



a) dealt with in full,	N/A	N/A	332	492	493	429	565
b) sent through to A&E	136	129	64	51	67	57	51
c) referred to their own GP or	N/A	N/A	72	83	104	86	65
d) other	N/A	N/A	213	48	94	141	124

**To date (since launching the streaming service):**

8. How many patient complaints have you received concerning A&E GP streaming?

Since the GP Streaming opened at the end of October 2017 there has been 1 formal complaint.

I trust that this information is helpful to you, however if you are not entirely satisfied with this response please do not hesitate to contact the Information Governance Department on 01257 488271. If we do not hear from you within 28 days we will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,



Andrew Foster  
Chief Executive

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If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to: Information Governance Department, Wrightington, Wigan and Leigh NHS Foundation Trust, Wrightington Hospital, Hall Lane, Appley Bridge, Wigan, WN6 9EP

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision. Generally the ICO cannot make a decision unless you have exhausted the complaints procedure at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF