NHS
Cornwall and Isles of Scilly

Complaints annual report 2024 to 2025

This report provides information on complaints received by NHS Cornwall and Isles of Scilly Integrated Care Board (the ICB) between 1 April 2024 and 31 March 2025.

This report complies with NHS complaints regulations, which state that the organisation should specify the number of complaints received, those which were well founded and those which were referred to the Parliamentary and Health Service Ombudsman (PHSO).

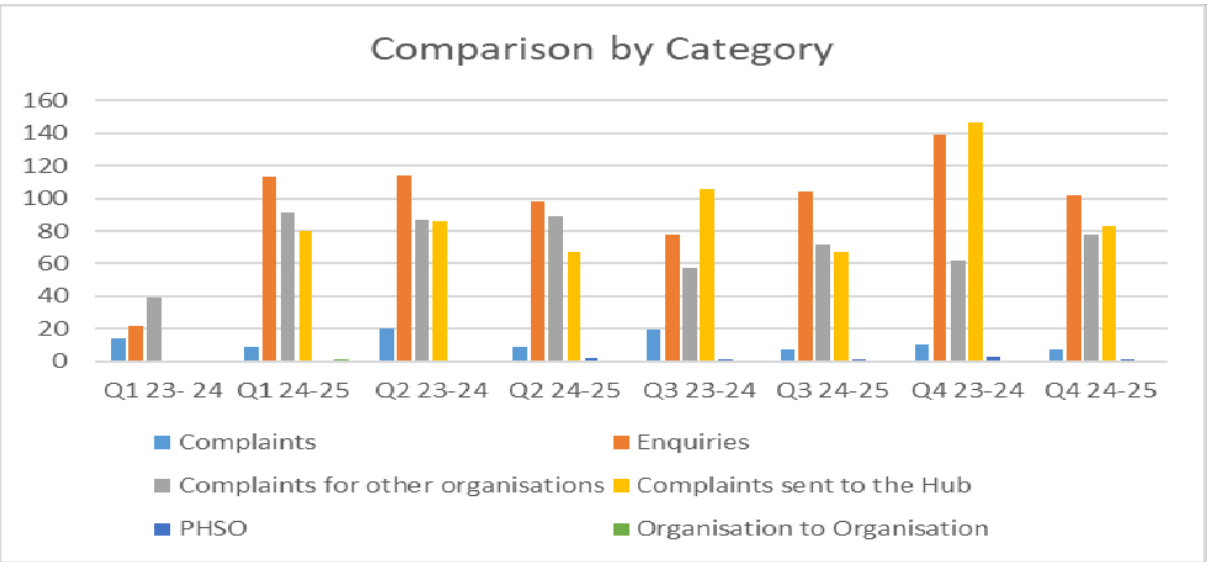
The complaints team ensure that the ICB is compliant with the NHS complaints regulations 2009.

Overview of contacts received

Quarter	Complaints	Enquiries	Complaints for other organisations	Complaints sent to the Hub	PHSO	Organisation to Organisation	Total contacts
Q1 ICB	9	113	91	80	0	1	**294**
Q2 ICB	8	99	89	67	2	0	**265**
Q3 ICB	7	104	72	67	1	0	**251**
Q4 ICB	7	102	78	83	1	0	**271**
Total	**31**	**418**	**330**	**297**	**4**	**1**	**1081**

There was a decrease in the number of ICB complaints compared to the previous reporting year. Enquiries peaked in Q3. The team provided appropriate advice and support for individuals to raise complaints with the correct provider.

Contacts received comparison by category 2023 to 2024 and 2024 to 2025:



NHS Cornwall and Isles of Scilly formal complaints

Complaints received	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total
Continuing healthcare (CHC)	5	1	4	2	12
Diabetes commissioning	2	2	1	5	10
Individual Funding Requests	1				1
Vaccinations			1		1
Primary care commissioning	1	1	1		3
Staff conduct		1			1
update to complaint requested		1			1
Lack of response to subject access		1			1
LeDer review		1			1
Total	9	8	7	7	31

Formal complaints received reduced by 51% from 63 in 2023 to 2024 to 31 in 2024 to 2025; a significant reduction of 60% about continuing healthcare.

