



# Data on Written Complaints in the NHS 2008-09

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**Table 1 Written complaints about hospital and community services in England, 1997-2008**

	1997-98	1998-99	1999-00	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09
<b>Total HCHS Complaints</b>	<b>88,757</b>	<b>86,013</b>	<b>86,536</b>	<b>95,734</b>	<b>93,020</b>	<b>91,023</b>	<b>90,122</b>	<b>90,413</b>	<b>95,047</b>	<b>90,801</b>	<b>87,080</b>	<b>89,139</b>
<i>Local Resolution</i>												
Concluded within target time limit <sup>(1)</sup>	58,002	53,797	51,597	53,197	54,521	57,211	62,250	67,558	71,372	69,452	65,430	64,931
<i>percentage concluded within target time limit</i>	65%	63%	60%	56%	59%	63%	69%	75%	75%	76%	75%	73%
Concluded outside target time limit	27,210	28,309	30,120	36,313	34,551	28,646	23,465	21,246	21,755	19,724	18,306	22,273
<i>with consent</i>	.	.	.	.	.	.	.	.	.	.	9,179	13,400
<i>without consent</i>	.	.	.	.	.	.	.	.	.	.	9,127	8,873
Still being pursued	3,545	3,907	4,819	6,224	3,912	5,166	4,171	1,398	1,920	1,625	3,344	1,935
Not Stated	-	-	-	-	-	-	236	211	-	-	-	-

## Notes:

<sup>(1)</sup> The local resolution time limit for HCHS complaints was 20 days until 31st August 2006. This changed to 25 days on 1st September 2006.

Consequently 2006/07 includes data on a target time limit of 20 days for 1st April to 31st August 2006 and data on a target time limit of 25 days for 1st September 06 to 31st March 2007 (see last years publication for breakdown). Due to this change local resolution from 2006/07 onwards are not directly comparable with previous years.

' - ' denotes zero

' . ' denotes not available

**Table 2 Written complaints about general practice (including dental) health services in England 1997-2008**

	1997-98	1998-99	1999-00	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09
<b>Total general practice (including dental) health services Complaints</b>	<b>38,093</b>	<b>38,857</b>	<b>39,725</b>	<b>44,442</b>	<b>40,254</b>	<b>42,844</b>	<b>43,347</b>	<b>43,407</b>	<b>43,349</b>	<b>42,592</b>	<b>43,942</b>	<b>48,597</b>

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**Table 3 Written complaints about hospital and community services by service area, England, 2008-09**

	Total complaints	Local Resolution					Still being pursued
		Concluded within 25 working days % and number	Concluded outside 25 working days	<i>Concluded outside 25 working days with consent</i>	<i>Concluded outside 25 working days without consent</i>		
<b>All Service Areas</b>	<b>89,139</b>	<b>73%</b> <b>64,931</b>	<b>22,273</b>	<b>13,400</b>	<b>8,873</b>	<b>1,935</b>	
Ambulance services	2,661	73% 1,947	581	354	227	133	
Community hospital services	1,416	70% 989	403	335	68	24	
Elderly (geriatric) services	1,294	72% 933	324	181	143	37	
Hospital acute services: A&E	6,872	70% 4,819	1,910	1,094	816	143	
Hospital acute services: Inpatient	29,033	67% 19,460	8,833	5,121	3,712	740	
Hospital acute services: Outpatient	26,793	79% 21,137	5,170	2,721	2,449	486	
Maternity services	2,803	69% 1,943	779	493	286	81	
Mental health services	7,214	72% 5,211	1,874	1,277	597	129	
NHS Direct	407	99% 402	5	5	-	-	
Other community health services	7,044	75% 5,255	1,676	1,270	406	113	
PCT commissioning	2,285	80% 1,828	421	304	117	36	
Walk in centres	415	71% 294	121	103	18	-	
Other	902	79% 713	176	142	34	13	

Notes:

' - ' denotes zero

Data as at 1 April 2008 - 31 March 2009

Source:

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**Table 4 Written complaints about hospital and community services by profession, England, 2008-09**

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<b>All Professions</b>	<b>89,139</b>
Medical (including surgical)	39,981
Dental (including surgical)	908
Professions supplementary to medicine	4,056
Nursing, Midwifery and Health Visiting	19,111
Scientific, Technical and Professional	1,167
Ambulance crews (including paramedics)	2,541
Maintenance and Ancillary staff	1,014
PCT Administrative staff / members (exc GP admin)	1,314
Trust Administrative staff / members	8,932
Other	10,115

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Notes:

Data as at 1 April 2008 - 31 March 2009

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**Table 5 Written complaints about hospital and community services by subject of complaint <sup>(1)</sup>, England, 2008-09**

<b>All Subjects of Complaint <sup>(1)</sup></b>	<b>89,698</b>
Admissions, discharge and transfer arrangements	4,473
Aids and appliances, equipment, premises (including access)	2,055
Appointments, delay / cancellation (outpatient)	9,738
Appointments, delay / cancellation (inpatient)	2,364
Length of time waiting for a response, or to be seen: NHS Direct	134
Length of time waiting for a response, or to be seen: Walk in centres	255
Attitude of staff	11,332
All aspects of clinical treatment	37,149
Communication / information to patients (written and oral)	8,970
Consent to treatment	238
Complaints handling	104
Patients privacy and dignity	1,351
Patients property and expenses	930
PCT commissioning (including waiting lists)	1,038
Independent sector services commissioned by PCTs	116
Independent sector services commissioned by trusts	71
Personal records (including medical and / or complaints)	1,047
Failure to follow agreed procedures	820
Patient's status, discrimination (e.g. racial, gender, age)	172
Mortuary and post mortem arrangements	65
Transport (ambulances and other)	1,450
Policy and commercial decisions of trusts	883
Code of openness - complaints	70
Hotel services (including food)	1,001
Other	3,872

Notes:

<sup>(1)</sup> 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 (89,698) does not match the actual total number of complaints which is 89,139.

Data as at 1 April 2008 - 31 March 2009

Source:

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**Table 6 Written complaints about hospital and community services by Strategic Health Authority, England, 2008-09**

	Total complaints	Local Resolution					Still being pursued
		Concluded within 25 working days % and number	Concluded outside 25 working days	<i>Concluded outside 25 working days with consent</i>	<i>Concluded outside 25 working days without consent</i>		
<b>England</b>	<b>89,139</b>	<b>73% 64,931</b>	<b>22,273</b>	<b>13,400</b>	<b>8,873</b>	<b>1,935</b>	
Q30 North East	3,377	78% 2,650	712	564	148	15	
Q31 North West	11,914	74% 8,860	2,876	2,112	764	178	
Q32 Yorkshire and the Humber	8,013	70% 5,584	2,228	1,518	710	201	
Q33 East Midlands	7,811	75% 5,820	1,868	1,140	728	123	
Q34 West Midlands	8,431	79% 6,645	1,698	1,153	545	88	
Q35 East Of England	9,104	71% 6,444	2,415	1,029	1,386	245	
Q36 London	18,384	75% 13,806	4,308	2,008	2,300	270	
Q37 South East Coast	8,030	64% 5,120	2,577	1,617	960	333	
Q38 South Central	5,508	75% 4,109	1,174	616	558	225	
Q39 South West	8,205	67% 5,534	2,414	1,640	774	257	
Other	362	99% 359	3	3	-	-	

