

14th December, 2020

Thomas Gould, T.D.,
Dáil Éireann,
Dublin 2

PQ ref 39679/20

"To ask the Minister for Health the number of complaints received by the HSE regarding SouthDoc in each of the years 2015 to 2019 and to date in 2020, in tabular form".

Dear Deputy Gould,

The Health Service Executive has been requested to reply directly to you in the context of the above Parliamentary Question, which you submitted to the Minister for Health for response.

All complaints received by the HSE relating to SouthDoc are referred on to SouthDoc for investigation under their complaints policy which has been agreed by HSE Consumer Relations as part of the annual Service Level Agreement. The HSE holds quarterly SLA review meetings with SouthDoc where the number of complaints are reviewed and discussed in conjunction with weekly patient satisfaction surveys carried out by SouthDoc.

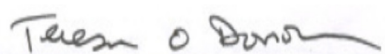
The number of complaints received in relation to SouthDoc since 2015 outlined in the table below and as previously advised in response to PQ 34077/20 dated 4th November 2020.

Year	Number of complaints received
2015	120
2016	93
2017	60
2018	75
2019	92
YTD	50

Please note these numbers are extremely low when compared to the total number of contacts with SouthDoc annually. In 2019 there were 92 complaints to SouthDoc which accounted for 0.04 % of total case volume for the year which was 221,551.

If I can be of any further assistance please do not hesitate to contact me.

Yours sincerely,



Teresa O' Donovan
Head of Service - Primary Care,
Cork Kerry Community Healthcare