

Health Cases Determined by Authority 2010-2011

Case Type	Stage	Closure Category	A Health Board Unknown	Ayrshire and Arran NHS Board	Ayrshire and Arran NHS Board - Patient Services	Borders NHS Board	Dumfries and Galloway NHS Board	Fife NHS Board	Forth Valley NHS Board	Grampian NHS Board	Greater Glasgow and Clyde NHS Board	Greater Glasgow and Clyde NHS Board - Acute Services Division	Highland NHS Board	Lothian NHS Board	Lothian NHS Board - Acute Division	Lothian NHS Board - Lothian University Hospitals Division	Lothian NHS Board - Royal Edinburgh and Associated Services Division	Lothian NHS Board - University Hospitals Division	NHS 24	NHS National Services Scotland	Orkney NHS Board	Scottish Ambulance Service	Shetland NHS Board	Tayside NHS Board	The Golden Jubilee National Hospital	The State Hospital Board for Scotland	Western Isles NHS Board	Dentists & Dental Practices	GPs & GP Practices	A Hospital Unknown	Opticians & Ophthalmic Services	Pharmacists and Pharmacies	Total	
Enquiries	Advice & Signposting	General Enquiry	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	
		Premature	1	1	0	0	0	1	0	2	0	3	0	0	0	0	0	0	0	0	0	0	1	0	2	0	0	1	2	0	0	0	14	
		Out of Jurisdiction	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	2	
		Outcome Not Achievable	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	2	
		No Decision Reached	1	1	0	1	0	0	1	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0	0	0	8	
		Other	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	2		
		Total	2	2	0	1	0	0	2	0	4	2	5	0	0	0	0	0	0	0	0	0	1	0	4	0	0	0	4	3	2	0	32	
Total Enquiries	2	2	0	1	0	0	2	0	4	2	5	0	0	0	0	0	0	0	0	0	1	0	4	0	0	0	4	3	2	0	32			
Complaints	Advice	Premature	7	13	1	1	2	14	5	7	18	7	8	12	22	3	0	0	0	1	1	0	0	12	0	0	0	24	53	2	1	4	218	
		Body Out of Jurisdiction	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
		Out of Jurisdiction (Discretionary)	0	1	0	0	0	0	0	0	1	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	5	
		Out of Jurisdiction (Non-Discretionary)	0	0	0	0	0	0	0	0	4	1	0	0	1	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	8	
		Outcome Not Achievable	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0	0	1	0	0	3		
		No Decision Reached	13	12	0	5	4	10	11	10	20	8	12	14	12	5	0	1	0	3	0	0	1	1	27	0	0	1	6	38	1	1	0	216
		Other	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Total	20	26	1	6	6	24	16	17	43	16	21	26	36	9	0	1	4	1	0	2	1	39	0	1	1	30	92	3	2	5	450		
	Early Resolution 1	Premature	0	0	1	3	0	1	0	4	1	8	4	1	3	0	0	0	1	0	0	0	1	0	4	0	0	2	3	0	0	0	37	
		Body Out of Jurisdiction	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
		Out of Jurisdiction (Discretionary)	0	1	0	0	0	3	2	2	1	4	3	0	3	1	0	1	2	0	0	0	0	0	0	0	0	1	0	4	0	0	28	
		Out of Jurisdiction (Non-Discretionary)	0	0	0	1	1	0	1	1	0	0	1	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	9	
		Outcome Not Achievable	0	2	0	0	0	1	0	2	1	2	1	1	1	1	0	0	1	0	0	1	0	0	1	0	0	2	1	0	0	0	18	
		No Decision Reached	0	2	0	0	1	2	0	0	2	3	1	2	1	0	0	0	0	0	0	0	0	0	5	1	0	1	3	3	0	0	1	28
	Total	0	5	1	4	2	7	3	9	5	17	10	4	10	4	0	1	4	0	1	1	0	10	1	0	2	7	11	0	0	1	120		
	Early Resolution 2	Premature	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	3	0	0	0	5		
		Out of Jurisdiction (Discretionary)	0	0	0	1	0	0	0	0	0	0	2	0	1	0	0	0	1	1	0	0	0	1	0	0	0	0	1	0	0	0	8	
		Out of Jurisdiction (Non-Discretionary)	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
		Outcome Not Achievable	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	2	
		No Decision Reached	0	1	0	0	0	0	0	1	1	2	1	0	1	0	1	0	0	0	0	0	0	0	0	0	0	1	3	0	0	0	12	
Fully Upheld		0	1	0	0	0	0	1	1	0	0	1	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	4	0	0	0	10	
Partly Upheld		0	0	0	0	0	0	1	0	0	1	1	0	1	0	0	0	0	0	0	0	0	1	0	0	1	0	0	9	0	0	0	14	
Not Upheld	0	4	0	1	1	1	0	3	2	3	4	3	1	0	0	1	2	0	0	1	1	0	1	1	0	2	2	12	0	0	0	46		
Total	0	6	0	2	1	1	2	5	3	8	9	4	4	0	0	2	5	2	0	1	2	0	3	1	0	3	5	29	0	0	0	98		
Investigation 1	Outcome Not Achievable	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0	0	2		
	No Decision Reached	0	0	0	0	0	1	0	0	1	0	0	1	2	0	0	0	0	0	0	0	0	0	0	0	0	1	2	2	0	0	0	10	
	Fully Upheld	0	4	0	2	0	0	1	2	2	3	3	1	1	2	1	0	0	0	0	0	1	3	0	1	0	0	2	1	5	0	0	34	
	Partly Upheld	0	3	0	2	0	0	1	2	0	1	0	1	2	0	0	0	2	0	0	0	0	0	0	1	0	0	1	1	3	0	0	21	
	Not Upheld	0	3	0	2	0	6	1	4	6	5	2	2	3	1	3	0	2	0	0	1	0	1	2	0	1	0	4	14	0	1	0	64	
Total	0	10	0	6	0	8	2	8	9	9	5	5	8	3	4	0	4	0	0	2	3	1	4	0	1	5	8	25	0	1	0	131		
Investigation 2	No Decision Reached	0	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	
	Fully Upheld	0	3	0	1	0	0	3	2	0	0	1	6	0	0	0	0	0	0	0	0	1	0	1	0	0	0	2	1	0	0	0	21	
	Partly Upheld	0	0	0	0	0	1	0	1	2	0	0	2	3	0	0	0	0	0	0	0	2	0	1	0	0	0	1	2	0	0	0	15	
	Not Upheld	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0	0	0	0	3	
Total	0	3	0	1	0	1	0	4	5	1	0	4	9	0	0	0	0	0	0	0	3	0	3	0	0	0	3	4	0	0	0	41		
Total Complaints	20	50	2	19	9	41	23	43	65	51	45	43	67	16	4	4	14	6	1	4	11	2	59	2	2	11	53	161	3	6	840			
Total Contacts	22	52	2	20	9	41	25	43	69	53	50	43	67	16	4	4	14	6	1	4	12	2	63	2	2	11	57	164	5	3	6	872		

