkshire Q52	Arden, Herefordshire and Worcestershire Q53	Birmingham and the Black Country Q54	Derbyshire and Nottinghamshire Q55	East Anglia Q56	Essex Q57	Herefordshire and the South Midlands Q58	Leicestershire and Lincolnshire Q59	Shropshire and Staffordshire Q60	Bath, Gloucestershire, Swindon and Wiltshire Q64	Somerset, South Gloucestershire Q65	Devon, Cornwall and Isles of Scilly Q66	Kent and Medway Q67	Surrey and Sussex Q68	Thames Valley Q69	Wessex Q70	London Q71	Other Q99	
Total HCHS Complaints	57,312	762	647	3,320	847	1,919	2,306	1,199	1,794	3,069	1,431	2,096	1,886	4,415	2,211	2,089	2,534	1,073	1,117	1,576	1,770	1,570	2,231	2,290	2,620	9,863	265	
Admissions, discharge and transfer arrangements	3,104	40	45	170	50	43	93	62	107	134	92	91	86	256	140	108	130	63	87	68	97	116	209	214	169	434	-	
Aids and appliances, equipment, premises (including access)	849	16	11	20	16	10	24	4	39	37	19	28	50	103	53	32	14	47	18	11	31	25	55	32	29	124	1	
Appointments, delay / cancellation (outpatient)	5,932	99	35	316	53	109	178	51	173	360	113	167	168	413	242	200	533	133	99	79	166	82	395	276	204	1,176	2	
Appointments, delay / cancellation (inpatient)	1,420	9	23	48	32	20	35	10	41	88	56	78	37	83	76	39	89	32	31	118	39	68	78	44	52	194	-	
Length of time waiting for a response, or to be seen: NHS Direct	74	-	-	-	-	-	-	-	-	19	-	1	-	-	-	1	1	-	1	-	-	5	-	12	32	-	-	
Length of time waiting for a response, or to be seen: Walk in centres	49	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Attitude of staff	6,763	125	41	379	104	170	219	114	203	292	136	243	193	584	226	192	228	116	143	224	224	221	353	320	273	1,422	18	
All aspects of clinical treatment	25,363	247	405	1,366	357	613	1,200	765	919	1,579	767	1,033	776	1,887	1,014	939	1,009	455	531	640	723	762	1,372	844	1,135	3,977	48	
Communication / information to patients (written and oral)	6,389	97	43	469	52	116	203	89	173	305	110	209	212	506	288	291	291	138	121	193	138	181	342	215	378	1,220	9	
Consent to treatment	67	-	5	4	1	2	4	2	1	2	2	6	1	4	5	2	5	2	1	3	3	3	5	3	5	24	-	
Complaints handling	61	-	1	4	-	3	1	-	3	1	-	-	-	-	2	1	1	1	-	4	-	3	5	-	14	-	-	
Patients privacy and dignity	528	8	17	35	14	24	21	9	17	14	9	11	37	12	16	16	20	9	11	10	19	16	27	11	34	119	-	
Patients property and expenses	517	7	3	10	35	26	12	9	35	26	10	22	9	32	12	22	9	8	9	12	8	48	9	110	51	110	1	
COG, NHS England commissioning (including waiting lists)	329	-	7	5	1	5	45	15	4	7	4	16	3	11	31	4	2	8	1	6	9	46	2	19	70	1	-	
Independent sector services commissioned by COGs, NHS England	150	-	-	3	-	-	-	-	-	6	-	3	1	-	-	8	-	-	-	-	1	-	-	-	20	6	98	-
Independent sector services commissioned by trusts	563	17	4	38	10	16	26	5	11	35	8	10	17	38	21	27	24	10	6	7	10	20	27	21	19	136	-	
Failure to follow agreed procedures	552	14	2	45	7	6	13	9	32	21	28	14	30	18	11	12	28	6	11	17	8	2	14	5	56	143	-	
Appointments, delay / cancellation (outpatient)	74	1	1	7	1	2	6	1	2	4	-	2	3	3	3	-	2	1	5	-	4	6	4	2	4	13	-	
Mortuary and post mortem arrangements	19	-	1	19	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2	1	3	5	-	-	
Transport (ambulances and other)	1,498	-	-	297	1	3	183	1	11	84	2	9	86	303	4	20	6	8	7	14	3	3	114	126	15	198	-	
Policy and commercial decisions of trusts	213	-	3	4	-	1	8	-	7	17	4	17	34	17	10	7	1	1	4	2	6	4	7	18	7	34	-	
Code of openness - complaints	5	-	-	5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	
Hotel services (including food)	383	2	2	14	8	10	25	2	8	11	7	9	13	24	15	3	28	5	8	4	6	22	50	6	96	1	-	
Other	2,382	119	2	57	125	18	36	25	26	35	53	147	171	107	58	58	110	36	17	161	284	33	122	84	112	299	87	

Percentage Upheld		Cheshire, Warrington and Wirral	Durham, Darlington and Tees	Greater Manchester	Lancashire	Merseyside	Northumbria, Tyne and Wear	Cumbria and West Yorkshire	North Yorkshire and Humber	South Yorkshire and Bassetlaw	West Yorkshire	Arden, Herefordshire and Worcestershire	Birmingham and the Black Country	Derbyshire and Nottinghamshire	East Anglia	Essex	Herefordshire and the South Midlands	Leicestershire and Lincolnshire	Shropshire and Staffordshire	Bath, Gloucestershire, Swindon and Wiltshire	Somerset, South Gloucestershire	Devon, Cornwall and Isles of Scilly	Kent and Medway	Surrey and Sussex	Thames Valley	Wessex	London	Other
	England	Q44	Q45	Q46	Q47	Q48	Q49	Q50	Q51	Q52	Q53	Q54	Q55	Q56	Q57	Q58	Q59	Q60	Q64	Q65	Q66	Q67	Q68	Q69	Q70	Q71	Q99	
Total HCHS Complaints	50%	36%	45%	40%	36%	47%	54%	48%	64%	61%	61%	41%	42%	69%	43%	51%	69%	39%	42%	60%	43%	45%	54%	63%	53%	48%	26%	
Admissions, discharge and transfer arrangements	52%	35%	52%	44%	35%	43%	42%	59%	72%	63%	65%	40%	42%	73%	51%	41%	61%	40%	45%	55%	46%	51%	53%	76%	53%	54%	0%	
Aids and appliances, equipment, premises (including access)	56%	67%	55%	53%	46%	38%	60%	57%	74%	76%	70%	47%	69%	69%	46%	52%	56%	42%	35%	50%	51%	26%	67%	63%	60%	62%	8%	
Appointments, delay / cancellation (outpatient)	66%	44%	51%	59%	50%	71%	58%	45%	78%	79%	66%	50%	54%	76%	45%	63%	90%	51%	48%	67%	60%	41%	72%	75%	67%	73%	5%	
Appointments, delay / cancellation (inpatient)	53%	25%	52%	73%	38%	59%	31%	50%	79%	85%	88%	49%	63%	80%	61%	52%	94%	37%	62%	68%	53%	63%	72%	71%	49%	29%	5%	
Length of time waiting for a response, or to be seen: NHS Direct	44%	-	-	-	-	-	-	-	-	-	-	-	-	17%	-	17%	30%	-	-	-	-	-	-	-	-	-	39%	0%
Length of time waiting for a response, or to be seen: Walk in centres	46%	-	-	-	100%	-	73%	-	0%	-	-	-	33%	100%	-	-	-	-	-	-	67%	-	0%	50%	100%	-	54%	0%
Attitude of staff	51%	43%	41%	40%	30%	48%	52%	56%	65%	56%	70%	43%	36%	68%	46%	53%	65%	43%	45%	72%	39%	53%	46%	63%	54%	52%	21%	52%
All aspects of clinical treatment	49%	41%	42%	38%	52%	47%	52%	47%	62%	47%	52%	47%	38%	69%	41%	60%	47%	34%	57%	43%	48%	51%	48%	52%	48%	51%	48%	44%
Communication / information to patients (written and oral)	56%	39%	56%	56%	40%	50%	56%	47%	65%	67%	58%	49%	58%	73%	44%	58%	74%	49%	45%	45%	47%	50%	53%	63%	59%	58%	13%	50%
Consent to treatment	38%	0%	20%	45%	0%	60%	33%	33%	80%	100%	67%	46%	25%	67%	0%	29%	67%	0%	50%	43%	0%	36%	53%	75%	63%	38%	30%	0%
Complaints handling	50%	29%	50%	0%	50%	0%	50%	50%	50%	50%	50%	50%	50%	100%	50%	50%	100%	29%	0%	71%	63%	67%	0%	67%	0%	67%	0%	0%
Patients privacy and dignity	51%	42%	36%	50%	50%	56%	52%	53%	38%	59%	36%	23%	34%	80%	40%	67%	77%	43%	61%	42%	41%	40%	61%	77%	56%	0%	0%	0%
Patients privacy and expenses	47%	50%	30%	52%	42%	56%	50%	52%	50%	77%	59%	40%	67%	42%	42%	39%	67%	78%	67%	44%	33%	40%	65%	19%	45%	0%	0%	0%
CCG, NHS England commissioning (including waiting lists)	0%	13%	32%	15%	3%	15%	3%	19%	46%	19%	22%	19%	22%	13%	25%	9%	21%	40%	9%	21%	31%	11%	40%	31%	18%	50%	3%	0%
Independent sector services commissioned by CCGs, NHS England	21%	0%	-	100%	0%	0%	0%	-	55%	-	-	75%	25%	-	0%	33%	0%	0%	-	-	33%	-	57%	0%	95%	43%	27%	0%
Independent sector services commissioned by trusts	32%	0%	-	-	-	-	30%	0%	100%	0%	0%	0%	0%	0%	100%	0%	100%	0%	0%	-	0%	100%	0%	100%	0%	11%	-	0%
Personal records (including medical and / or complaints)	59%	67%	49%	52%	54%	68%	42%	73%	73%	51%	50%	33%	79%	71%	51%	67%	71%	63%	59%	60%	59%	60%	58%	40%	58%	40%	58%	0%
Failure to follow agreed procedures	50%	50%	33%	33%	29%	32%	62%	82%	64%	62%	80%	56%	42%	58%	39%	67%	52%	32%	42%	74%	25%	40%	48%	50%	60%	46%	0%	0%
Patient's status, discrimination (e.g. racial, gender, age)	45%	50%	25%	28%	33%	29%	32%	100%	100%	100%	100%	30%	100%	50%	-	0%	67%	0%	67%	0%	50%	43%	50%	33%	33%	30%	0%	0%
Mortality and post mortem arrangements	50%	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	33%	0%	100%	0%	33%	0%	50%	60%	100%	60%	50%	0%	0%
Transport (ambulances and other)	38%	0%	0%	20%	100%	100%	80%	33%	79%	33%	67%	50%	66%	67%	33%	71%	75%	30%	47%	74%	23%	75%	70%	63%	66%	23%	0%	0%
Policy and commercial decisions of trusts	29%	0%	60%	24%	0%	8%	36%	0%	39%	45%	57%	26%	37%	50%	83%	17%	8%	3%	25%	67%	40%	31%	29%	20%	44%	28%	0%	0%
Code of openness - complaints	17%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	22%	100%	53%	53%	60%	53%	76%	73%	76%	0%	0%
Hotel services (including food)	69%	40%	67%	62%	40%	40%	48%	25%	53%	61%	64%	61%	41%	80%	66%	33%	100%	93%	57%	21%	60%	67%	89%	62%	100%	62%	100%	0%
Hotel services (including food)	69%	42%	22%	18%	58%	23%	44%	42%	52%	54%	32%	40%	36%	45%	32%	42%	88%	45%	39%	85%	57%	31%	32%	61%	46%	18%	63%	100%

Table 19 Hospital and Community Health Services (HCHS): Written Complaints and Complaints Upheld by NHS England Area Team and Organisation, 2013-14, England, experimental statistics

		Written Complaints Received	<i>of which</i>	Written Complaints Upheld	Percentage upheld
England		114,308		57,072	49.9%
Q44	Cheshire, Warrington and Wirral	2,110		762	36.1%
01C	Eastern Cheshire CCG	20		-	0.0%
01R	South Cheshire CCG	19		-	0.0%
02D	Vale Royal CCG	9		-	0.0%
02E	Warrington CCG	13		-	0.0%
02F	West Cheshire CCG	22		-	0.0%
12F	Wirral CCG	38		-	0.0%
RBL	Wirral University Teaching Hospital NHS Foundation Trust	463		249	53.8%
RBT	Mid Cheshire Hospitals NHS Foundation Trust	228		135	59.2%
REN	The Clatterbridge Cancer Centre NHS Foundation Trust	19		8	42.1%
RJN	East Cheshire NHS Trust	184		126	68.5%
RJR	Countess of Chester Hospital NHS Foundation Trust	228		48	21.1%
RTV	5 Boroughs Partnership NHS Foundation Trust	244		104	42.6%
RWW	Warrington and Halton Hospitals NHS Foundation Trust	422		52	12.3%
RXA	Cheshire and Wirral Partnership NHS Foundation Trust	161		19	11.8%
RY7	Wirral Community NHS Trust	40		21	52.5%
Q45	Durham, Darlington and Tees	1,438		647	45.0%
00C	Darlington CCG	2		1	50.0%
00D	Durham Dales, Easington and Sedgfield CCG	3		1	33.3%
00J	North Durham CCG	3		2	66.7%
00K	Hartlepool and Stockton-on-Tees CCG	11		2	18.2%
00M	South Tees CCG	11		4	36.4%
RTR	South Tees Hospitals NHS Foundation Trust	391		217	55.5%
RVW	North Tees and Hartlepool NHS Foundation Trust	319		207	64.9%
RX3	Tees, Esk and Wear Valleys NHS Foundation Trust	151		85	56.3%
RXP	County Durham and Darlington NHS Foundation Trust	547		128	23.4%
Q46	Greater Manchester	8,151		3,253	39.9%
00T	Bolton CCG	24		11	45.8%
00V	Bury CCG	14		2	14.3%
00W	Central Manchester CCG	10		1	10.0%
00Y	Oldham CCG	17		4	23.5%
01D	Heywood, Middleton and Rochdale CCG	22		6	27.3%
01G	Salford CCG	10		2	20.0%
01M	North Manchester CCG	3		-	0.0%
01N	South Manchester CCG	3		1	33.3%
01W	Stockport CCG	38		20	52.6%
01Y	Tameside and Glossop CCG	8		7	87.5%
02A	Trafford CCG	10		6	60.0%
02H	Wigan Borough CCG	6		-	0.0%
NCE	Mastercall Healthcare	14		12	85.7%
NCM	Six Degrees Social Enterprise CIC	1		1	100.0%
NJH	Future Directions CIC	13		11	84.6%
RBV	The Christie NHS Foundation Trust	66		48	72.7%
RM2	University Hospital of South Manchester NHS Foundation Trust	622		362	58.2%
RM3	Salford Royal NHS Foundation Trust	383		262	68.4%
RMC	Bolton NHS Foundation Trust	564		262	46.5%
RMP	Tameside Hospital NHS Foundation Trust	412		365	88.6%
RRF	Wrightington, Wigan and Leigh NHS Foundation Trust	391		391	100.0%
RT2	Pennine Care NHS Foundation Trust	324		137	42.3%
RW3	Central Manchester University Hospitals NHS Foundation Trust	1,192		90	7.6%
RW6	Pennine Acute Hospitals NHS Trust	813		345	42.4%
RWJ	Stockport NHS Foundation Trust	708		374	52.8%
RX7	North West Ambulance Service NHS Trust	2,078		419	20.2%
RXV	Greater Manchester West Mental Health NHS Foundation Trust	121		36	29.8%
RY2	Bridgewater Community Healthcare NHS Trust	88		54	61.4%
TAE	Manchester Mental Health and Social Care Trust	196		24	12.2%
Q47	Lancashire	2,364		847	35.8%
00Q	Blackburn With Darwen CCG	16		16	100.0%
00R	Blackpool CCG	6		1	16.7%
00X	Chorley and South Ribble CCG	6		6	100.0%
01A	East Lancashire CCG	24		24	100.0%
01E	Greater Preston CCG	4		4	100.0%
01K	Lancashire North CCG	3		1	33.3%
02G	West Lancashire CCG	12		10	83.3%
02M	Fylde & Wyre CCG	9		5	55.6%
RJX	Calderstones Partnership NHS Foundation Trust	97		31	32.0%
RW5	Lancashire Care NHS Foundation Trust	471		118	25.1%
RXL	Blackpool Teaching Hospitals NHS Foundation Trust	434		153	35.3%
RXN	Lancashire Teaching Hospitals NHS Foundation Trust	582		280	48.1%
RXR	East Lancashire Hospitals NHS Trust	700		198	28.3%
Q48	Merseyside	2,556		1,191	46.6%
01F	Halton CCG	19		-	0.0%
01J	Knowsley CCG	7		-	0.0%
01T	South Sefton CCG	19		-	0.0%
01V	Southport and Formby CCG	10		-	0.0%
01X	St Helens CCG	18		-	0.0%
99A	Liverpool CCG	115		10	8.7%
RBN	St Helens and Knowsley Hospitals NHS Trust	325		325	100.0%
RBQ	Liverpool Heart and Chest Hospital NHS Foundation Trust	59		21	35.6%
RBS	Alder Hey Children's NHS Foundation Trust	166		96	57.8%
REM	Aintree University Hospital NHS Foundation Trust	307		165	53.7%
REP	Liverpool Women's NHS Foundation Trust	213		108	50.7%
RET	The Walton Centre NHS Foundation Trust	180		129	71.7%
RQ6	Royal Liverpool and Broadgreen University Hospitals NHS Trust	277		-	0.0%
RVY	Southport and Ormskirk Hospital NHS Trust	330		200	60.6%

