

Complaints about NHS England – Investigation data

Financial year	Received	Accepted for investigation	Investigations concluded	Fully upheld	Partly upheld	Not upheld	Resolved without a finding	Discontinued
2013/14	48	2	2	0	0	2	0	0
2014/15	249	31	20	3	1	11	1	4
2015/16	341	59	34	4	1	22	3	4
2016/17*	202	29	30	3	4	17	0	5

Current open investigations*	61
------------------------------	----

*As at 24 October 2016

Complaints about NHS England – Keyword data for 2013/14 financial year

Keyword(s)	Number of complaints
Access to services	4
Attitude of staff	1
Communication and information - between organisations/staff	1
Communication and information (inc. confidentiality)	3
Communication and information (including confidentiality) > with patient/family	1
Consent	1
Failure to treat	1
Funding/Commissioning	2
Inadequate assessment	3
Other: Clinical Care & Treatment	1
Practitioner > Administrative staff	1
Practitioner > Other	1
Removal of patient from list	2
Grand Total	22

NB: More than one keyword may be recorded against one complaint

Complaints about NHS England – Keyword data for 2014/15 financial year

Keyword(s)	Number of complaints
Access to services	16
Attitude of staff	5
Communication and information - between organisations/staff	7
Communication and information (inc. confidentiality)	1
Communication and information (including confidentiality) > with patient/family	8
Diagnosis > delay, failure to diagnose, misdiagnosis	4
Equipment unavailable/broken	1
Failure to treat	7
Fall on site	1
Funding/Commissioning	16
Human rights > equality	1
Inadequate assessment	5
Medication > management	3
Medication > prescribing	4
Other: Clinical Care & Treatment	8
Out of hours services	1
Pain management	2
Practitioner > Administrative staff	21
Practitioner > Allied health professionals	1
Practitioner > Dentist	3
Practitioner > Doctor	3
Practitioner > Other	7
Practitioner > Pharmacist	2
Records	3

Removal of patient from list	1
Self-harm/suicide	1
Transition > failure or delay in referral/transfer of care between services/orgs	1
Treatment plans/care plans	2
Waiting times	3
Grand Total	138

NB: More than one keyword may be recorded against one complaint

Complaints about NHS England – Keyword data for 2015/16 financial year

Keyword(s)	Number of complaints
Access to services	5
Attitude of staff	1
Communication and information - between organisations/staff	5
Communication and information (including confidentiality) > with patient/family	4
Consent	1
Diagnosis > delay, failure to diagnose, misdiagnosis	2
Failure to treat	2
Funding/Commissioning	6
Inadequate assessment	4
Medication > prescribing	1
Other: Clinical Care & Treatment	2
Pain management	1
Practitioner > Administrative staff	5
Practitioner > Dentist	1
Practitioner > Nurse	1
Removal of patient from list	2
Treatment withdrawn	1
Waiting times	1
Grand Total	45

NB: More than one keyword may be recorded against one complaint

Complaints about NHS England – Keyword data for 2016/17 financial year

Keyword(s)	Number of complaints
Access to services	11
Attitude of staff	4
Communication and information - between organisations/staff	5
Communication and information (including confidentiality) > with patient/family	3
Diagnosis > delay, failure to diagnose, misdiagnosis	2
Discharge from hospital & coordination of services	1
Failure to treat	7
Funding/Commissioning	13
Inadequate assessment	5
Other: Clinical Care & Treatment	7
Practitioner > Administrative staff	9
Practitioner > Dentist	1
Practitioner > Doctor	1
Practitioner > Other	2
Records	3
Removal of patient from list	1
Surgery	1
Transition > failure or delay in referral/transfer of care between services/orgs	1
Treatment plans/care plans	1
Waiting times	1
Grand Total	79

NB: More than one keyword may be recorded against one complaint

Complaints about NHS England – Financial recommendations

Financial year	Amount recommended
2014/15	£200.00
2014/15	£250.00
2014/15 total	£450.00
2015/16	£150.00
2015/16 total	£150.00
2016/17	£250.00
2016/17	£100.00
2016/17	£250.00
2016/17 total	£600.00
Grand Total	£1,200.00