

Table 1

Complaints Received by Subject		Scottish Ambulance Service			
		Complaints as % of total	Sector Total	Complaints as % of total	
2009-10	Admission, discharge & transfer procedures	2	11%	15	2%
	Appliances, equipment & premises	0	0%	1	0%
	Appointments/admissions (delay, cancellation, waiting lists)	0	0%	48	6%
	Clinical treatment/diagnosis	3	16%	413	48%
	Communication, staff attitude, dignity, confidentiality	1	5%	91	11%
	Complaints by NHS staff	0	0%	2	0%
	Complaints handling	2	11%	20	2%
	Continuing care	0	0%	1	0%
	Failure to send ambulance/delay in sending ambulance	6	32%	6	1%
	Hygiene, cleanliness & infection control	0	0%	6	1%
	Lists	0	0%	7	1%
	Lists (incl difficulty registering and removal from lists)	0	0%	1	0%
	Nurses/nursing Care	0	0%	10	1%
	Other	0	0%	2	0%
	Policy/administration	4	21%	156	18%
	Record keeping	0	0%	7	1%
	Out of jurisdiction	0	0%	3	0%
	Subject unknown	1	5%	68	8%
	<b>Total</b>	<b>19</b>		<b>857</b>	
2010-11	Admission, discharge & transfer procedures	0	0%	9	1%
	Appliances, equipment & premises	0	0%	5	1%
	Appointments/Admissions (delay, cancellation, waiting lists)	0	0%	35	4%
	Clinical treatment / Diagnosis	3	38%	402	45%
	Communication, staff attitude, dignity, confidentiality	1	13%	64	7%
	Complaints handling	2	25%	27	3%
	Continuing care	0	0%	3	0%
	Failure to send ambulance/delay in sending ambulance	1	13%	1	0%
	Hotel services - food, laundry etc	0	0%	4	0%
	Hygiene, cleanliness & infection control	0	0%	1	0%
	Lists (incl difficulty registering and removal from lists)	0	0%	20	2%
	Nurses / Nursing Care	0	0%	13	1%
	Other	0	0%	8	1%
	Policy/administration	1	13%	143	16%
	Record Keeping	0	0%	10	1%
	Out Of Jurisdiction	0	0%	1	0%
	Subject Unknown	0	0%	142	16%
	<b>Total</b>	<b>8</b>		<b>888</b>	

Table 2

<b>Complaints Determined by Outcome</b>		Scottish Ambulance Service	Sector Total
<b>2009-10</b>	Discontinued before investigation	1	176
	Discretionary decision not to pursue	0	1
	Other	0	7
	Out of jurisdiction	0	60
	Premature	6	319
	Determined after detailed consideration	10	314
	Report issued: fully upheld	1	33
	Report issued: not upheld	0	9
	Report issued: partially upheld	0	32
<b>Total</b>	<b>18</b>	<b>951</b>	
<b>2010-11</b>	Premature	1	260
	Out of Jurisdiction	1	59
	Outcome Not Achievable	0	25
	No Decision Reached	1	268
	Fully Upheld	5	65
	Partly Upheld	2	50
	Not Upheld	1	113
	<b>Total</b>	<b>11</b>	<b>840</b>

Scottish Ambulance Service

Published	Case Ref.	Summary	Overall Report Decision	Recommendation(s)
23/06/2010	200802131	(a) the PRU took an unreasonable length of time to attend (not upheld); and (b) the accident and emergency vehicle took an unreasonable length of time to attend (upheld).	partially upheld	(i) undertake the actions outlined at paragraph 19 of this report and provide him with evidence that these have taken place; 10 September 2010 (ii) review their current system for the allocation of back-up accident and emergency vehicles to PRUs, to ensure that the risk of unnecessary delay is minimised; 10 September 2010 (iii) consider introducing a system to record all calls from paramedics' mobile phones to the Emergency Medical Dispatch Centre; and 10 September 2010 (iv) apologise to Ms C for the failings identified in this report. 23 July 2010  The Service have accepted the recommendations and will act on them accordingly.
22/12/2010	201001372	(a) there was delay in responding to the 999 call (not upheld); (b) the inflatable splint was faulty (upheld); (c) the crew inappropriately handed Mrs A's three-year-old great grandson to an unknown person while she was incapacitated (upheld); and (d) there was a failure to handle Mrs C's complaints appropriately, in that there was delay and failure to respond to all of the complaints (upheld).	partially upheld	(i) make an addition to their Child Protection Code of Practice, to take into account circumstances where children are left in their care by virtue of the fact that the responsible adult has been taken ill or involved in an accident. In this regard, they may wish to refer to the Scottish Government's Guidance on Looked after Children (Scotland) Regulations 2009; (ii) apologise to Mrs A for any distress caused as a result of allowing her great grandson to be left in the care of a stranger; (iii) provide to him a copy of the internal auditors' report on the introduction of the pilot complaints procedure and that he is kept advised of any recommendations made; (iv) keep him advised of the progress of the introduction of the new complaints procedure and that he receives a copy of the new complaints handling procedure; and (v) apologise to Mrs C (and Mrs A) for the way in which the formal complaint was handled.  The SAS have accepted the recommendations and will act on them accordingly.

Scottish Ambulance Service / Ayrshire and Arran NHS Board

Published	Case Ref.	Summary	Overall Report Decision	Recommendation(s)
16/03/2011	201001520 201001146	(a) the care and service provided to Mr C by the Service were not reasonable (upheld); and (b) the care and treatment provided to Mr C by the Board was not reasonable (upheld).	upheld	the Service: (i) remind all crews in the South West Division to contact their Area Service Office and await instructions if cancellations on their patient list would mean that other patients would be transported to hospital several hours before their appointment time; and (ii) remind all crews in the South West Division of the importance of passing on relevant information about a patient's needs following an outbound journey, such as whether a stretcher facility is required for a return journey, to their Area Service Office.  The Ombudsman recommends that the Board: (iii) ensure that a record is made of the time a patient is admitted for their procedure and also of all advice given to patients on admission by nursing staff. This requirement should be incorporated into the new guidance; (iv) remind nursing staff of the importance of treating people as individuals, even in a very busy unit, as set out in the NMC Code; and (v) provide him with evidence of audit and evaluation of the first six months' operation of the new guidance and action plan for dealing with vulnerable adults arriving for Endoscopy appointments.  The Service and the Board have accepted the recommendations and will act on them accordingly.