RW4	Mersey Care NHS Trust	371	89	24.0%
RY1	Liverpool Community Health NHS Trust	140	48	34.3%
Q49	Cumbria, Northumberland, Tyne and Wear	4,261	2,306	54.1%
00F	Gateshead CCG	3	1	33.3%
00G	Newcastle North and East CCG	2	1	50.0%
00H	Newcastle West CCG	nil	nil	-
00L	Northumberland CCG	3	1	33.3%
00N	South Tyneside CCG	2	1	50.0%
00P	Sunderland CCG	1	-	0.0%
01H	Cumbria CCG	31	8	25.8%
99C	North Tyneside CCG	3	1	33.3%
NLM	Teeside Urgent Care	23	12	52.2%
RE9	South Tyneside NHS Foundation Trust	221	159	71.9%
RLN	City Hospitals Sunderland NHS Foundation Trust	721	324	44.9%
RNL	North Cumbria University Hospitals NHS Trust	365	280	76.7%
RNN	Cumbria Partnership NHS Foundation Trust	161	71	44.1%
RR7	Gateshead Health NHS Foundation Trust	234	60	25.6%
RTD	The Newcastle Upon Tyne Hospitals NHS Foundation Trust	702	631	89.9%
RTF	Northumbria Healthcare NHS Foundation Trust	510	298	58.4%
RTX	University Hospitals of Morecambe Bay NHS Foundation Trust	489	10	2.0%
RX4	Northumberland, Tyne and Wear NHS Foundation Trust	346	177	51.2%
RX6	North East Ambulance Service NHS Foundation Trust	444	271	61.0%
Q50	North Yorkshire and Humber	2,477	1,197	48.3%
02Y	East Riding of Yorkshire CCG	18	1	5.6%
03D	Hambleton, Richmondshire and Whitby CCG	10	5	50.0%
03E	Harrogate and Rural District CCG	16	12	75.0%
03F	Hull CCG	2	1	50.0%
03H	North East Lincolnshire CCG	nil	nil	-
03K	North Lincolnshire CCG	9	-	0.0%
03M	Scarborough and Ryedale CCG	19	13	68.4%
03Q	Vale of York CCG	20	14	70.0%
NL3	Care Plus Group	28	17	60.7%
NNF	City Health Care Partnership CIC	59	34	57.6%
NQL	Navigo	24	4	16.7%
RCB	York Teaching Hospital NHS Foundation Trust	564	451	80.0%
RCD	Harrogate and District NHS Foundation Trust	215	128	59.5%
RJL	Northern Lincolnshire and Goole NHS Foundation Trust	537	82	15.3%
RV9	Humber NHS Foundation Trust	167	76	45.5%
RWA	Hull and East Yorkshire Hospitals NHS Trust	789	359	45.5%
Q51	South Yorkshire and Bassetlaw	2,790	1,794	64.3%
02P	Barnsley CCG	10	-	0.0%
02Q	Bassetlaw CCG	15	15	100.0%
02X	Doncaster CCG	15	12	80.0%
03L	Rotherham CCG	10	6	60.0%
03N	Sheffield CCG	82	41	50.0%
RCU	Sheffield Children's NHS Foundation Trust	116	49	42.2%
RFF	Barnsley Hospital NHS Foundation Trust	279	169	60.6%
RFR	The Rotherham NHS Foundation Trust	595	386	64.9%
RHQ	Sheffield Teaching Hospitals NHS Foundation Trust	949	646	68.1%
RP5	Doncaster and Bassetlaw Hospitals NHS Foundation Trust	417	417	100.0%
RXE	Rotherham Doncaster and South Humber NHS Foundation Trust	155	26	16.8%
TAH	Sheffield Health & Social Care NHS Foundation Trust	147	27	18.4%
Q52	West Yorkshire	5,026	3,069	61.1%
02N	Airedale, Wharfedale and Craven CCG	13	-	0.0%
02R	Bradford Districts CCG	5	-	0.0%
02T	Calderdale CCG	23	9	39.1%
02V	Leeds North CCG	3	3	100.0%
02W	Bradford City CCG	1	-	0.0%
03A	Greater Huddersfield CCG	14	8	57.1%
03C	Leeds West CCG	6	6	100.0%
03G	Leeds South and East CCG	7	7	100.0%
03J	North Kirklees CCG	9	-	0.0%
03R	Wakefield CCG	10	3	30.0%
NL1	Spectrum Community Health - CIC	22	2	9.1%
NL8	Locals Community Partnerships	30	20	66.7%
RAE	Bradford Teaching Hospitals NHS Foundation Trust	553	271	49.0%
RCF	Airedale NHS Foundation Trust	73	-	0.0%
RGD	Leeds and York Partnership NHS Foundation Trust	147	71	48.3%
RR8	Leeds Teaching Hospitals NHS Trust	1,066	1066	100.0%
RWY	Calderdale and Huddersfield NHS Foundation Trust	564	-	0.0%
RX8	Yorkshire Ambulance Service NHS Trust	481	156	32.4%
RXF	Mid Yorkshire Hospitals NHS Trust	1,405	977	69.5%
RXG	South West Yorkshire Partnership NHS Foundation Trust	338	338	100.0%
RY6	Leeds Community Healthcare NHS Trust	176	99	56.3%
TAD	Bradford District Care Trust	80	33	41.3%
Q53	Arden, Herefordshire and Worcestershire	2,352	1,429	60.8%
05A	Coventry and Rugby CCG	29	8	27.6%
05F	Herefordshire CCG	21	1	4.8%
05H	Warwickshire North CCG	22	2	9.1%
05J	Redditch and Bromsgrove CCG	7	-	0.0%
05R	South Warwickshire CCG	31	9	29.0%
05T	South Worcestershire CCG	19	2	10.5%
06D	Wyre Forest CCG	8	-	0.0%
R1A	Worcestershire Health and Care NHS Trust	258	93	36.0%
RJC	South Warwickshire NHS Foundation Trust	190	43	22.6%
RKB	University Hospitals Coventry and Warwickshire NHS Trust	490	355	72.4%
RLQ	Wye Valley NHS Trust	242	129	53.3%
RLT	George Eliot Hospital NHS Trust	326	155	47.5%
RWP	Worcestershire Acute Hospitals NHS Trust	600	591	98.5%
RYG	Coventry and Warwickshire Partnership NHS Trust	109	41	37.6%
Q54	Birmingham and the Black Country	5,080	2,108	41.5%