Notes:

' - ' denotes zero

Data as at 1 April 2008 - 31 March 2009

Source:

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Table 7 Written complaints about hospital and community services by organisation, England, 2008-09

	Total complaints	Local Resolution					Still being pursued
		Concluded within 25 working days % and number	Concluded outside 25 working days	Concluded outside 25 working days with consent	Concluded outside 25 working days without consent		
<b>England</b>	<b>89,139</b>	<b>73%</b>	<b>64,931</b>	<b>22,273</b>	<b>13,400</b>	<b>8,873</b>	<b>1,935</b>
<b>Q30 North East</b>	<b>3,377</b>	<b>78%</b>	<b>2,650</b>	<b>712</b>	<b>564</b>	<b>148</b>	<b>15</b>
5D7 Newcastle PCT	25	64%	16	9	9	-	-
5D8 North Tyneside PCT	27	63%	17	10	10	-	-
5D9 Hartlepool PCT	18	89%	16	2	-	2	-
5E1 Stockton-On-Tees Teaching PCT	95	55%	52	43	4	39	-
5J9 Darlington PCT	91	63%	57	33	33	-	1
5KF Gateshead PCT	19	74%	14	5	3	2	-
5KG South Tyneside PCT	27	74%	20	7	3	4	-
5KL Sunderland Teaching PCT	46	67%	31	15	5	10	-
5KM Middlesbrough PCT	13	23%	3	10	10	-	-
5ND County Durham PCT	56	70%	39	17	17	-	-
5OR Redcar & Cleveland PCT	38	58%	22	15	15	-	1
RE9 South Tyneside Health Care NHS Trust	294	94%	276	18	9	9	-
RLN City Hospitals Sunderland NHS Foundation Trust	422	71%	299	120	119	1	3
RR7 Gateshead Health NHS Trust	223	92%	205	18	18	-	-
RTD Newcastle Upon Tyne Hospitals NHS Trust	496	82%	405	91	79	12	-
RTR South Tees Hospitals NHS Trust	317	67%	211	106	102	4	-
RVW North Tees And Hartlepool NHS Trust	268	76%	203	65	48	17	-
RX3 Tees, Esk and Wear Valleys NHS Trust	104	76%	79	25	22	3	-
RX4 Northumberland, Tyne and Wear NHS Trust	128	48%	62	57	21	36	9
RX6 North East Ambulance Service NHS Trust	120	64%	77	42	33	9	1
RXP County Durham And Darlington Acute Hospitals NHS Trust	524	100%	524	-	-	-	-
TAC Northumberland Care Trust	26	85%	22	4	4	-	-
<b>Q31 North West</b>	<b>11,914</b>	<b>74%</b>	<b>8,860</b>	<b>2,876</b>	<b>2,112</b>	<b>764</b>	<b>178</b>
5CC Blackburn With Darwen PCT	25	96%	24	1	-	1	-
5F5 Salford PCT	79	97%	77	2	2	-	-
5F7 Stockport PCT	81	84%	68	13	13	-	-
5HG Ashton, Leigh And Wigan PCT	86	76%	65	14	8	6	7
5HP Blackpool PCT	15	20%	3	11	11	-	1
5HQ Bolton PCT	180	62%	112	68	68	-	-
5J2 Warrington PCT	68	79%	54	14	14	-	-
5J4 Knowsley PCT	71	90%	64	7	7	-	-
5J5 Oldham PCT	68	76%	52	15	15	-	1
5JX Bury PCT	24	46%	11	13	13	-	-
5LH Tameside & Glossop PCT	49	43%	21	26	20	6	2
5NE Cumbria PCT	87	52%	45	42	39	3	-
5NF North Lancashire PCT	89	85%	76	13	8	5	-
5NG Central Lancashire PCT	134	66%	88	35	35	-	11
5NH East Lancashire PCT	127	61%	77	49	49	-	1
5NJ Sefton PCT	67	84%	56	11	11	-	-
5NK Wirral PCT	35	80%	28	7	7	-	-
5NL Liverpool PCT	31	68%	21	9	9	-	1
5NM Halton & St. Helens PCT	74	65%	48	26	24	2	-
5NN Western Cheshire PCT	71	77%	55	16	10	6	-
5NP Central & Eastern Cheshire PCT	103	63%	65	37	27	10	1
5NQ Heywood, Middleton & Rochdale PCT	27	78%	21	6	6	-	-
5NR Trafford PCT	42	95%	40	2	-	2	-
5NT Manchester PCT	115	83%	95	20	20	-	-
RBL Wirral Hospital NHS Trust	357	91%	325	32	-	32	-
RBN St Helens And Knowsley Hospitals NHS Trust	381	87%	331	34	4	30	16
RBQ Cardiothoracic Centre - Liverpool NHS Trust	54	91%	49	5	5	-	-
RBS Royal Liverpool Childrens NHS Trust	130	90%	117	13	13	-	-
RBT Mid Cheshire Hospitals NHS Trust	268	75%	200	68	62	6	-
RBV Christie Hospital NHS Trust	102	97%	99	3	-	3	-
REM Aintree Hospitals NHS Trust	353	66%	234	113	113	-	6
REN Clatterbridge Centre For Oncology NHS Trust	14	100%	14	-	-	-	-
REP Liverpool Womens Hospital NHS Foundation Trust	108	80%	86	22	22	-	-
RET Walton Centre For Neurology And Neurosurgery NHS Trust	98	100%	98	-	-	-	-
RJN East Cheshire NHS Trust	130	88%	115	15	13	2	-
RJR Countess Of Chester NHS Foundation Trust	207	98%	202	5	5	-	-
RJX Calderstones NHS Trust	87	49%	43	44	44	-	-
RM2 South Manchester University Hospitals NHS Trust	407	81%	329	78	28	50	-
RM3 Salford Royal Hospitals NHS Trust	281	73%	205	64	16	48	12
RM4 Trafford Healthcare NHS Trust	115	76%	87	28	1	27	-
RMC Bolton Hospitals NHS Trust	322	75%	242	78	22	56	2
RMP Tameside And Glossop Acute Services NHS Trust	314	74%	233	81	54	27	-
RNL North Cumbria Acute Hospitals NHS Trust	230	30%	70	133	59	74	27
RNN North Cumbria Mental Health And Learning Disabilities NHS Trust	66	56%	37	26	26	-	3
RO6 Royal Liverpool And Broadgreen Hospitals University NHS Trust	301	91%	274	27	-	27	-
RRF Wrightington, Wigan And Leigh NHS Trust	518	90%	467	51	51	-	-
RT2 Pennine Care NHS Trust	128	62%	79	45	41	4	4
RTV 5 Borough Partnership NHS Trust	124	41%	51	63	54	9	10
RTX Morecambe Bay Hospitals NHS Trust	482	60%	289	183	92	91	10
RVY Southport And Ormskirk Hospital NHS Trust	259	66%	172	84	38	46	3
RW3 Central Manchester And Manchester Children's University Hospitals NHS Trust	607	57%	343	256	256	-	8

Table 7 Written complaints about hospital and community services by organisation, England, 2008-09

