



# Department of Health & Social Care

Freedom of Information Team  
Department of Health and Social Care  
39 Victoria Street  
London SW1H 0EU

[www.gov.uk/dhsc](http://www.gov.uk/dhsc)

Ms Taryn Taylor  
[request-653658-d2539c5c@whatdotheyknow.com](mailto:request-653658-d2539c5c@whatdotheyknow.com)

31 March 2020

Dear Ms Taylor,

## **Freedom of Information Request Reference FOI-1208522**

Thank you for your request dated 8 March, in which you asked the Department of Health and Social Care (DHSC):

*"Dear Department of Health and Social Care,*

- 1) How many patient complaints have been made about ACLE MEDICAL CENTRE in the last ten years? Please itemise for each of the years.*
- 2) How many ALLEGATIONS/COMPLAINTS, have been related to DEATHS? Please itemise how many in each year.*
- 3) How many complaints were received for each year, relating to MEDICAL NEGLIGENCE?*
- 4) How many for each year, were related to STAFF/MEDICAL RECORDS/PRESCRIPTIONS etc.?*
- 5) How many of the complaints were ACTED UPON? Itemise for each of the last ten years, Please specify in three columns; ONE being DEATHS /SECOND for MEDICAL NEGLIGENCE COLUMN THREE for all complaints relating to STAFF/RECORDS/PRESCRIPTIONS etc.*
- 6) How many staff or doctors, were SACKED or SUSPENDED for each year, Please itemise the answer for this question into two columns:  
ONE FOR DOCTORS, SECOND FOR OTHER STAFF PLEASE.*
- 7) If NO ONE has EVER been SACKED or SUSPENDED, what happened next ie: extra training? Please itemise for each year the total that required EXTRA TRAINING or state in columns what happened next?*

*Yours faithfully"*

Your request has been handled under the Freedom of Information Act (FOIA).

DHSC does not hold the information you requested.

You may be interested in the following information.

Some details about GP practices are published by the Organisation Data Service (ODS), which is part of NHS Digital, and are available at this link:

<https://digital.nhs.uk/services/organisation-data-service>

Within the 'Data Downloads' section on the above-linked webpage, please follow the link to 'GP and GP Practice Related Data.'

Please address any questions you have regarding this information directly to the ODS. Its contact details are:

The Organisation Data Service  
NHS Digital  
Hexagon House,  
Pynes Hill  
Rydon Lane  
Exeter  
Devon EX2 5SE

Email: [exeter.helpdesk@nhs.net](mailto:exeter.helpdesk@nhs.net)  
Telephone: 0300 303 4034

You may also wish to contact NHS Digital, which may hold information relevant to your request. Details on how to do so are available at:

<https://digital.nhs.uk/about-nhs-digital/contact-us/freedom-of-information>

If you are not satisfied with the handling of your request, you have the right to appeal by asking for an internal review. This should be submitted within two months of the date of this letter and sent to [FreedomOfInformation@dhsc.gov.uk](mailto:FreedomOfInformation@dhsc.gov.uk), or to the address at the top of this letter.

Please remember to quote the reference number above in any future communication.

If you are not content with the outcome of your internal review, you may complain directly to the Information Commissioner's Office (ICO). Generally, the ICO cannot make a decision unless you have already appealed our original response and received our internal review decision. You should raise your concerns with the ICO within three months of your last meaningful contact with us.

The ICO can be contacted at:

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

<https://ico.org.uk/concerns/>

Yours sincerely,

Nicole Mercer  
Freedom of Information Officer  
[FreedomOfInformation@dhsc.gov.uk](mailto:FreedomOfInformation@dhsc.gov.uk)