04X	Birmingham South and Central CCG	26	3	11.5%
05C	Dudley CCG	60	14	23.3%
05L	Sandwell and West Birmingham CCG	22	14	63.6%
05P	Solihull CCG	20	10	50.0%
05Y	Walsall CCG	22	2	9.1%
06A	Wolverhampton CCG	23	12	52.2%
13P	Birmingham Crosscity CCG	16	5	31.3%
NR9	John Taylor Hospice Community Interest Company	1	1	100.0%
RBK	Walsall Healthcare NHS Trust	354	58	16.4%
RL4	The Royal Wolverhampton NHS Trust	402	-	0.0%
RLU	Birmingham Women'S NHS Foundation Trust	146	70	47.9%
RNA	The Dudley Group NHS Foundation Trust	330	217	65.8%
RQ3	Birmingham Children's Hospital NHS Foundation Trust	110	24	21.8%
RR1	Heart of England NHS Foundation Trust	958	574	59.9%
RRJ	The Royal Orthopaedic Hospital NHS Foundation Trust	146	83	56.8%
RRK	University Hospitals Birmingham NHS Foundation Trust	664	344	51.8%
RXK	Sandwell and West Birmingham Hospitals NHS Trust	663	145	21.9%
RXT	Birmingham and Solihull Mental Health NHS Foundation Trust	272	132	48.5%
RYA	West Midlands Ambulance Service NHS Foundation Trust	417	159	38.1%
RYK	Dudley and Walsall Mental Health Partnership NHS Trust	90	56	62.2%
RYW	Birmingham Community Healthcare NHS Trust	177	100	56.5%
TAJ	Black Country Partnership NHS Foundation Trust	161	85	52.8%
Q55	Derbyshire and Nottinghamshire	4,727	1,986	42.0%
03X	Erewash CCG	10	8	80.0%
03Y	Hardwick CCG	12	8	66.7%
04E	Mansfield and Ashfield CCG	33	12	36.4%
04H	Newark & Sherwood CCG	24	18	75.0%
04J	North Derbyshire CCG	14	9	64.3%
04L	Nottingham North and East CCG	24	12	50.0%
04M	Nottingham West CCG	8	4	50.0%
04N	Rushcliffe CCG	12	7	58.3%
04R	Southern Derbyshire CCG	37	20	54.1%
NDW	Ripplez CIC	4	-	0.0%
NNJ	Derbyshire Health United Ltd	311	137	44.1%
RFS	Chesterfield Royal Hospital NHS Foundation Trust	805	805	100.0%
RHA	Nottinghamshire Healthcare NHS Trust	864	271	31.4%
RK5	Sherwood Forest Hospitals NHS Foundation Trust	699	-	0.0%
RTG	Derby Hospitals NHS Foundation Trust	681	139	20.4%
RX1	Nottingham University Hospitals NHS Trust	693	261	37.7%
RX9	East Midlands Ambulance Service NHS Trust	177	97	54.8%
RXM	Derbyshire Healthcare NHS Foundation Trust	127	60	47.2%
RY8	Derbyshire Community Health Services NHS Trust	192	118	61.5%
Q56	East Anglia	6,436	4,415	68.6%
06H	Cambridgeshire and Peterborough CCG	40	3	7.5%
06L	Ipswich and East Suffolk CCG	53	42	79.2%
06M	Great Yarmouth and Waveney CCG	14	5	35.7%
06V	North Norfolk CCG	20	10	50.0%
06W	Norwich CCG	11	3	27.3%
06Y	South Norfolk CCG	11	1	9.1%
07J	West Norfolk CCG	9	3	33.3%
07K	West Suffolk CCG	20	16	80.0%
NAX	East Coast Community Healthcare CIC	175	90	51.4%
NHM	Suffolk Community Healthcare	65	65	100.0%
RCX	The Queen Elizabeth Hospital, King's Lynn, NHS Foundation Trust	569	418	73.5%
RGM	Papworth Hospital NHS Foundation Trust	48	32	66.7%
RGN	Peterborough and Stamford Hospitals NHS Foundation Trust	502	147	29.3%
RGP	James Paget University Hospitals NHS Foundation Trust	266	97	36.5%
RQG	Ipswich Hospital NHS Trust	709	709	100.0%
RGR	West Suffolk NHS Foundation Trust	356	347	97.5%
RGT	Cambridge University Hospitals NHS Foundation Trust	465	346	74.4%
RM1	Norfolk and Norwich University Hospitals NHS Foundation Trust	986	986	100.0%
RMY	Norfolk and Suffolk NHS Foundation Trust	544	251	46.1%
RQQ	Hinchingbrooke Health Care NHS Trust	242	175	72.3%
RT1	Cambridgeshire and Peterborough NHS Foundation Trust	151	58	38.4%
RY3	Norfolk Community Health and Care NHS Trust	207	35	16.9%
RYC	East of England Ambulance Service NHS Trust	798	501	62.8%
RYV	Cambridgeshire Community Services NHS Trust	175	75	42.9%
Q57	Essex	5,118	2,211	43.2%
06Q	Mid Essex CCG	2	-	0.0%
06T	North East Essex CCG	21	7	33.3%
07G	Thurrock CCG	11	-	0.0%
07H	West Essex CCG	16	7	43.8%
99E	Basilidon and Brentwood CCG	45	2	4.4%
99F	Castle Point and Rochford CCG	20	11	55.0%
99G	Southend CCG	45	-	0.0%
NQ1	Anglian Community Enterprise Community Interest Company (Ace CIC)	67	26	38.8%
NQA	Provide	163	66	40.5%
RAJ	Southend University Hospital NHS Foundation Trust	883	516	58.4%
RDD	Basilidon and Thurrock University Hospitals NHS Foundation Trust	833	267	32.1%
RDE	Colchester Hospital University NHS Foundation Trust	1,257	-	0.0%
RQ8	Mid Essex Hospital Services NHS Trust	839	663	79.0%
RQW	The Princess Alexandra Hospital NHS Trust	389	389	100.0%
RRD	North Essex Partnership University NHS Foundation Trust	138	38	27.5%
RWN	South Essex Partnership University NHS Foundation Trust	389	219	56.3%
Q58	Hertfordshire and the South Midlands	4,118	2,088	50.7%
03V	Corby CCG	7	-	0.0%
04F	Milton Keynes CCG	15	1	6.7%
04G	Nene CCG	40	5	12.5%
06F	Bedfordshire CCG	101	32	31.7%
06K	East and North Hertfordshire CCG	51	22	43.1%
06N	Herts Valleys CCG	41	16	39.0%
06P	Luton CCG	27	5	18.5%
NPH	Milton Keynes Urgent Care Services CIC	17	1	5.9%
NRG	Baby Ways Community Interest Company	nil	nil	-
NRR	Community Dental Services CIC	7	6	85.7%