	Total complaints	Local Resolution					Still being pursued
		Concluded within 25 working days % and number	Concluded outside 25 working days	Concluded outside 25 working days with consent	Concluded outside 25 working days without consent		
<b>England</b>	<b>89,139</b>	<b>73%</b>	<b>64,931</b>	<b>22,273</b>	<b>13,400</b>	<b>8,873</b>	<b>1,935</b>
RW4 Mersey Care NHS Trust	406	75%	306	100	97	3	-
RW5 Lancashire Care NHS Trust	243	59%	143	89	89	-	11
RW6 Pennine Acute Hospitals NHS Trust	735	87%	641	94	94	-	-
RWJ Stockport NHS Foundation Trust	542	78%	425	114	64	50	3
RWW North Cheshire Hospitals NHS Trust	377	79%	299	58	-	58	20
RX7 North West Ambulance Service NHS Trust	331	75%	249	82	24	58	-
RXA Cheshire And Wirral Partnership NHS Trust	58	40%	23	31	27	4	4
RXL Blackpool, Fylde And Wyre Hospitals NHS Trust	362	98%	354	8	8	-	-
RXR East Lancashire Hospitals NHS Trust	529	44%	231	284	270	14	14
TAE Manchester Mental Health And Social Care Trust	140	94%	132	8	4	4	-
<b>Q32 Yorkshire And The Humber</b>	<b>8,013</b>	<b>70%</b>	<b>5,584</b>	<b>2,228</b>	<b>1,518</b>	<b>710</b>	<b>201</b>
5EF North Lincolnshire PCT	15	73%	11	4	-	4	-
5H8 Rotherham PCT	16	88%	14	2	2	-	-
5J6 Calderdale PCT	60	85%	51	6	6	-	3
5JE Barnsley PCT	53	98%	52	-	-	-	1
5N1 Leeds PCT	119	88%	105	13	13	-	1
5N2 Kirklees PCT	36	92%	33	3	-	3	-
5N3 Wakefield District PCT	54	93%	50	4	4	-	-
5N4 Sheffield PCT	163	77%	126	37	37	-	-
5N5 Doncaster PCT	29	66%	19	10	10	-	-
5NV North Yorkshire & York PCT	178	44%	79	93	92	1	6
5NW East Riding Of Yorkshire PCT	95	64%	61	34	17	17	-
5NX Hull PCT	24	83%	20	4	4	-	-
5NY Bradford & Airedale PCT	49	61%	30	19	17	2	-
RAE Bradford Teaching Hospitals NHS Foundation Trust	350	84%	293	55	45	10	2
RCB York Health Services NHS Trust	338	78%	265	71	58	13	2
RCC Scarborough And North East Yorkshire Health Care NHS Trust	223	44%	98	124	124	-	1
RCD Harrogate Health Care NHS Trust	214	89%	191	23	21	2	-
RCF Airedale NHS Trust	139	88%	123	9	9	-	7
RFF Barnsley District General Hospital NHS Trust	274	80%	220	54	23	31	-
RFR Rotherham General Hospitals NHS Trust	132	51%	67	65	48	17	-
RGD Leeds Mental Health Teaching NHS Trust	92	86%	79	13	4	9	-
RHQ Sheffield Teaching Hospitals NHS Foundation Trust	696	63%	438	190	131	59	68
RJL Northern Lincolnshire And Goole Hospitals NHS Trust	367	61%	225	137	137	-	5
RP5 Doncaster And Bassetlaw Hospitals NHS Foundation Trust	393	59%	232	155	155	-	6
RR8 Leeds Teaching Hospitals NHS Trust	1,396	69%	967	429	306	123	-
RV9 Humber Mental Health Teaching NHS Trust	87	87%	76	11	9	2	-
RWA Hull And East Yorkshire Hospitals NHS Trust	388	65%	251	130	-	130	7
RWY Calderdale And Huddersfield NHS Trust	528	40%	210	318	59	259	-
RX8 Yorkshire Ambulance Service NHS Trust	280	96%	268	12	12	-	-
RXE Doncaster And South Humber Healthcare NHS Trust	58	74%	43	15	15	-	-
RXF Mid Yorkshire Hospitals NHS Trust	917	80%	730	101	77	24	86
RXG South West Yorkshire Mental Health NHS Trust	104	32%	33	67	63	4	4
TAD Bradford District Health And Social Care Trust	62	68%	42	18	18	-	2
TAH Sheffield Care Trust	68	97%	66	2	2	-	-
TAN North East Lincolnshire Care Trust Plus	16	100%	16	-	-	-	-
<b>Q33 East Midlands</b>	<b>7,811</b>	<b>75%</b>	<b>5,820</b>	<b>1,868</b>	<b>1,140</b>	<b>728</b>	<b>123</b>
5EM Nottingham City PCT	72	68%	49	23	3	20	-
5ET Bassetlaw PCT	21	95%	20	-	-	-	1
5N6 Derbyshire County PCT	237	84%	200	37	37	-	-
5N7 Derby City PCT	37	59%	22	15	7	8	-
5N8 Nottinghamshire County PCT	119	78%	93	20	20	-	6
5N9 Lincolnshire PCT	148	57%	85	63	29	34	-
5PA Leicestershire County & Rutland PCT	226	62%	141	85	85	-	-
5PC Leicester City PCT	128	76%	97	30	27	3	1
5PD Northampton PCT	182	72%	131	28	17	11	23
RFS Chesterfield And North Derbyshire Royal Hospital NHS Trust	517	82%	423	66	18	48	28
RHA Nottinghamshire Healthcare NHS Trust	418	86%	360	56	44	12	2
RK5 Sherwood Forest Hospitals NHS Trust	499	83%	414	80	57	23	5
RNQ Kettering General Hospital NHS Trust	344	100%	344	-	-	-	-
RNS Northampton General Hospital NHS Trust	601	66%	398	203	203	-	-
RP1 Northamptonshire Healthcare NHS Trust	148	100%	148	-	-	-	-
RP7 Lincolnshire Partnership NHS Trust	79	75%	59	20	11	9	-
RT5 Leicestershire Partnership NHS Trust	230	70%	162	68	12	56	-
RTG Derby Hospitals NHS Foundation Trust	324	61%	199	125	125	-	-
RWD United Lincolnshire Hospitals NHS Trust	848	48%	409	430	346	84	9
RWE University Hospitals Of Leicester NHS Trust	1,426	75%	1,066	344	56	288	16
RX1 Nottingham University Hospitals NHS Trust	986	85%	841	115	1	114	30
RX9 East Midlands Ambulance Service NHS Trust	128	76%	97	30	27	3	1
RXM Derbyshire Mental Health Services NHS Trust	93	67%	62	30	15	15	1

Table 7 Written complaints about hospital and community services by organisation, England, 2008-09

