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Complaints Data Submission

L82029 - NARROWCLIFF SURGERY

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PART 1 - Written Complaints by Practice Details and Summary Information

Practice Name	NARROWCLIFF SURGERY
Practice Code	L82029
New Complaints	20
Complaints Brought Forward	0
Number Upheld	10
Number Partially Upheld	3
Number Not Upheld	7
Total Resolved	20
Total Carried Forward	0

PART 2 - Age of patient by or on behalf of whom the complaint is made

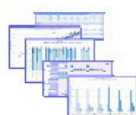
Age 0-5	1
Age 6-17	0
Age 18-25	0
Age 26-55	7
Age 56-64	2
Age 65-74	5
Age 75 and over	2
Age Unknown	3
Total all ages	20

PART 3 - Status of complainant

Patient	16
Parent	1
Guardian	0
Carer	3
Other	0
Total	20

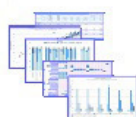
PART 4 -Service Area

Dental Surgery	0
GP Surgery	20
Health Centre/Clinic	0
NHS 111	0
Patient's Home	0
Prison, Detention or similar	0
Residential/Care Home	0
Other Community Setting	0
Total	20



PART 5 -Subject Area

Anaesthesia	0
Appointment	2
Appointment Availability/Length	0
Care Planning	0
Charging/ Costs	0
Clinical Treatment (inc Errors)	2
Communications	3
Confidentiality (Breach etc.)	0
Consent to Treatment	0
Delay in Diagnosis	0
Delay in Failure to Refer	0
Disability Issues (Access etc)	0
End of Life Care	0
Equipment (Quality)	0
Failure to Diagnose	0
Follow-up Care	2
Hygiene (Equipment)	0
Hygiene (Hand etc.)	0
Inaccurate/Incorrect Records	0
Loss of Records	0
Loss of/Failure to Send Sample	0
Misdiagnosis	0
Out of Hours/ Remote service Provision	0
Practice Management	0
Premises (inc. Cleanliness, Condition)	0
Prescribing Error	0
Prescription Issues	0
Privacy and dignity	0
Refusal to Allow Access to Records	0
Refusal to Prescribe	0
Refusal to Refer	0
Refusal to Visit	0
Removal from List	0
Repeat Prescription Process	7
Staff Attitude/Behaviour/Values	4
Surgery Hours	0
Treatment Not Available	0
Waiting Time for Appointment	0
Total	20



Admin Staff inc Receptionist	4
Healthcare Assistant	0
Locum Practitioner	2
Other / No staff involved	9
Pharmacist	0
Podiatrist	0
Practice Manager	0
Practice Nurse	3
Practitioner	2
Therapist	0
Total	20

Comments

