

Cofton Medical Centre (M85086) Complaints data 01/04/2018 to 31/03/2019

Part 1	
Total complaints	14
Complaints upheld	1
Complaints partially upheld	6
Complaints not upheld	7
Total resolved	14
Unresolved, to carry forward	0

Part 2	
Age 0-5	0
Age 6-17	0
Age 18-25	3
Age 26-55	8
Age 56-64	2
Age 65-74	0
Age 75 and over	1
Age unknown	0
Total all ages	14

Part 3	
Patient	10
Parent	2
Guardian	0
Carer	0
Other	2
Total	14

Part 4	
Dental Surgery	0
GP Surgery	14
Health centre/clinic	0
NHS 111	0
Patient's home	0
Prison, detention or similar	0
Residential/care home	0
Other	0
Total	14

Part 5	
Anaesthesia	0
Appointment	0
Appointment availability/length	0
Care planning	0
Charging/ costs	0
Clinical treatment (inc errors)	2
Communications	1
Confidentiality (breach etc.)	0
Consent to treatment	0
Delay in diagnosis	0
Delay in failure to refer	1
Disability issues (access etc)	0
End of life care	0
Equipment (quality)	0
Failure to diagnose	1
Follow-up care	0
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	3
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	0
Staff attitude/behaviour/values	6
Surgery hours	0
Treatment not available	0
Waiting time for appointment	0
Other	0
Total	14

Part 6	
Admin Staff inc Receptionist	5
Healthcare Assistant	0
Locum Practitioner	0
Other / No staff involved	1
Pharmacist	0
Podiatrist	0
Practice Manager	0
Practice Nurse	2
Practitioner	6
Therapist	0
Total	14

Referred to outside agency 0 1

Log a new complaint

View/update existing complaint

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