	Total complaints	Local Resolution					Still being pursued
		Concluded within 25 working days % and number	Concluded outside 25 working days	Concluded outside 25 working days with consent	Concluded outside 25 working days without consent		
<b>England</b>	<b>89,139</b>	<b>73%</b>	<b>64,931</b>	<b>22,273</b>	<b>13,400</b>	<b>8,873</b>	<b>1,935</b>
<b>Q34 West Midlands</b>	<b>8,431</b>	<b>79%</b>	<b>6,645</b>	<b>1,698</b>	<b>1,153</b>	<b>545</b>	<b>88</b>
5CN Herefordshire PCT	64	55%	35	23	23	-	6
5M1 South Birmingham PCT	84	29%	24	58	58	-	2
5M2 Shropshire County PCT	39	74%	29	10	5	5	-
5M3 Walsall Teaching PCT	70	100%	70	-	-	-	-
5MD Coventry Teaching PCT	64	77%	49	15	3	12	-
5MK Telford & Wrekin PCT	32	84%	27	5	3	2	-
5MV Wolverhampton City PCT	100	93%	93	7	-	7	-
5MX Heart Of Birmingham Teaching PCT	104	69%	72	29	29	-	3
5PE Dudley PCT	88	85%	75	13	13	-	-
5PF Sandwell PCT	54	52%	28	26	2	24	-
5PG Birmingham East & North PCT	36	89%	32	3	3	-	1
5PH North Staffordshire PCT	30	37%	11	17	1	16	2
5PJ Stoke On Trent PCT	56	48%	27	29	29	-	-
5PK South Staffordshire PCT	162	64%	103	59	30	29	-
5PL Worcestershire PCT	256	95%	243	13	13	-	-
5PM Warwickshire PCT	82	88%	72	10	10	-	-
RBK Walsall Hospitals NHS Trust	303	93%	283	20	20	-	-
RJC South Warwickshire General Hospitals NHS Trust	223	90%	201	20	4	16	2
RJE North Staffordshire Hospital NHS Trust	537	62%	335	202	91	111	-
RJF Burton Hospitals NHS Trust	798	82%	653	145	145	-	-
RKB University Hospitals Coventry And Warwickshire NHS Trust	456	100%	456	-	-	-	-
RL1 Robert Jones And Agnes Hunt Orthopaedic And District Hospital NHS Trust	78	90%	70	8	8	-	-
RL4 Royal Wolverhampton Hospitals NHS Trust	385	90%	345	40	24	16	-
RLQ Hereford Hospitals NHS Trust	152	62%	94	58	33	25	-
RLT George Eliot Hospital NHS Trust	264	54%	142	107	87	20	15
RLU Birmingham Women's Health Care NHS Trust	99	55%	54	36	36	-	9
RLY North Staffordshire Combined Healthcare NHS Trust	61	85%	52	9	7	2	-
RNA Dudley Group Of Hospitals NHS Trust	359	63%	227	111	111	-	21
RQ3 Birmingham Children's Hospital NHS Trust	89	81%	72	16	16	-	1
RRE South Staffordshire Healthcare NHS Trust	114	84%	96	18	18	-	-
RRK University Hospital Birmingham NHS Foundation Trust	609	88%	538	71	-	71	-
RWP Worcestershire Acute Hospitals NHS Trust	480	56%	270	210	210	-	-
RWQ Worcestershire Mental Health Partnership NHS Trust	56	96%	54	-	-	-	2
RXX Sandwell And West Birmingham Hospitals NHS Trust	791	78%	616	157	-	157	18
RXT Birmingham And Solihull Mental Health NHS Trust	295	92%	270	25	9	16	-
RXW Shrewsbury And Telford Hospitals NHS Trust	537	87%	469	68	68	-	-
RYA West Midlands Ambulance Service NHS Trust	195	96%	188	7	6	1	-
RYG Coventry and Warwickshire Partnership NHS Trust	101	59%	60	38	30	8	3
RYK Dudley and Walsall Mental Health Partnership NHS Trust	66	85%	56	10	4	6	-
TAJ Sandwell Mental Health NHS Social Care Trust	17	82%	14	-	-	-	3
TAM Solihull Care Trust	45	89%	40	5	4	1	-
<b>Q35 East of England</b>	<b>9,104</b>	<b>71%</b>	<b>6,444</b>	<b>2,415</b>	<b>1,029</b>	<b>1,386</b>	<b>245</b>
5GC Luton PCT	34	85%	29	5	5	-	-
5P1 South East Essex PCT	46	96%	44	2	2	-	-
5P2 Bedfordshire PCT	59	71%	42	16	16	-	1
5P3 East & North Hertfordshire PCT	85	58%	49	36	36	-	-
5P4 West Hertfordshire PCT	76	58%	44	32	32	-	-
5PN Peterborough PCT	64	75%	48	14	6	8	2
5PP Cambridgeshire PCT	108	57%	62	43	24	19	3
5PQ Norfolk PCT	142	76%	108	34	34	-	-
5PR Great Yarmouth & Waveney PCT	76	82%	62	10	10	-	4
5PT Suffolk PCT	94	85%	80	14	14	-	-
5PV West Essex PCT	80	68%	54	26	13	13	-
5PW North East Essex PCT	83	78%	65	14	11	3	4
5PX Mid Essex PCT	39	69%	27	12	10	2	-
5PY South West Essex PCT	70	73%	51	17	17	-	2
RAJ Southend Hospital NHS Trust	427	90%	386	38	38	-	3
RC1 Bedford Hospitals NHS Trust	119	91%	108	5	5	-	6
RC9 Luton And Dunstable Hospital NHS Trust	412	91%	373	35	2	33	4
RCX Kings Lynn And Wisbech Hospitals NHS Trust	343	87%	298	45	45	-	-
RDD Basildon And Thurrock University Hospitals NHS Foundation Trust	268	40%	108	158	29	129	2
RDE Essex Rivers Healthcare NHS Trust	672	79%	533	136	45	91	3
RGM Papworth Hospital NHS Foundation Trust	46	89%	41	4	3	1	1
RGN Peterborough Hospitals NHS Foundation Trust	372	91%	337	35	18	17	-
RGP James Paget Healthcare NHS Trust	283	58%	165	98	41	57	20
RGQ Ipswich Hospital NHS Trust	279	87%	242	35	-	35	2
RGR West Suffolk Hospitals NHS Trust	204	78%	159	44	38	6	1
RGT Cambridge University Hospital NHS Foundation Trust	535	68%	365	170	101	69	-
RM1 Norfolk And Norwich University Hospital NHS Trust	676	83%	558	116	85	31	2
RMY Norfolk & Waveney Mental Health Partnership NHS Trust	18	28%	5	12	12	-	1
RQ8 Mid Essex Hospital Services NHS Trust	459	83%	382	32	28	4	45
RQQ Hinchingbrooke Health Care NHS Trust	159	94%	149	10	10	-	-
RQW Princess Alexandra Hospital NHS Trust	522	21%	109	391	214	177	22
RRD North Essex Mental Health Partnership NHS Trust	81	100%	81	-	-	-	-
RT6 Suffolk Mental Health Partnership NHS Trust	116	100%	116	-	-	-	-
RV7 Bedfordshire And Luton Community NHS Trust	45	87%	39	6	6	-	-
RWG West Hertfordshire Hospitals NHS Trust	452	46%	210	194	28	166	48
RWH East And North Hertfordshire NHS Trust	1,061	60%	634	412	-	412	15
RWR Hertfordshire Partnership NHS Trust	137	74%	101	33	30	3	3
RYC East Of England Ambulance Service NHS Trust	362	50%	180	131	21	110	51

Table 7 Written complaints about hospital and community services by organisation, England, 2008-09