RC1	Bedford Hospital NHS Trust	285	190	66.7%
RC9	Luton and Dunstable University Hospital NHS Foundation Trust	624	432	69.2%
RD8	Milton Keynes Hospital NHS Foundation Trust	395	395	100.0%
RNQ	Kettering General Hospital NHS Foundation Trust	369	-	0.0%
RNS	Northampton General Hospital NHS Trust	526	116	22.1%
RP1	Northamptonshire Healthcare NHS Foundation Trust	328	167	50.9%
RWH	East and North Hertfordshire NHS Trust	868	505	58.2%
RWR	Hertfordshire Partnership University NHS Foundation Trust	232	107	46.1%
RY4	Hertfordshire Community NHS Trust	185	88	47.6%
Q59	Leicestershire and Lincolnshire	3,662	2,534	69.2%
03T	Lincolnshire East CCG	32	3	9.4%
03W	East Leicestershire and Rutland CCG	6	-	0.0%
04C	Leicester City CCG	25	5	20.0%
04D	Lincolnshire West CCG	13	6	46.2%
04Q	South West Lincolnshire CCG	9	-	0.0%
04V	West Leicestershire CCG	109	50	45.9%
99D	South Lincolnshire CCG	5	1	20.0%
RP7	Lincolnshire Partnership NHS Foundation Trust	194	36	18.6%
RT5	Leicestershire Partnership NHS Trust	330	153	46.4%
RWD	United Lincolnshire Hospitals NHS Trust	712	198	27.8%
RWE	University Hospitals of Leicester NHS Trust	2,034	2034	100.0%
RY5	Lincolnshire Community Health Services NHS Trust	193	48	24.9%
Q60	Shropshire and Staffordshire	2,756	1,073	38.9%
04Y	Cannock Chase CCG	nil	nil	-
05D	East Staffordshire CCG	16	4	25.0%
05G	North Staffordshire CCG	29	4	13.8%
05N	Shropshire CCG	20	4	20.0%
05Q	South East Staffs and Seisdon Peninsular CCG	18	5	27.8%
05V	Stafford and Surrounds CCG	18	-	0.0%
05W	Stoke on Trent CCG	60	6	10.0%
05X	Telford and Wrekin CCG	22	1	4.5%
NRX	Midlands Psychology CIC	1	-	0.0%
R1D	Shropshire Community Health NHS Trust	77	36	46.8%
R1E	Staffordshire and Stoke on Trent Partnership NHS Trust	263	131	49.8%
RJD	Mid Staffordshire NHS Foundation Trust	268	70	26.1%
RJE	University Hospital of North Staffordshire NHS Trust	809	377	46.6%
RJF	Burton Hospitals NHS Foundation Trust	475	225	47.4%
RL1	The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	87	37	42.5%
RLY	North Staffordshire Combined Healthcare NHS Trust	57	30	52.6%
RRE	South Staffordshire and Shropshire Healthcare NHS Foundation Trust	92	41	44.6%
RXW	Shrewsbury and Telford Hospital NHS Trust	444	102	23.0%
Q64	Bath, Gloucestershire, Swindon and Wiltshire	2,644	1,117	42.2%
11E	Bath and North East Somerset CCG	27	5	18.5%
11M	Gloucestershire CCG	23	13	56.5%
12D	Swindon CCG	33	8	24.2%
99N	Wiltshire CCG	114	12	10.5%
NLX	Sirona Care & Health	49	32	65.3%
R1J	Gloucestershire Care Services NHS Trust	77	31	40.3%
RBB	Royal National Hospital For Rheumatic Diseases NHS Foundation Trust	12	8	66.7%
RD1	Royal United Hospital Bath NHS Trust	365	314	86.0%
RN3	Great Western Hospitals NHS Foundation Trust	360	42	11.7%
RNZ	Salisbury NHS Foundation Trust	330	201	60.9%
RTE	Gloucestershire Hospitals NHS Foundation Trust	836	229	27.4%
RTQ	2Gether NHS Foundation Trust	146	67	45.9%
RVN	Avon and Wiltshire Mental Health Partnership NHS Trust	272	155	57.0%
Q65	Bristol, North Somerset, Somerset and South Gloucestershire	2,515	1,538	61.2%
11H	Bristol CCG	44	26	59.1%
11T	North Somerset CCG	24	12	50.0%
11X	Somerset CCG	62	3	4.8%
12A	South Gloucestershire CCG	12	1	8.3%
NLT	North Somerset Community Partnership Community Interest Company	26	16	61.5%
NLW	Bristol Community Health	31	15	48.4%
RA3	Weston Area Health NHS Trust	225	95	42.2%
RA4	Yeovil District Hospital NHS Foundation Trust	266	266	100.0%
RA7	University Hospitals Bristol NHS Foundation Trust	775	775	100.0%
RBA	Taunton and Somerset NHS Foundation Trust	182	132	72.5%
RH5	Somerset Partnership NHS Foundation Trust	113	93	82.3%
RVJ	North Bristol NHS Trust	755	104	13.8%
Q66	Devon, Cornwall and Isles of Scilly	4,123	1,770	42.9%
11N	Kernow CCG	19	5	26.3%
99P	North, East, West Devon CCG	95	23	24.2%
99Q	South Devon and Torbay CCG	9	4	44.4%
NLL	Peninsula Community Health CIC	120	70	58.3%
NR5	Plymouth Community Healthcare (CIC)	160	101	63.1%
NX0	Chime Social Enterprise	7	4	57.1%
R1G	Torbay and Southern Devon Health and Care NHS Trust	67	37	55.2%
RA9	South Devon Healthcare NHS Foundation Trust	241	40	16.6%
RBZ	Northern Devon Healthcare NHS Trust	324	22	6.8%
REF	Royal Cornwall Hospitals NHS Trust	491	119	24.2%
RH8	Royal Devon and Exeter NHS Foundation Trust	497	206	41.4%
RJ8	Cornwall Partnership NHS Foundation Trust	111	39	35.1%
RK9	Plymouth Hospitals NHS Trust	860	583	67.8%
RWV	Devon Partnership NHS Trust	336	66	19.6%
RYF	South Western Ambulance Service NHS Foundation Trust	786	451	57.4%
Q67	Kent and Medway	3,479	1,554	44.7%
09C	Ashford CCG	9	2	22.2%
09E	Canterbury and Coastal CCG	18	5	27.8%
09J	Dartford, Gravesham and Swanley CCG	14	3	21.4%
09W	Medway CCG	4	2	50.0%
10A	South Kent Coast CCG	12	3	25.0%
10D	Swale CCG	6	1	16.7%

10E	Thanet CCG	17	5	29.4%
99J	West Kent CCG	43	15	34.9%
NQ7	Medway Community Healthcare	143	-	0.0%
RN7	Dartford and Gravesham NHS Trust	451	231	51.2%
RPA	Medway NHS Foundation Trust	628	374	59.6%
RVV	East Kent Hospitals University NHS Foundation Trust	895	482	53.9%
RWF	Maidstone and Tunbridge Wells NHS Trust	574	197	34.3%
RXY	Kent and Medway NHS and Social Care Partnership Trust	376	169	44.9%
RYY	Kent Community Health NHS Trust	289	65	22.5%
Q68	Surrey and Sussex	6,103	3,271	53.6%
09D	Brighton and Hove CCG	49	6	12.2%
09F	Eastbourne, Hailsham and Seaford CCG	33	16	48.5%
09G	Coastal West Sussex CCG	67	31	46.3%
09H	Crawley CCG	15	5	33.3%
09L	East Surrey CCG	4	4	100.0%
09N	Guildford and Waverley CCG	37	30	81.1%
09P	Hastings and Rother CCG	32	13	40.6%
09X	Horsham and Mid Sussex CCG	10	7	70.0%
09Y	North West Surrey CCG	1	-	0.0%
10C	Surrey Heath CCG	3	2	66.7%
99H	Surrey Downs CCG	34	7	20.6%
99K	High Weald Lewes Havens CCG	23	10	43.5%
RA2	Royal Surrey County Hospital NHS Foundation Trust	430	234	54.4%
RDR	Sussex Community NHS Trust	204	96	47.1%
RDU	Frimley Park Hospital NHS Foundation Trust	382	105	27.5%
RPC	Queen Victoria Hospital NHS Foundation Trust	80	51	63.8%
RTK	Ashford and St Peter'S Hospitals NHS Foundation Trust	548	417	76.1%
RTP	Surrey and Sussex Healthcare NHS Trust	482	435	90.2%
RX2	Sussex Partnership NHS Foundation Trust	765	130	17.0%
RXC	East Sussex Healthcare NHS Trust	521	390	74.9%
RXH	Brighton and Sussex University Hospitals NHS Trust	1,126	537	47.7%
RXX	Surrey and Borders Partnership NHS Foundation Trust	130	48	36.9%
RYD	South East Coast Ambulance Service NHS Foundation Trust	605	415	68.6%
RYR	Western Sussex Hospitals NHS Foundation Trust	522	282	54.0%
Q69	Thames Valley	3,546	2,195	61.9%
10G	Bracknell and Ascot CCG	26	2	7.7%
10H	Chiltern CCG	60	16	26.7%
10M	Newbury and District CCG	18	3	16.7%
10N	North & West Reading CCG	10	1	10.0%
10Q	Oxfordshire CCG	40	-	0.0%
10T	Slough CCG	11	2	18.2%
10W	South Reading CCG	14	2	14.3%
10Y	Aylesbury Vale CCG	39	7	17.9%
11C	Windsor, Ascot and Maidenhead CCG	35	4	11.4%
11D	Wokingham CCG	14	3	21.4%
RD7	Heatherwood and Wexham Park Hospitals NHS Foundation Trust	548	548	100.0%
RHW	Royal Berkshire NHS Foundation Trust	411	-	0.0%
RNU	Oxford Health NHS Foundation Trust	225	76	33.8%
RTH	Oxford University Hospitals NHS Trust	890	667	74.9%
RWX	Berkshire Healthcare NHS Foundation Trust	210	94	44.8%
RXQ	Buckinghamshire Healthcare NHS Trust	613	556	90.7%
RYE	South Central Ambulance Service NHS Foundation Trust	382	214	56.0%
Q70	Wessex	4,935	2,620	53.1%
10J	North Hampshire CCG	26	20	76.9%
10K	Fareham and Gosport CCG	40	40	100.0%
10L	Isle of Wight CCG	9	1	11.1%
10R	Portsmouth CCG	11	4	36.4%
10V	South Eastern Hampshire CCG	35	35	100.0%
10X	Southampton CCG	31	8	25.8%
11A	West Hampshire CCG	174	94	54.0%
11J	Dorset CCG	61	8	13.1%
99M	North East Hampshire and Farnham CCG	11	4	36.4%
NCH	Talkplus	nil	nil	.
NWA	Echotech Ltd	nil	nil	.
R1C	Solent NHS Trust	295	156	52.9%
R1F	Isle of Wight NHS Trust	194	183	94.3%
RBD	Dorset County Hospital NHS Foundation Trust	428	428	100.0%
RD3	Poole Hospital NHS Foundation Trust	467	103	22.1%
RDY	Dorset Healthcare University NHS Foundation Trust	452	142	31.4%
RDZ	The Royal Bournemouth and Christchurch Hospitals NHS Foundation Trust	370	189	51.1%
RHM	University Hospital Southampton NHS Foundation Trust	563	383	68.0%
RHU	Portsmouth Hospitals NHS Trust	692	-	0.0%
RN5	Hampshire Hospitals NHS Foundation Trust	606	606	100.0%
RW1	Southern Health NHS Foundation Trust	470	216	46.0%
Q71	London	20,646	9,832	47.6%
07L	Barking and Dagenham CCG	3	1	33.3%
07M	Barnet CCG	4	2	50.0%
07N	Bexley CCG	25	15	60.0%
07P	Brent CCG	35	-	0.0%
07Q	Bromley CCG	28	16	57.1%
07R	Camden CCG	3	1	33.3%
07T	City and Hackney CCG	1	-	0.0%
07V	Croydon CCG	31	26	83.9%
07W	Ealing CCG	15	2	13.3%
07X	Enfield CCG	12	7	58.3%
07Y	Hounslow CCG	39	10	25.6%
08A	Greenwich CCG	47	8	17.0%
08C	Hammersmith and Fulham CCG	7	3	42.9%
08D	Haringey CCG	4	2	50.0%
08E	Harrow CCG	26	1	3.8%
08F	Havering CCG	1	-	0.0%
08G	Hillingdon CCG	14	1	7.1%
08H	Islington CCG	nil	nil	.
08J	Kingston CCG	8	4	50.0%
08K	Lambeth CCG	12	6	50.0%

