

Reference: FOI.ICB-2627/010

Subject: GP Practice Complaints 2019-2025)

I can confirm that the ICB does hold the information requested; please see responses below:

QUESTION	RESPONSE	
1. How many complaints about GP practices that the ICB received in: a) 2025 b) 2024 c) 2023 d) 2022 e) 2021 f) 2020 g) 2019	From 1 January – 31 December for each year: 2025 – 359 2024 – 368 2023 – 239 2022 – 116 2021 – 173 2020 – 130 2019 - 29	
2. How many complaints were received about each GP practice in the ICB in 2025.	Surgery Unknown/out of area Mendip Vale Surgery Grange Road Surgery Bridgeview Medical Stoke Gifford Medical Centre Lennard Surgery The Old School Surgery Bradley Stoke Surgery Christchurch Family Medical Concorde Medical Centre Charlotte Keel Medical Armada Family Practice	19 18 17 11 11 10 10 9 9 9 8 7

	Beechwood Medical Practice	7
	Leap Valley Surgery	7
	Pembroke Road Surgery	7
	The Cedars Surgery	7
	Birchwood Practice	6
	Emersons Green Medical	6
	Gloucester Road Medical	6
	Graham Road Surgery	6
	Greenway Community Practice	6
	Monks Park Surgery	6
	Montpelier Health Centre	6
	Stafford Medical Group	6
	168 Medical	5
	Bedminster Family Practice	5
	Fireclay Health	5
	Fishponds Family Practice	5
	Tyntesfield Medical Group	5
	West Walk Surgery	5
	Clevedon Medical	4
	Falldon Way Medical	4
	Hanham Health	4
	Horfield Health Centre	4
	Nightingale Valley	4
	The Willow Surgery	4
	Wellington Road Surgery	4
	Wells Road Surgery	4
	Downton Road Surgery	3

	Air Balloon	3
	Cadbury Heath Health Care	3
	Horizon Health Centre	3
	Kingswood Health Centre	3
	Pioneer Medical Group	3
	Portishead Medical Group	3
	Priory Surgery	3
	Shirehampton Group Practice	3
	Stockwood Medical Centre	3
	The Wellspring Surgery	3
	Whiteladies Medical	3
	Backwell Medical	2
	Broadmead Medical	2
	Coniston Medical Practice	2
	Courtside Surgery	2
	Frome Valley Medical	2
	Green Valleys Health	2
	Harbourside Family Practice	2
	Hartwood Healthcare	2
	Hillview Family Practice	2
	Lawrence Hill Health Centre	2
	Sea Mills Surgery	2
	The Family Practice	2
	Three Shires Medical	2
	Almondsbury	1
	Close Farm Surgery	1
	Crest Family Practice	1

Downton Road Surgery	1
East Trees Health Centre	1
Kennedy Way Surgery	1
Longton Grove Surgery	1
Pier Health Group	1
Severn View Family Practice	1
Southmead and Henbury Family Practice	1
St Georges Surgery	1
St Marys Street Surgery	1
Student Health Centre	1
The Homeless Health Service	1
The Lennard Surgery	1
The Milton Surgery	1
The Orchard Medical Centre	1
Tudor Lodge Surgery	1

Please note: this list only includes the practices where a complaint was raised directly with the ICB. The ICB encourages patients where possible to raise complaints directly with the practice, the ICB does not have a record of these complaints/figures.

The information provided in this response is accurate as of 20 April 2026 and has been approved for release by Rosi Shepherd, Chief Clinical Leadership and Delivery Officer (Nursing) for NHS Bristol, North Somerset and South Gloucestershire ICB.