



Department of Health

09/12/2015

DE000001004852

Dear Ms Watts,

Thank you for your request of 26th November 2015 under the Freedom of Information Act (2000). Your exact request was:

"Between June 2014 and September 2015, how many complaints were received by the NHS Choices teams about the public's failure to log their negative patient experience about Victoria Surgery, Bury St Edmunds?"

On which dates did the NHS Choices team bring transparency as to why their software was not protecting the negative feedback that patients were trying to log about their experiences at this GP Surgery in Victoria Street, IP33?"

I can confirm that the Department does not hold information relevant to your request.

However, you may wish to contact the Health and Social Care Information Centre (NHS HSCIC), who are responsible for the day-to-day running of NHS Choices. Details on how to do so can be found on the following website:

<http://www.hscic.gov.uk/foi>

If you have any queries about this email, please contact me. Please remember to quote the reference number above in any future communications.

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Head of the Freedom of Information Team
Department of Health
Room G18
Richmond House
79 Whitehall
London
SW1A 2NS

Email: freedomofinformation@dh.gsi.gov.uk

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner (ICO) for a decision. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by the Department. The ICO can be contacted at:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Yours sincerely,

Alison Tingle

Freedom of Information Officer
Department of Health

freedomofinformation@dh.gsi.gov.uk