08L	Lewisham CCG	19	16	84.2%
08M	Newham CCG	nil	nil	-
08N	Redbridge CCG	10	7	70.0%
08P	Richmond CCG	13	-	0.0%
08Q	Southwark CCG	2	1	50.0%
08R	Merton CCG	19	9	47.4%
08T	Sutton CCG	34	14	41.2%
08V	Tower Hamlets CCG	nil	nil	-
08W	Waltham Forest CCG	3	2	66.7%
08X	Wandsworth CCG	18	4	22.2%
08Y	West London (K&C & Qpp) CCG	28	9	32.1%
09A	Central London (Westminster) CCG	23	6	26.1%
NAL	Patientfirst Social Enterprise	nil	nil	-
NDA	Virgin Care Services Ltd	138	118	85.5%
NNV	Your Healthcare	22	13	59.1%
NQV	Bromley Healthcare	118	32	27.1%
R1H	Barts Health NHS Trust	2,451	224	9.1%
RAL	Royal Free London NHS Foundation Trust	652	441	67.6%
RAN	Royal National Orthopaedic Hospital NHS Trust	91	54	59.3%
RAP	North Middlesex University Hospital NHS Trust	497	323	65.0%
RAS	The Hillingdon Hospitals NHS Foundation Trust	423	61	14.4%
RAT	North East London NHS Foundation Trust	215	129	60.0%
RAX	Kingston Hospital NHS Foundation Trust	401	295	73.6%
RC3	Ealing Hospital NHS Trust	223	166	74.4%
RF4	Barking, Havering and Redbridge University Hospitals NHS Trust	771	459	59.5%
RFW	West Middlesex University Hospital NHS Trust	384	314	81.8%
RJ1	Guy's and St Thomas' NHS Foundation Trust	926	616	66.5%
RJ2	Lewisham and Greenwich NHS Trust	807	408	50.6%
RJ6	Croydon Health Services NHS Trust	705	705	100.0%
RJ7	St George's Healthcare NHS Trust	1,083	1083	100.0%
RJZ	King's College Hospital NHS Foundation Trust	980	367	37.4%
RKE	The Whittington Hospital NHS Trust	460	279	60.7%
RKL	West London Mental Health NHS Trust	444	178	40.1%
RNK	Tavistock and Portman NHS Foundation Trust	12	2	16.7%
RP4	Great Ormond Street Hospital for Children NHS Foundation Trust	123	123	100.0%
RP6	Moorfields Eye Hospital NHS Foundation Trust	249	118	47.4%
RPG	Oxleas NHS Foundation Trust	204	128	62.7%
RPY	The Royal Marsden NHS Foundation Trust	175	132	75.4%
RQM	Chelsea and Westminster Hospital NHS Foundation Trust	356	356	100.0%
RQX	Homerton University Hospital NHS Foundation Trust	271	-	0.0%
RQY	South West London and St George's Mental Health NHS Trust	359	157	43.7%
RRP	Barnet, Enfield and Haringey Mental Health NHS Trust	293	34	11.6%
RRU	London Ambulance Service NHS Trust	1,060	-	0.0%
RRV	University College London Hospitals NHS Foundation Trust	788	521	66.1%
RT3	Royal Brompton & Harefield NHS Foundation Trust	65	57	87.7%
RV3	Central and North West London NHS Foundation Trust	538	241	44.8%
RV5	South London and Maudsley NHS Foundation Trust	561	176	31.4%
RV8	North West London Hospitals NHS Trust	784	177	22.6%
RVL	Barnet and Chase Farm Hospitals NHS Trust	336	-	0.0%
RVR	Epsom and St Helier University Hospitals NHS Trust	480	480	100.0%
RWK	East London NHS Foundation Trust	375	136	36.3%
RY9	Hounslow and Richmond Community Healthcare NHS Trust	82	-	0.0%
RYH	NHS Direct NHS Trust	68	50	73.5%
RYJ	Imperial College Healthcare NHS Trust	884	380	43.0%
RYX	Central London Community Healthcare NHS Trust	92	56	60.9%
TAF	Camden and Islington NHS Foundation Trust	216	70	32.4%
Other		895	265	29.8%
KO41a†	First Contact Clinical	3	1	33.3%
KO41a†	Bevan Healthcare CIC	nil	nil	-
KO41a†	Health First ALW Community Interest Company	nil	nil	-
KO41a†	St Pauls Way Medical Centre (MEEBBB Health CIC)	7	-	0.0%
KO41a†	First Community Health and Care	16	10	62.5%
KO41a†	City & Hackney Urgent Healthcare Social Enterprise	1	-	0.0%
KO41a†	Allied Healthcare Group Limited	214	121	56.5%
KO41a†	Herts Urgent Care	29	29	100.0%
KO41a†	East Lancashire Medical Services	108	-	0.0%
KO41a†	Accelerate Health CIC	1	1	100.0%
KO41a†	Urgent Care 24	73	29	39.7%
KO41a†	Integrated Care 24 (formerly South East Health Limited)	263	68	25.9%
KO41a†	Willow Bank Partnership Community Interest Company(Willow Bank Surgery)	13	-	0.0%
KO41a†	Annie's Healthcare Services CIC	nil	nil	-
KO41a†	Care & Support Partnership Community Interest Company Limited	131	-	0.0%
KO41a†	Carers' Break - Community Interest Company	nil	nil	-
KO41a†	Connections (West Yorkshire) Health and Social Care CIC	nil	nil	-
KO41a†	Falcare CIC Ltd	nil	nil	-
KO41a†	Inclusion Healthcare Social Enterprise CIC	nil	nil	-
KO41a†	Positive Support in Tees Community Interest Company	nil	nil	-
KO41a†	SCIL Continuing Care Community Interest Company	nil	nil	-
KO41a†	Support Horizons CIC	nil	nil	-
KO41a†	Vernova Healthcare Community Interest Company	2	2	100.0%
NWL	My General Practice Limited	1	-	0.0%
X24	NHS England	33	4	12.1%

Notes:

Data above shows all NHS organisations, please note that some organisations will not have direct dealings with patients and in these cases will not provide any complaints data.

' nil ' refers to organisations that did not submit information on written complaints upheld

' .. ' refers to no data available

' - ' denotes zero.