		Total complaints	Local Resolution					
			Concluded within 25 working days % and number	Concluded outside 25 working days	Concluded outside 25 working days with consent	Concluded outside 25 working days without consent	Still being pursued	
<b>England</b>		<b>89,139</b>	<b>73%</b>	<b>64,931</b>	<b>22,273</b>	<b>13,400</b>	<b>8,873</b>	<b>1,935</b>
<b>Q36</b>	<b>London</b>	<b>18,384</b>	<b>75%</b>	<b>13,806</b>	<b>4,308</b>	<b>2,008</b>	<b>2,300</b>	<b>270</b>
5A4	Havering PCT	117	77%	90	27	20	7	-
5A5	Kingston PCT	11	64%	7	3	3	-	1
5A7	Bromley PCT	59	85%	50	9	9	-	-
5A8	Greenwich Teaching PCT	19	100%	19	-	-	-	-
5A9	Barnet PCT	94	35%	33	58	58	-	3
5AT	Hillingdon PCT	50	100%	50	-	-	-	-
5C1	Enfield PCT	188	94%	176	12	12	-	-
5C2	Barking & Dagenham PCT	106	68%	72	33	33	-	1
5C3	City & Hackney Teaching PCT	58	60%	35	23	23	-	-
5C4	Tower Hamlets PCT	82	60%	49	33	33	-	-
5C5	Newham PCT	59	54%	32	20	6	14	7
5C9	Haringey Teaching PCT	44	52%	23	19	6	13	2
5H1	Hammersmith And Fulham PCT	21	43%	9	9	9	-	3
5HX	Ealing PCT	43	88%	38	5	5	-	-
5HY	Hounslow PCT	55	85%	47	8	2	6	-
5K5	Brent Teaching PCT	88	52%	46	42	42	-	-
5K6	Harrow PCT	47	64%	30	16	10	6	1
5K7	Camden PCT	105	89%	93	11	-	11	1
5K8	Islington PCT	90	84%	76	14	-	14	-
5K9	Croydon PCT	42	90%	38	4	4	-	-
5LA	Kensington And Chelsea PCT	29	59%	17	11	6	5	1
5LC	Westminster PCT	65	98%	64	1	1	-	-
5LD	Lambeth PCT	52	79%	41	11	11	-	-
5LE	Southwark PCT	76	50%	38	38	12	26	-
5LF	Lewisham PCT	82	91%	75	7	7	-	-
5LG	Wandsworth PCT	115	91%	105	10	10	-	-
5M6	Richmond And Twickenham PCT	37	70%	26	11	11	-	-
5M7	Sutton & Merton PCT	90	80%	72	16	16	-	2
5NA	Redbridge PCT	52	90%	47	5	5	-	-
5NC	Waltham Forest PCT	164	95%	155	9	7	2	-
RAL	Royal Free Hampstead NHS Trust	1,008	62%	629	331	146	185	48
RAN	Royal National Orthopaedic Hospital NHS Trust	173	69%	119	52	46	6	2
RAP	North Middlesex University Hospital NHS Trust	296	96%	285	11	11	-	-
RAS	Hillingdon Hospital NHS Trust	367	85%	313	53	53	-	1
RAX	Kingston Hospital NHS Trust	439	72%	318	121	121	-	-
RC3	Ealing Hospital NHS Trust	230	83%	191	39	7	32	-
RF4	Barking, Havering And Redbridge Hospitals NHS Trust	940	82%	773	167	-	167	-
RFW	West Middlesex University NHS Trust	312	79%	247	55	41	14	10
RG2	Queen Elizabeth Hospital NHS Trust	292	66%	193	98	98	-	1
RG3	Bromley Hospitals NHS Trust	426	73%	311	115	115	-	-
RGC	Whipps Cross University Hospital NHS Trust	304	68%	207	96	13	83	1
RGZ	Queen Mary's Sidcup NHS Trust	265	69%	183	82	-	82	-
RJ1	Guy's And St Thomas's NHS Foundation Trust	896	96%	863	33	33	-	-
RJ2	Lewisham Hospital NHS Trust	315	73%	230	85	34	51	-
RJ6	Mayday Healthcare NHS Trust	518	72%	375	143	-	143	-
RJ7	St George's Healthcare NHS Trust	725	59%	427	288	17	251	30
RJZ	King's College Hospital NHS Trust	932	77%	715	215	215	-	2
RKE	Whittington Hospital NHS Trust	245	73%	180	65	49	16	-
RKL	West London Mental Health NHS Trust	220	74%	163	52	3	49	5
RNH	Newham Univeristy Hospital NHS Trust	282	96%	272	10	10	-	-
RNJ	Barts And The London NHS Trust	1,066	85%	909	153	147	6	4
RP4	Great Ormond Street Hospital For Children NHS Trust	142	84%	119	21	21	-	2
RPG	Oxleas NHS Trust	96	88%	84	12	11	1	-
RPY	Royal Marsden NHS Foundation Trust	74	92%	68	6	6	-	-
RQM	Chelsea And Westminster Healthcare NHS Trust	458	92%	422	36	4	32	-
RQY	South West London And St George's Mental Health NHS Trust	280	46%	129	144	-	144	7
RRP	Barnet, Enfield And Haringey Mental Health NHS Trust	184	78%	144	35	2	33	5
RRU	London Ambulance Service NHS Trust	371	54%	201	142	142	-	28
RRV	University College London Hospitals NHS Foundation Trust	717	84%	604	113	113	-	-
RT3	Royal Brompton And Harefield NHS Trust	71	90%	64	7	-	7	-
RV3	Central And North West London Mental Health NHS Trust	206	67%	138	37	15	22	31
RV5	South London And Maudsley NHS Trust	518	71%	368	142	122	20	8
RV8	North West London Hospitals NHS Trust	719	64%	462	248	-	248	9
RVL	Barnet And Chase Farm Hospitals NHS Trust	372	33%	124	198	36	162	50
RVR	Epsom And St Helier NHS Trust	467	84%	391	76	2	74	-
RWK	East London And The City Mental Health NHS Trust	255	80%	203	52	3	49	-
RYJ	Imperial College Health Care Trust	1,006	67%	675	327	8	319	4
TAK	Bexley Care Trust	57	95%	54	3	3	-	-
<b>Q37</b>	<b>South East Coast</b>	<b>8,030</b>	<b>64%</b>	<b>5,120</b>	<b>2,577</b>	<b>1,617</b>	<b>960</b>	<b>333</b>
5L3	Medway PCT	193	78%	151	42	42	-	-
5LQ	Brighton And Hove City PCT	53	91%	48	4	4	-	1
5P5	Surrey PCT	286	86%	246	40	32	8	-
5P6	West Sussex PCT	188	69%	130	58	58	-	-
5P7	East Sussex Downs & Weald PCT	115	62%	71	36	36	-	8
5P8	Hastings & Rother PCT	37	68%	25	10	10	-	2
5P9	West Kent PCT	172	95%	164	8	5	3	-
5QA	Eastern & Coastal Kent PCT	200	69%	138	62	10	52	-
RA2	Royal Surrey County Hospital NHS Trust	319	40%	128	159	159	-	32
RDR	South Downs Health NHS Trust	168	89%	150	18	2	16	-
RDU	Frimley Park Hospital NHS Foundation Trust	297	98%	291	6	6	-	-
RN7	Dartford And Gravesham NHS Trust	354	58%	207	137	17	120	10
RPA	Medway NHS Trust	476	78%	370	42	-	42	64
RPC	Queen Victoria Hospital NHS Foundation Trust	67	67%	45	22	22	-	-
RPL	Worthing And Southlands Hospitals NHS Trust	347	75%	261	86	54	32	-
RPR	Royal West Sussex NHS Trust	204	84%	172	10	5	5	22
RTK	Ashford And St Peter's Hospitals NHS Trust	401	97%	388	13	12	1	-
RTP	Surrey And Sussex Healthcare NHS Trust	549	64%	351	191	44	147	7
RVV	East Kent Hospitals NHS Trust	731	22%	160	561	440	121	10
RWF	Maidstone And Tunbridge Wells NHS Trust	717	36%	259	349	16	333	109
RX2	Sussex Partnership NHS Trust	264	46%	122	140	134	6	2
RXC	East Sussex Hospitals NHS Trust	481	55%	263	218	218	-	-
RXH	Brighton And Sussex University Hospitals NHS Trust	1,030	73%	756	216	151	65	58
RXX	Surrey And Borders Partnership NHS Trust	103	44%	45	58	54	4	-
RXY	Kent & Medway NHS and Social Care Partnership Trust	149	49%	67	81	76	5	1
RYD	South East Coast Ambulance Service NHS Trust	129	87%	112	10	10	-	7

