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17th November, 2020

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

PQ ref 34077/20

"To ask the Minister for Health the number of complaints made to SouthDoc in counties Cork and Kerry in each of the years 2015 to 2019 and to date in 2020, by year."

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.

The number of complaints received by SouthDoc is outlined below:

Year	Number of complaints
2015	120
2016	93
2017	60
2018	75
2019	92
YTD 2020	39

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