

Date: Tuesday, 11th October 2022
Our Ref: MB/CM FOI 5387

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Re: Freedom of Information Request FOI 5387

We are writing in response to your request submitted under the Freedom of Information Act, received in this office on 11th October 2022.

Your request was as follows:

- The total number of formal complaints made in England regarding GP practices submitted between 1st October 2021 and 1st October 2022, broken down by regions. This should include all formal complaints made in written format and email format within this time period
- Details of the reasons for these formal complaints, including the total number of complaints for each reason (e.g. 15 complaints about poor service, 30 about lack of appointments, 20 for communication).

[The Walton Centre NHS Foundation Trust is a Specialist Neuroscience Tertiary Care Centre; we do not deal with GP complaints; therefore, we cannot provide this information.](#)

Please see our response above in [blue](#).

Re-Use of Public Sector Information

All information supplied by the Trust in answering a request for information (RFI) under the Freedom of Information Act 2000 will be subject to the terms of the Re-use of Public Sector Information Regulations 2005, Statutory Instrument 2005 No. 1515 which came into effect on 1st July 2005.

Under the terms of the Regulations, the Trust will licence the re-use of any or all information supplied if being used in a form and for the purpose other than which it was originally supplied. This license for re-use will be in line with the requirements of the Regulations and the licensing terms and fees as laid down by the Office of Public Sector Information (OPSI). Most licenses will be free; however the Trust reserves the right, in certain circumstances, to charge a fee for the re-use of some information which it deems to be of commercial value.

Further information can be found at www.opsi.gov.uk where a sample license terms and fees can be found with guidance on copyright and publishing notes and a Guide to Best Practice and regulated advice and case studies, at www.opsi.gov.uk/advice/psi-regulations/index.htm

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 the Freedom of Information Office at the address above.

Please remember to quote the reference number, FOI 5387 in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely

Mike Burns

Mr. Mike Burns, Executive Lead for Freedom of Information