Table 7 Written complaints about hospital and community services by organisation, England, 2008-09

	Total complaints	Local Resolution					Still being pursued
		Concluded within 25 working days % and number	Concluded outside 25 working days	Concluded outside 25 working days with consent	Concluded outside 25 working days without consent		
<b>England</b>	<b>89,139</b>	<b>73%</b> <b>64,931</b>	<b>22,273</b>	<b>13,400</b>	<b>8,873</b>	<b>1,935</b>	
<b>Q38 South Central</b>	<b>5,508</b>	<b>75%</b> <b>4,109</b>	<b>1,174</b>	<b>616</b>	<b>558</b>	<b>225</b>	
5CQ Milton Keynes PCT	157	76% 120	36	18	18	1	
5FE Portsmouth City Teaching PCT	260	97% 253	7	7	-	-	
5L1 Southampton City PCT	89	65% 58	23	7	16	8	
5OC Hampshire PCT	222	90% 199	23	23	-	-	
5QD Buckinghamshire PCT	144	94% 136	7	7	-	1	
5QE Oxford PCT	78	65% 51	27	2	25	-	
5QF Berkshire West PCT	66	70% 46	20	14	6	-	
5QG Berkshire East PCT	45	93% 42	3	1	2	-	
5QT Isle Of Wight PCT	299	40% 119	180	47	133	-	
RBF Nuffield Orthopaedic Centre NHS Trust	87	99% 86	1	1	-	-	
RD7 Heatherwood And Wexham Park Hospitals NHS Trust	462	48% 224	163	13	150	75	
RHM Southampton University Hospitals NHS Trust	741	58% 430	292	238	54	19	
RHU Portsmouth Hospitals NHS Trust	1,119	79% 885	173	173	-	61	
RHX Oxfordshire Learning Disability NHS Trust	7	71% 5	2	2	-	-	
RN1 Winchester And Eastleigh Healthcare NHS Trust	253	87% 220	33	21	12	-	
RTH Oxford Radcliffe Hospital NHS Trust	499	96% 479	20	3	17	-	
RW1 Hampshire Partnership NHS Trust	99	81% 80	19	12	7	-	
RWX Berkshire Healthcare NHS Trust	96	72% 69	26	16	10	1	
RXQ Buckinghamshire Hospitals NHS Trust	655	77% 505	101	-	101	49	
RYE South Central Ambulance Service NHS Trust	130	78% 102	18	11	7	10	
<b>Q39 South West</b>	<b>8,205</b>	<b>67%</b> <b>5,534</b>	<b>2,414</b>	<b>1,640</b>	<b>774</b>	<b>257</b>	
5A3 South Gloucestershire PCT	37	92% 34	3	3	-	-	
5F1 Plymouth Teaching PCT	130	95% 123	7	7	-	-	
5FL Bath & North East Somerset PCT	37	92% 34	3	3	-	-	
5K3 Swindon PCT	23	83% 19	4	4	-	-	
5M8 North Somerset PCT	19	79% 15	4	4	-	-	
5QH Gloucestershire PCT	214	68% 146	68	68	-	-	
5QJ Bristol PCT	75	95% 71	4	4	-	-	
5QK Wiltshire PCT	111	70% 78	30	20	10	3	
5QL Somerset PCT	80	74% 59	17	17	-	4	
5QM Dorset PCT	83	75% 62	19	19	-	2	
5ON Bournemouth & Poole PCT	51	75% 38	3	3	-	10	
5QP Cornwall & Isles Of Scilly PCT	76	70% 53	18	13	5	5	
5QQ Devon PCT	147	58% 85	60	48	12	2	
RA3 Weston Area Health NHS Trust	172	72% 124	48	48	-	-	
RA4 East Somerset NHS Trust	254	87% 220	34	3	31	-	
RA7 United Bristol Healthcare NHS Trust	558	90% 500	57	18	39	1	
RA9 South Devon Health Care NHS Trust	200	43% 85	115	53	62	-	
RBA Taunton And Somerset NHS Trust	459	62% 283	171	130	41	5	
RBD West Dorset General Hospitals NHS Trust	429	83% 358	69	69	-	2	
RBZ Northern Devon Healthcare NHS Trust	224	21% 47	132	132	-	45	
RD1 Royal United Hospital Bath NHS Trust	352	84% 294	57	39	18	1	
REF Royal Cornwall Hospitals NHS Trust	293	58% 171	119	119	-	3	
RH5 Somerset Partnership NHS And Social Care Trust	64	100% 64	-	-	-	-	
RH8 Royal Devon And Exeter Healthcare NHS Foundation Trust	351	39% 138	212	171	41	1	
RJ8 Cornwall Partnership NHS Trust	86	76% 65	20	16	4	1	
RK9 Plymouth Hospitals NHS Trust	860	23% 195	556	295	261	109	
RN3 Swindon And Marlborough NHS Trust	199	69% 137	62	59	3	-	
RNZ Salisbury Health Care NHS Trust	371	96% 358	10	6	4	3	
RTE Gloucestershire Hospitals NHS Foundation Trust	648	74% 481	167	167	-	-	
RTQ Gloucestershire Partnership NHS Trust	51	35% 18	32	-	32	1	
RVJ North Bristol NHS Trust	690	72% 496	181	-	181	13	
RVN Avon And Wiltshire Mental Health Partnership NHS Trust	204	100% 204	-	-	-	-	
RWV Devon Partnership NHS Trust	120	63% 76	44	43	1	-	
RX5 Great Western Ambulance Service NHS Trust	249	82% 204	44	28	16	1	
RYF South Western Ambulance Service NHS Trust	262	68% 178	39	27	12	45	
TAL Torbay Care Trust	26	81% 21	5	4	1	-	
<b>Other</b>	<b>362</b>	<b>99%</b> <b>359</b>	<b>3</b>	<b>3</b>	<b>-</b>	<b>-</b>	
RYH NHS Direct NHS Trust	362	99% 359	3	3	-	-	

Notes:

' - ' denotes zero

Data as at 1 April 2008 - 31 March 2009

Source:

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**Table 8 Written complaints about general practice (including dental) health services by service area, England 2008-09**

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	Total complaints received in practice / surgery
<b>Total</b>	<b>48,597</b>
Medical	29,411
Dental	8,909
General Practice administration	9,042
Other	1,235

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Notes:

Information from 35 PCTs state they did not receive returns for some practices within their area and so have submitted incomplete data.

