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Complaints Data Submission

C82061 - BARWELL & HOLLYCROFT MEDICAL CENTRES

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Description	Total Number of Complaints	Number Of Complaints Upheld
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PART 1 - Written Complaints By Service Area

Medical	5	1
Dental	Not Entered	Not Entered
General Practice Administration	7	5
Other	0	0
Total	12	6

PART 2 - Written Complaints By Subject of Complaint

Communications / Attitude	4	3
Premises	0	Not Entered
Practice / Surgery Management	1	1
General Practice Administration	6	1
Clinical	1	1
Other	0	Not Entered
Total	12	6

PART 3 - Comments

2 complaints were multi - organisation complaints partially involving the practice.