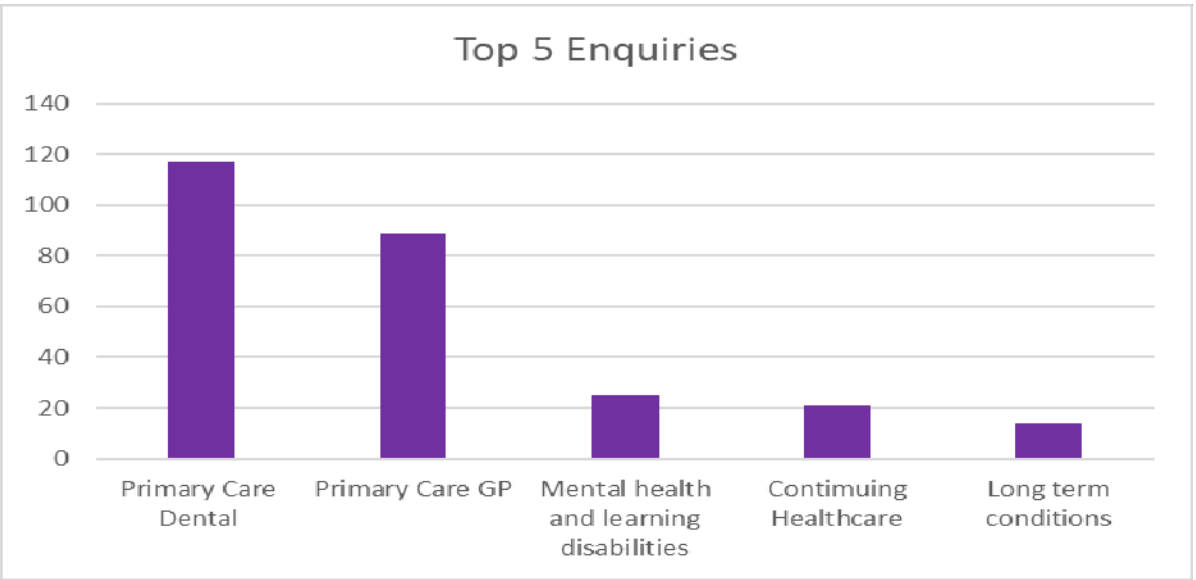
We also continued to receive complaints regarding the commissioning arrangements for diabetes devices, with NICE issuing new guidance in December 2023. The team are working on a rollout programme, and the website has been updated with further information as it has become available.

Outcomes

Of the complaints received, 3 complaints were fully upheld, 11 partially upheld, 11 not upheld, 4 withdrawn. 1 complaint remains under investigation and 1 complaint remains with the Parliamentary Health Service Ombudsman (PHSO).

ICB enquiries

The chart below shows the top 5 enquiries categories by number.



Enquiries represent a range of issues. People may ask straightforward questions, or they have in-depth questions or concerns about their health, the organisation of the NHS, or they could be looking for advice or assistance. These queries are responded to by the complaints team, and, when required, with the support of colleagues across the organisation. There is a significant increase in enquiries which remained steady in 2024 to 2025. Primary care access to dentistry represented 28% of enquiries, closely followed by 20% in primary care general practice.

Themes of the queries were as follows.

- Dental access – individuals unable to register with an NHS dentist.
- Appointment help – advice to individuals who are having trouble accessing appointments with GPs, or secondary care.
- Planned care – diabetes device commissioning, access to secondary services.
- Help registering with a GP – supporting people who are unable to find a GP or who are being removed from a GP surgery as an out of area patient.
- Information about access to ADHD assessments.

Complaints and enquiries for other organisations

The table below shows enquiries and complaints for other organisations where the contacts were 3 or more in 1 quarter.

Organisation	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Royal Cornwall Hospitals NHS Trust	14	3	16	20
Cornwall Partnership NHS Foundation Trust	18	5	14	8
Multi Agency	0	1	6	3
SWAST	2	0	1	5
Kernow Health CIC	11	1	7	7
GP practice enquiries	13	21	10	17
University Hospitals Plymouth	3	4	3	3

The above enquiries or complaints were sent, with consent, to the appropriate provider to deal with or resolved by the complaints team. This allows for de-escalation of issues, or for providers to investigate and respond to the concerns raised regarding their services and make appropriate changes. This is in line with the NHS standard contract and the complaints regulations which allow for the commissioning organisation to determine who is best placed to respond to a complaint.

Where requested by the patient, or patient's representative, the ICB also receives a copy of the response, this is shared with the commissioning manager for their information. Any concerns the complaint manager has about a complaint regarding a commissioned provider are escalated to the appropriate team. This allows for increased intelligence across the organisation and the ability to resolve the issue at an earlier opportunity for the individual where possible.

Primary care complaints

In July 2023, ICBs took on the commissioner's responsibility for primary care complaints. This allows individuals to raise concerns directly with the commissioners regarding concerns about the provision of care in primary care services. In addition, the national contact centre no longer deals with enquiries regarding primary care, these are instead signposted to the ICB.

The formal complaints are passed to the regional hub who continue to oversee the process of formal complaint investigation.

The period 1 April 2024 to 31 March 2025, the CCH complaints team received 319 complaints relating to Cornwall and the Isles of Scilly ICB.

Consent was received to take forward 169 cases:

- GP – 94 cases
- Dental – 35
- Pharmacy – 4
- Commissioning – 36

150 cases were not taken forward and closed due to consent not received or already investigated by the provider.

Parliamentary and Health Service Ombudsman (PHSO)

Four complainants referred their complaints to the Ombudsman; the complaints were investigated by the Continuing Healthcare team. Three were closed by the ombudsman and one remains with the ombudsman for a final response.