' . ' denotes not applicable

Data as at 1 April 2013 - 31 March 2014

Source:

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Table 20 General Practice (including Dental) Health Services : Written Complaints and Complaints Upheld by Service Area, 2013-14, England, experimental statistics

	Written Complaints Received	<i>of which</i>	Written Complaints Upheld	Percentage upheld
All Service Areas	60,564		30,619	50.6%
Medical	24,405		11,100	45.5%
Dental	6,973		4,004	57.4%
General Practice administration	22,643		12,115	53.5%
Other	6,543		3,400	52.0%

Data as at 1 April 2013 - 31 March 2014

Source:

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Table 21 General Practice (including Dental) Health Services : Written Complaints and Complaints Upheld by Subject⁽¹⁾ of Complaint, 2013-14, England, experimental statistics

	Written Complaints Received	<i>of which</i>	Written Complaints Upheld	Percentage upheld
All Subjects of Complaint ⁽¹⁾	61,196		31,678	51.8%
Communications / attitude	13,275		7,203	54.3%
Premises	1,621		1,329	82.0%
Practice / surgery management	6,360		3,340	52.5%
General Practice administration	12,513		6,987	55.8%
Clinical	22,202		10,313	46.5%
Other	5,225		2,506	48.0%

Notes:

⁽¹⁾ A complaint can be made concerning more than one subject area. Where this has occurred, some Practices have recorded a complaint under each subject area contained within the complaint letter received.

Data as at 1 April 2013 - 31 March 2014

Source:

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Table 22 General Practice (including Dental) Health Services : Written Complaints and Complaints Upheld by Service Area and NHS England Area Team, 2013-14, England, experimental statistics

Written Complaints Received													
	Cheshire, Warrington and Wirral	Durham, Darlington and Tees	Greater Manchester	Lancashire	Merseyside	Cumbria, Northumberland, Tyne and Wear	North Yorkshire and Humber	South Yorkshire and Bassetlaw	West Yorkshire	Arden, Herefordshire and Worcestershire	Birmingham and the Black Country	Derbyshire and Nottinghamshire	
England	Q44	Q45	Q46	Q47	Q48	Q49	Q50	Q51	Q52	Q53	Q54	Q55	
Total general practice (including dental) health services Complaints	60,564	1,287	1,075	2,742	4,323	1,403	1,548	2,548	1,654	2,884	1,960	2,082	574
Medical	24,405	476	505	1,097	1,182	548	727	2,213	643	1,035	815	856	224
Dental	6,973	121	107	341	1,141	154	194	335	140	271	249	129	149
General Practice administration	22,643	615	346	1,072	1,157	561	487	-	708	1,319	694	916	139
Other	6,543	75	117	232	843	140	140	-	163	259	202	181	62
Written Complaints Upheld													
	Cheshire, Warrington and Wirral	Durham, Darlington and Tees	Greater Manchester	Lancashire	Merseyside	Cumbria, Northumberland, Tyne and Wear	North Yorkshire and Humber	South Yorkshire and Bassetlaw	West Yorkshire	Arden, Herefordshire and Worcestershire	Birmingham and the Black Country	Derbyshire and Nottinghamshire	
England	Q44	Q45	Q46	Q47	Q48	Q49	Q50	Q51	Q52	Q53	Q54	Q55	
Total general practice (including dental) health services Complaints	30,619	547	618	1,465	3,412	872	819	791	496	972	1,021	861	338
Medical	11,100	199	278	514	850	311	337	706	184	347	412	349	121
Dental	4,004	66	53	172	984	92	123	85	50	102	140	62	76
General Practice administration	12,115	254	218	631	843	393	292	-	238	452	388	381	108
Other	3,400	28	69	148	735	76	67	-	24	71	81	69	33
Percentage Upheld													
	Cheshire, Warrington and Wirral	Durham, Darlington and Tees	Greater Manchester	Lancashire	Merseyside	Cumbria, Northumberland, Tyne and Wear	North Yorkshire and Humber	South Yorkshire and Bassetlaw	West Yorkshire	Arden, Herefordshire and Worcestershire	Birmingham and the Black Country	Derbyshire and Nottinghamshire	
England	Q44	Q45	Q46	Q47	Q48	Q49	Q50	Q51	Q52	Q53	Q54	Q55	
Total general practice (including dental) health services Complaints	50.6%	42.5%	57.5%	53.4%	78.9%	62.2%	52.9%	31.0%	30.0%	33.7%	52.1%	41.4%	58.9%
Medical	45.5%	41.8%	55.0%	46.9%	71.9%	56.8%	46.4%	31.9%	28.6%	33.5%	50.6%	40.8%	54.0%
Dental	57.4%	54.5%	49.5%	50.4%	86.2%	59.7%	63.4%	25.4%	35.7%	37.6%	56.2%	48.1%	51.0%
General Practice administration	53.5%	41.3%	63.0%	58.9%	72.9%	70.1%	60.0%	-	33.6%	34.3%	55.9%	41.6%	77.7%
Other	52.0%	37.3%	59.0%	63.8%	87.2%	54.3%	47.9%	-	14.7%	27.4%	40.1%	38.1%	53.2%

Data as at 1 April 2013 - 31 March 2014

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East Anglia	Essex	Hertfordshire and the South Midlands	Leicestershire and Lincolnshire	Shropshire and Staffordshire	Bath, Gloucestershire, Swindon and Wiltshire	Somerset, Somerset and South Gloucestershire	Devon, Cornwall and Isles of Scilly	Kent and Medway	Surrey and Sussex	Thames Valley	Wessex	London	Other
Q56	Q57	Q58	Q59	Q60	Q64	Q65	Q66	Q67	Q68	Q69	Q70	Q71	Q99
3,222	2,190	3,552	1,450	1,855	1,683	2,081	2,550	1,942	3,260	1,886	3,644	7,019	150
1,209	981	1,312	645	860	597	819	992	798	1,310	681	1,317	2,525	38
307	142	239	168	161	136	164	282	250	244	155	640	710	44
1,369	755	1,709	531	621	808	835	978	662	1,459	829	1,215	2,799	59
337	312	292	106	213	142	263	298	232	247	221	472	985	9

East Anglia	Essex	Hertfordshire and the South Midlands	Leicestershire and Lincolnshire	Shropshire and Staffordshire	Bath, Gloucestershire, Swindon and Wiltshire	Somerset, Somerset and South Gloucestershire	Devon, Cornwall and Isles of Scilly	Kent and Medway	Surrey and Sussex	Thames Valley	Wessex	London	Other
Q56	Q57	Q58	Q59	Q60	Q64	Q65	Q66	Q67	Q68	Q69	Q70	Q71	Q99
1,445	1,322	1,368	665	333	1,056	1,072	1,406	1,014	1,758	1,110	1,907	3,872	79
533	549	456	282	95	358	392	524	374	640	372	577	1,329	11
158	86	75	65	27	82	105	149	139	150	81	464	388	30
664	494	723	253	175	522	476	588	389	817	558	635	1,588	35
90	193	114	65	36	94	99	145	112	151	99	231	567	3

Percentage (%)													
East Anglia	Essex	Hertfordshire and the South Midlands	Leicestershire and Lincolnshire	Shropshire and Staffordshire	Bath, Gloucestershire, Swindon and Wiltshire	Somerset, Somerset and South Gloucestershire	Devon, Cornwall and Isles of Scilly	Kent and Medway	Surrey and Sussex	Thames Valley	Wessex	London	Other
Q56	Q57	Q58	Q59	Q60	Q64	Q65	Q66	Q67	Q68	Q69	Q70	Q71	Q99
44.8%	60.4%	38.5%	45.9%	18.0%	62.7%	51.5%	55.1%	52.2%	53.9%	58.9%	52.3%	55.2%	52.7%
44.1%	56.0%	34.8%	43.7%	11.0%	60.0%	47.9%	52.8%	46.9%	48.9%	54.6%	43.8%	52.6%	28.9%
51.5%	60.6%	31.4%	38.7%	16.8%	60.3%	64.0%	52.8%	55.6%	61.5%	52.3%	72.5%	54.6%	68.2%
48.5%	65.4%	42.3%	47.6%	28.2%	64.6%	57.0%	60.1%	58.8%	56.0%	67.3%	52.3%	56.7%	59.3%
26.7%	61.9%	39.0%	61.3%	16.9%	66.2%	37.6%	48.7%	48.3%	61.1%	44.8%	48.9%	57.6%	33.3%

Table 23 General Practice (including Dental) Health Services : Written Complaints and Complaints Upheld by Subject⁽¹⁾ and NHS England Area Team, 2013-14, England, experimental statistics