Data as at 1 April 2008 - 31 March 2009

Source:

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**Table 9 Written complaints about general practice (including dental) health services by subject of complaint <sup>(1)</sup> <sup>(2)</sup> <sup>(3)</sup>, England 2008-09**

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	Total complaints received in practice / surgery
<b>All Subjects of Complaint <sup>(1)</sup> <sup>(2)</sup> <sup>(3)</sup></b>	<b>46,248</b>
Communications / attitude	11,003
Premises	1,083
Practice / surgery management	6,045
General Practice administration	7,448
Clinical	14,866
Other	5,803

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Notes:

Information from 35 PCTs state they did not receive returns for some practices within their area and so have submitted incomplete data.

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

<sup>(2)</sup> This year, 13 PCTs either included incomplete information on complaints by subject or omitted the subject breakdown within their return, although they did provide a total.

<sup>(3)</sup> The total number of complaints by subject (46,248) does not match the actual total number of complaints which is 48,597.

Data as at 1 April 2008 - 31 March 2009

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**Table 10 Written complaints about general practice (including dental) health services by Strategic Health Authority in England, 2008-09**

		Total complaints	Service area			Other
			Medical	Dental	General Practice Administration	
<b>England</b>		<b>48,597</b>	<b>29,411</b>	<b>8,909</b>	<b>9,042</b>	<b>151</b>
Q30	North East	1,987	1,304	282	317	12
Q31	North West	5,221	3,314	720	1,080	24
Q32	Yorkshire and the Humber	4,432	2,759	762	763	14
Q33	East Midlands	4,907	2,417	1,305	1,070	8
Q34	West Midlands	4,537	2,979	679	655	17
Q35	East Of England	5,989	4,187	1,277	525	14
Q36	London	7,752	4,700	1,102	1,668	31
Q37	South East Coast	4,359	3,223	781	350	8
Q38	South Central	4,031	1,397	720	1,865	9
Q39	South West	5,382	3,131	1,281	749	14

Notes:

Information from 35 PCTs state they did not receive returns for some practices within their area and so have submitted incomplete data.

Data as at 1 April 2008 - 31 March 2009

Source:

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**Table 11 Written complaints about general practice (including dental) health services by Primary Care Trust in England, 2008-09**

	Total complaints	Service area			
		Medical	Dental	General Practice Administration	Other
<b>England</b>	<b>48,597</b>	<b>29,411</b>	<b>8,909</b>	<b>9,042</b>	<b>1,235</b>
<b>Q30 North East</b>	<b>1,987</b>	<b>1,304</b>	<b>282</b>	<b>317</b>	<b>84</b>
5D7 Newcastle PCT	192	149	43	-	-
5D8 North Tyneside PCT	135	106	29	-	-
5D9 Hartlepool PCT	53	20	6	25	2
5E1 Stockton-On-Tees Teaching PCT	119	45	24	39	11
5J9 Darlington PCT	106	61	10	35	-
5KF Gateshead PCT	168	138	30	-	-
5KG South Tyneside PCT	131	100	31	-	-
5KL Sunderland Teaching PCT	198	168	30	-	-
5KM Middlesbrough PCT	148	48	21	63	16
5ND County Durham PCT	375	191	32	112	40
5QR Redcar & Cleveland PCT	99	33	8	43	15
TAC Northumberland Care Trust	263	245	18	-	-
<b>Q31 North West</b>	<b>5,221</b>	<b>3,314</b>	<b>720</b>	<b>1,080</b>	<b>107</b>
5CC Blackburn With Darwen PCT	152	66	39	32	15
5F5 Salford PCT	118	80	12	26	-
5F7 Stockport PCT	326	296	30	-	-
5HG Ashton, Leigh And Wigan PCT	240	200	40	-	-
5HP Blackpool PCT	171	132	39	-	-
5HQ Bolton PCT	187	144	38	5	-
5J2 Warrington PCT	119	-	11	108	-
5J4 Knowsley PCT	111	72	19	20	-
5J5 Oldham PCT	204	185	17	2	-
5JX Bury PCT	126	92	8	26	-
5LH Tameside & Glossop PCT	211	165	17	29	-
5NE Cumbria Teaching PCT	402	287	65	50	-
5NF North Lancashire Teaching PCT	235	106	40	83	6
5NG Central Lancashire PCT	229	73	22	127	7
5NH East Lancashire Teaching PCT	285	87	27	154	17
5NJ Sefton PCT	187	154	33	-	-
5NK Wirral PCT	213	94	29	90	-
5NL Liverpool PCT	328	271	57	-	-
5NM Halton & St. Helens PCT	191	172	19	-	-
5NN Western Cheshire PCT	226	193	33	-	-
5NP Central & Eastern Cheshire PCT	448	162	41	192	53
5NQ Heywood, Middleton & Rochdale PCT	104	68	28	8	-
5NR Trafford PCT	172	138	34	-	-
5NT Manchester PCT	236	77	22	128	9
<b>Q32 Yorkshire and The Humber</b>	<b>4,432</b>	<b>2,759</b>	<b>762</b>	<b>763</b>	<b>148</b>
5EF North Lincolnshire PCT	189	170	19	-	-
5H8 Rotherham PCT	190	46	21	42	81
5J6 Calderdale PCT	71	43	12	12	4
5JE Barnsley PCT	221	106	37	63	15
5N1 Leeds PCT	566	369	105	92	-
5N2 Kirklees PCT	281	192	50	39	-
5N3 Wakefield District PCT	325	131	48	107	39
5N4 Sheffield PCT	535	428	107	-	-
5N5 Doncaster PCT	279	214	65	-	-
5NV North Yorkshire & York PCT	718	274	139	305	-
5NW East Riding Of Yorkshire PCT	122	61	13	48	-
5NX Hull Teaching PCT	121	57	-	55	9
5NY Bradford & Airedale PCT	639	524	115	-	-
TAN North East Lincolnshire Care Trust Plus	175	144	31	-	-

**Table 11 Written complaints about general practice (including dental) health services by Primary Care Trust in England, 2008-09**

	Total complaints	Service area			
		Medical	Dental	General Practice Administration	Other
<b>England</b>	<b>48,597</b>	<b>29,411</b>	<b>8,909</b>	<b>9,042</b>	<b>1,235</b>
<b>Q33 East Midlands</b>	<b>4,907</b>	<b>2,417</b>	<b>1,305</b>	<b>1,070</b>	<b>115</b>
5EM Nottingham City PCT	195	153	42	-	-
5ET Bassetlaw PCT	73	-	15	58	-
5N6 Derbyshire County PCT	717	-	85	632	-
5N7 Derby City PCT	309	85	11	112	101
5N8 Nottinghamshire County Teaching PCT	445	159	126	146	14
5N9 Lincolnshire Teaching PCT	1,771	1,029	742	-	-
5PA Leicestershire County & Rutland PCT	326	197	129	-	-
5PC Leicester City PCT	209	82	5	122	-
5PD Northamptonshire Teaching PCT	862	712	150	-	-
<b>Q34 West Midlands</b>	<b>4,537</b>	<b>2,979</b>	<b>679</b>	<b>655</b>	<b>224</b>
5CN Herefordshire PCT	208	128	40	21	19
5M1 South Birmingham PCT	119	87	14	14	4
5M2 Shropshire County PCT	167	100	14	53	-
5M3 Walsall Teaching PCT	197	69	11	82	35
5MD Coventry Teaching PCT	381	288	93	-	-
5MK Telford & Wrekin PCT	172	117	18	37	-
5MV Wolverhampton City PCT	215	88	18	36	73
5MX Heart Of Birmingham Teaching PCT	193	78	18	61	36
5PE Dudley PCT	186	109	51	26	-
5PF Sandwell PCT	230	125	17	51	37
5PG Birmingham East & North PCT	273	245	28	-	-
5PH North Staffordshire PCT	151	135	16	-	-
5PJ Stoke On Trent PCT	296	120	25	131	20
5PK South Staffordshire PCT	537	405	67	65	-
5PL Worcestershire PCT	528	392	135	1	-
5PM Warwickshire PCT	549	447	102	-	-
TAM Solihull Care Trust	135	46	12	77	-
<b>Q35 East of England</b>	<b>5,989</b>	<b>4,187</b>	<b>1,277</b>	<b>525</b>	<b>-</b>
5GC Luton PCT	171	122	49	-	-
5P1 South East Essex PCT	267	219	48	-	-
5P2 Bedfordshire PCT	258	189	69	-	-
5P3 East & North Hertfordshire PCT	660	420	125	115	-
5P4 West Hertfordshire PCT	560	321	93	146	-
5PN Peterborough PCT	213	168	45	-	-
5PP Cambridgeshire PCT	716	552	164	-	-
5PQ Norfolk PCT	579	369	199	11	-
5PR Great Yarmouth & Waveney PCT	341	273	68	-	-
5PT Suffolk PCT	661	423	148	90	-
5PV West Essex PCT	404	212	45	147	-
5PW North East Essex PCT	382	285	97	-	-
5PX Mid Essex PCT	303	235	62	6	-
5PY South West Essex PCT	474	399	65	10	-
<b>Q36 London</b>	<b>7,752</b>	<b>4,700</b>	<b>1,102</b>	<b>1,668</b>	<b>282</b>
5A4 Havering PCT	207	130	15	26	36
5A5 Kingston PCT	163	66	16	69	12
5A7 Bromley PCT	362	214	34	114	-
5A8 Greenwich Teaching PCT	-	-	-	-	-
5A9 Barnet PCT	258	177	27	50	4
5AT Hillingdon PCT	184	152	32	-	-
5C1 Enfield PCT	202	153	49	-	-
5C2 Barking & Dagenham PCT	196	178	18	-	-
5C3 City & Hackney Teaching PCT	168	-	18	150	-
5C4 Tower Hamlets PCT	291	94	8	108	81
5C5 Newham PCT	269	241	28	-	-
5C9 Haringey Teaching PCT	302	275	23	4	-
5H1 Hammersmith And Fulham PCT	194	96	36	62	-
5HX Ealing PCT	174	136	22	16	-

**Table 11 Written complaints about general practice (including dental) health services by Primary Care Trust in England, 2008-09**

	Total complaints	Service area			
		Medical	Dental	General Practice Administration	Other
<b>England</b>	<b>48,597</b>	<b>29,411</b>	<b>8,909</b>	<b>9,042</b>	<b>1,235</b>
5HY Hounslow PCT	102	5	15	81	1
5K5 Brent Teaching PCT	263	180	56	27	-
5K6 Harrow PCT	186	175	11	-	-
5K7 Camden PCT	150	27	23	91	9
5K8 Islington PCT	770	634	107	29	-
5K9 Croydon PCT	260	-	35	136	89
5LA Kensington And Chelsea PCT	47	37	3	7	-
5LC Westminster PCT	300	210	48	42	-
5LD Lambeth PCT	498	-	83	415	-
5LE Southwark PCT	434	312	122	-	-
5LF Lewisham PCT	395	219	47	79	50
5LG Wandsworth PCT	291	90	39	162	-
5M6 Richmond And Twickenham PCT	181	158	23	-	-
5M7 Sutton & Merton PCT	108	92	16	-	-
5NA Redbridge PCT	233	181	52	-	-
5NC Waltham Forest PCT	273	215	58	-	-
TAK Bexley Care Trust	291	253	38	-	-
<b>Q37 South East Coast</b>	<b>4,359</b>	<b>3,223</b>	<b>781</b>	<b>350</b>	<b>5</b>
5L3 Medway PCT	236	171	65	-	-
5LQ Brighton And Hove City PCT	131	58	52	16	5
5P5 Surrey PCT	1,134	958	176	-	-
5P6 West Sussex PCT	834	384	116	334	-
5P7 East Sussex Downs & Weald PCT	388	284	104	-	-
5P8 Hastings & Rother PCT	184	142	42	-	-
5P9 West Kent PCT	461	435	26	-	-
5QA Eastern & Coastal Kent PCT	991	791	200	-	-
<b>Q38 South Central</b>	<b>4,031</b>	<b>1,397</b>	<b>720</b>	<b>1,865</b>	<b>49</b>
5CQ Milton Keynes PCT	307	74	61	141	31
5FE Portsmouth City Teaching PCT	243	189	54	-	-
5L1 Southampton City PCT	293	206	47	40	-
5QC Hampshire PCT	1,472	-	307	1,165	-
5QD Buckinghamshire PCT	290	88	33	159	10
5QE Oxfordshire PCT	497	301	92	104	-
5QF Berkshire West PCT	468	171	50	239	8
5QG Berkshire East PCT	307	263	44	-	-
5QT Isle Of Wight PCT	154	105	32	17	-
<b>Q39 South West</b>	<b>5,382</b>	<b>3,131</b>	<b>1,281</b>	<b>749</b>	<b>221</b>
5A3 South Gloucestershire PCT	272	75	86	80	31
5F1 Plymouth Teaching PCT	221	57	43	108	13
5FL Bath & North East Somerset PCT	159	120	39	-	-
5K3 Swindon PCT	214	154	19	41	-
5M8 North Somerset PCT	226	100	15	76	35
5QH Gloucestershire PCT	393	328	65	-	-
5QJ Bristol PCT	568	184	219	99	66
5QK Wiltshire PCT	560	148	90	254	68
5QL Somerset PCT	594	444	150	-	-
5QM Dorset PCT	358	241	117	-	-
5QN Bournemouth and Poole Teaching PCT	303	182	121	-	-
5QP Cornwall & Isles Of Scilly PCT	636	474	162	-	-
5QQ Devon PCT	723	591	132	-	-
TAL Torbay Care Trust	155	33	23	91	8

Notes:

Information from 35 PCTs state they did not receive returns for some practices within their area and so have submitted incomplete data.

' - ' denotes zero

Data as at 1 April 2008 - 31 March 2009

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