Written Complaints Received

	Cheshire, Warrington and Wirral	Durham, Darlington and Tees	Greater Manchester	Lancashire	Merseyside	Cumbria, Northumberland, Tyne and Wear	North Yorkshire and Humber	South Yorkshire and Bassetlaw	West Yorkshire	Arden, Herefordshire and Worcestershire	Birmingham and the Black Country	Derbyshire and Nottinghamshire	East Anglia	Essex	Hertfordshire and the South Midlands	
England	Q44	Q45	Q46	Q47	Q48	Q49	Q50	Q51	Q52	Q53	Q54	Q55	Q56	Q57	Q58	
Total general practice (including dental) health services Complaints	61,196	1,305	1,097	2,537	6,749	1,202	1,427	2,548	1,640	2,933	1,703	2,101	519	3,195	1,783	3,582
Communications / attitude	13,275	223	311	629	1,333	320	297	589	337	580	417	435	137	608	365	660
Premises	1,621	14	8	26	1,054	6	21	28	12	28	16	17	1	35	9	41
Practice / surgery management	6,360	176	118	199	1,120	151	170	172	138	318	146	231	32	433	153	409
General Practice administration	12,513	326	158	524	927	219	257	460	340	682	338	442	94	616	344	865
Clinical	22,202	468	420	980	1,483	439	565	1,064	637	1,099	682	785	211	1,220	711	1,329
Other	5,225	98	82	179	832	67	117	235	176	226	104	191	44	283	201	278

Written Complaints Upheld

	Cheshire, Warrington and Wirral	Durham, Darlington and Tees	Greater Manchester	Lancashire	Merseyside	Cumbria, Northumberland, Tyne and Wear	North Yorkshire and Humber	South Yorkshire and Bassetlaw	West Yorkshire	Arden, Herefordshire and Worcestershire	Birmingham and the Black Country	Derbyshire and Nottinghamshire	East Anglia	Essex	Hertfordshire and the South Midlands	
England	Q44	Q45	Q46	Q47	Q48	Q49	Q50	Q51	Q52	Q53	Q54	Q55	Q56	Q57	Q58	
Total general practice (including dental) health services Complaints	31,678	562	639	1,268	5,660	815	766	791	502	1,003	842	892	295	1,452	1,045	1,467
Communications / attitude	7,203	113	195	346	1,136	216	171	186	111	204	225	209	64	312	224	280
Premises	1,329	9	8	21	988	4	15	15	4	13	11	11	1	18	8	10
Practice / surgery management	3,340	84	57	99	968	120	102	59	51	101	79	98	11	174	91	151
General Practice administration	6,987	146	99	291	736	151	170	186	143	282	174	201	60	352	208	412
Clinical	10,313	179	229	436	1,121	288	246	285	175	360	322	312	135	498	383	500
Other	2,506	31	51	75	711	36	62	60	18	43	31	61	24	98	131	114

Percentage Upheld

	Cheshire, Warrington and Wirral	Durham, Darlington and Tees	Greater Manchester	Lancashire	Merseyside	Cumbria, Northumberland, Tyne and Wear	North Yorkshire and Humber	South Yorkshire and Bassetlaw	West Yorkshire	Arden, Herefordshire and Worcestershire	Birmingham and the Black Country	Derbyshire and Nottinghamshire	East Anglia	Essex	Hertfordshire and the South Midlands	
England	Q44	Q45	Q46	Q47	Q48	Q49	Q50	Q51	Q52	Q53	Q54	Q55	Q56	Q57	Q58	
Total general practice (including dental) health services Complaints	51.8%	43.1%	58.2%	50.0%	83.9%	67.8%	53.7%	31.0%	30.6%	34.2%	49.4%	42.5%	56.8%	45.4%	58.6%	41.0%
Communications / attitude	54.3%	50.7%	62.7%	55.0%	85.2%	67.5%	57.6%	31.6%	32.9%	35.2%	54.0%	48.0%	46.7%	51.3%	61.4%	42.4%
Premises	82.0%	64.3%	100.0%	80.8%	93.7%	66.7%	71.4%	53.6%	33.3%	46.4%	68.8%	64.7%	100.0%	51.4%	88.9%	24.4%
Practice / surgery management	52.5%	47.7%	48.3%	49.7%	86.4%	79.5%	60.0%	34.3%	37.0%	31.8%	54.1%	42.4%	34.4%	40.2%	59.5%	36.9%
General Practice administration	55.8%	44.8%	62.7%	55.5%	79.4%	68.9%	66.1%	40.4%	42.1%	41.3%	51.5%	45.5%	63.8%	57.1%	60.5%	47.6%
Clinical	46.5%	38.2%	54.5%	44.5%	75.6%	65.6%	43.5%	26.8%	27.5%	32.8%	47.2%	39.7%	64.0%	40.8%	53.9%	37.6%
Other	48.0%	31.6%	62.2%	41.9%	85.5%	53.7%	53.0%	25.5%	10.2%	19.0%	29.8%	31.9%	54.5%	34.6%	65.2%	41.0%

⁽¹⁾ A complaint can be made concerning more than one subject area. Where this has occurred, some Practices have recorded a complaint under each subject area contained within the complaint letter received.

Data as at 1 April 2013 - 31 March 2014

Source:

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Leicestershire and Lincolnshire	Shropshire and Staffordshire	Bath, Gloucestershire, Swindon and Wiltshire	Somerset, Somerset and South Gloucestershire	Devon, Cornwall and Isles of Scilly	Kent and Medway	Surrey and Sussex	Thames Valley	Wessex	London	Other
Q59	Q60	Q64	Q65	Q66	Q67	Q68	Q69	Q70	Q71	Q99
1,516	1,920	1,595	2,129	2,321	1,875	3,207	1,898	3,506	6,767	141
334	441	329	449	505	390	696	406	747	1,699	38
23	18	23	33	23	10	39	17	41	74	4
130	170	125	216	198	173	303	186	241	638	14
308	407	416	483	548	407	768	419	668	1,473	24
620	701	593	779	868	776	1,192	734	1,513	2,282	51
101	183	109	169	179	119	209	136	296	601	10
Leicestershire and Lincolnshire	Shropshire and Staffordshire	Bath, Gloucestershire, Swindon and Wiltshire	Somerset, Somerset and South Gloucestershire	Devon, Cornwall and Isles of Scilly	Kent and Medway	Surrey and Sussex	Thames Valley	Wessex	London	Other
Q59	Q60	Q64	Q65	Q66	Q67	Q68	Q69	Q70	Q71	Q99
693	279	949	1,052	1,277	999	1,763	1,074	1,831	3,671	91
188	50	196	253	302	203	412	235	425	921	26
14	5	15	16	19	8	27	9	32	45	3
50	44	73	79	86	99	135	99	97	322	11
155	65	289	271	359	267	459	293	354	848	16
250	89	327	368	428	355	612	391	793	1,201	30
36	26	49	65	83	67	118	47	130	334	5
Percentage (%)										
Leicestershire and Lincolnshire	Shropshire and Staffordshire	Bath, Gloucestershire, Swindon and Wiltshire	Somerset, Somerset and South Gloucestershire	Devon, Cornwall and Isles of Scilly	Kent and Medway	Surrey and Sussex	Thames Valley	Wessex	London	Other
Q59	Q60	Q64	Q65	Q66	Q67	Q68	Q69	Q70	Q71	Q99
45.7%	14.5%	59.5%	49.4%	55.0%	53.3%	55.0%	56.6%	52.2%	54.2%	64.5%
56.3%	11.3%	59.6%	56.3%	59.8%	52.1%	59.2%	57.9%	56.9%	54.2%	68.4%
60.9%	27.8%	65.2%	48.5%	82.6%	80.0%	69.2%	52.9%	78.0%	60.8%	75.0%
38.5%	25.9%	58.4%	36.6%	43.4%	57.2%	44.6%	53.2%	40.2%	50.5%	78.6%
50.3%	16.0%	69.5%	56.1%	65.5%	65.6%	59.8%	69.9%	53.0%	57.6%	66.7%
40.3%	12.7%	55.1%	47.2%	49.3%	45.7%	51.3%	53.3%	52.4%	52.6%	58.8%
35.6%	14.2%	45.0%	38.5%	46.4%	56.3%	56.5%	34.6%	43.9%	55.6%	50.0%

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