

Health Complaints Received by Subject 2014-5

Subject	Borders NHS Board Area						Sector Total	Rank	Complaints as % of total
	Borders NHS Board	Dentists & Dental Practices	GP & GP Practices	Total	Rank	Complaints as % of total			
Clinical treatment / Diagnosis	12	0	0	12	1	52.2%	1,126	1	73.0%
Continuing care	3	0	0	3	2	13.0%	20	7	1.3%
Appointments / Admissions (delay / cancellation / waiting lists)	2	0	0	2	3=	8.7%	57	3	3.7%
Other	2	0	0	2	3=	8.7%	14	10=	0.9%
Communication / staff attitude / dignity / confidentiality	1	0	0	1	5=	4.3%	130	2	8.4%
Policy / administration	1	0	0	1	5=	4.3%	49	4	3.2%
Admission / discharge / transfer procedures	1	0	0	1	5=	4.3%	14	10=	0.9%
Complaints handling	0	0	0	0	-	0.0%	33	5	2.1%
Lists (incl difficulty registering and removal from lists)	0	0	0	0	-	0.0%	25	6	1.6%
Nurses / Nursing Care	0	0	0	0	-	0.0%	19	8	1.2%
Record Keeping	0	0	0	0	-	0.0%	16	9	1.0%
Appliances / equipment / premises	0	0	0	0	-	0.0%	4	12	0.3%
Failure to send ambulance / delay in sending ambulance	0	0	0	0	-	0.0%	3	13	0.2%
Hotel services - food / laundry etc	0	0	0	0	-	0.0%	2	14	0.1%
Hygiene / cleanliness / infection control	0	0	0	0	-	0.0%	1	15	0.1%
Subject Unknown	1	0	0	1	-	4.3%	25	-	1.6%
Out Of Jurisdiction	0	0	0	0	-	0.0%	4	-	0.3%
Total	23	0	0	23	-	100.0%	1,542	-	100.0%

Complaints as % of total

1.5%

100.0%

Health Complaints Received by Subject 2013-14

Subject	Borders NHS Board Area						Sector Total	Rank	Complaints as % of total
	Borders NHS Board	Dentists & Dental Practices	GP & GP Practices	Total	Rank	Complaints as % of total			
Clinical treatment / Diagnosis	8	1	1	10	1	52.6%	913	1	66.2%
Communication, staff attitude, dignity, confidentiality	2	0	1	3	2	15.8%	128	2	9.3%
Admission, discharge & transfer procedures	2	0	0	2	3	10.5%	26	6	1.9%
Appointments/Admissions (delay, cancellation, waiting lists)	1	0	0	1	4=	5.3%	75	3	5.4%
Complaints handling	1	0	0	1	4=	5.3%	43	5	3.1%
Record Keeping	1	0	0	1	4=	5.3%	10	11	0.7%
Appliances, equipment & premises	1	0	0	1	4=	5.3%	6	13	0.4%
Continuing care	0	0	0	0	-	0.0%	15	7=	1.1%
Nurses / Nursing Care	0	0	0	0	-	0.0%	15	7=	1.1%
Hotel services - food, laundry etc	0	0	0	0	-	0.0%	1	16=	0.1%
Pre- Contractual or Commercial Matters	0	0	0	0	-	0.0%	1	16=	0.1%
Hygiene, cleanliness & infection control	0	0	0	0	-	0.0%	2	15	0.1%
Complaints by NHS staff	0	0	0	0	-	0.0%	3	14	0.2%
Failure to send ambulance/delay in sending ambulance	0	0	0	0	-	0.0%	9	12	0.7%
Lists	0	0	0	0	-	0.0%	12	10	0.9%
Other	0	0	0	0	-	0.0%	13	9	0.9%
Policy/administration	0	0	0	0	-	0.0%	57	4	4.1%
Out Of Jurisdiction	0	0	0	0	-	0.0%	2	-	0.1%
Subject Unknown	0	0	0	0	-	0.0%	48	-	3.5%
Total	16	1	2	19	-	100.0%	1,379	-	100.0%

Complaints as % of total

1.4%

100.0%

Health Complaints Determined by Outcome 2014-15

		Borders NHS Board Area		
Stage	Outcome Group	Borders NHS Board	Total	Sector Total
Advice	Out of jurisdiction (discretionary)	0	0	17
	Out of jurisdiction (non-discretionary)	1	1	8
	Not duly made or withdrawn	5	5	339
	Outcome not achievable	0	0	33
	Premature	2	2	325
	Resolved	0	0	0
	Total	8	8	722
Early Resolution 1	Out of jurisdiction (discretionary)	0	0	47
	Out of jurisdiction (non-discretionary)	3	3	22
	Not duly made or withdrawn	0	0	51
	Outcome not achievable	1	1	99
	Premature	0	0	51
	Resolved	0	0	20
	Total	4	4	290
Early Resolution 2	Fully upheld	1	1	24
	Some upheld	0	0	3
	Not upheld	0	0	50
	Not duly made or withdrawn	0	0	4
	Total	1	1	81
Investigation 1	Fully upheld	4	4	113
	Some upheld	0	0	85
	Not upheld	2	2	153
	Not duly made or withdrawn	0	0	3
	Resolved	0	0	0
	Total	6	6	354
Investigation 2	Fully upheld	0	0	36
	Some upheld	0	0	3
	Not upheld	1	1	1
	Total	1	1	40
Total Complaints		20	20	1487

Total Premature Complaints	2	2	376
Premature Rate	10.0%	10.0%	25.3%

Fit for SPSO Total (ER2, Inv1 & Inv2)	8	8	475
Total Cases Upheld / Partly Upheld	5	5	264
Uphold Rate (total upheld / total fit for SPSO)	62.5%	62.5%	55.6%

Health Complaints Determined by Outcome 2013-14

		Borders NHS Board Area				
Stage	Outcome Group	Borders NHS Board	Dentists & Dental Practices	GP & GP Practices	Total	Sector Total
Advice	Out of jurisdiction (discretionary)	1	0	0	1	25
	Out of jurisdiction (non-discretionary)	0	0	0	0	19
	Not duly made or withdrawn	4	0	1	5	331
	Outcome not achievable	1	0	0	1	66
	Premature	3	0	0	3	297
	Resolved	0	0	0	0	2
	Total	9	0	1	10	740
Early Resolution 1	Out of jurisdiction (discretionary)	1	0	0	1	26
	Out of jurisdiction (non-discretionary)	0	0	0	0	15
	Not duly made or withdrawn	0	0	0	0	49
	Outcome not achievable	0	0	0	0	37
	Premature	0	0	0	0	53
	Resolved	0	0	0	0	18
	Total	1	0	0	1	198
Early Resolution 2	Fully upheld	0	0	0	0	17
	Some upheld	1	0	0	1	4
	Not upheld	0	0	1	1	42
	Not duly made or withdrawn	0	0	0	0	7
	Total	1	0	1	2	70
Investigation 1	Fully upheld	0	0	0	0	73
	Some upheld	0	0	0	0	82
	Not upheld	4	1	0	5	115
	Not duly made or withdrawn	0	0	0	0	7
	Resolved	0	0	0	0	1
	Total	4	1	0	5	278
Investigation 2	Fully upheld	1	0	0	1	27
	Some upheld	0	0	0	0	11
	Not upheld	0	0	0	0	0
	Total	1	0	0	1	38
Total Complaints		16	1	2	19	1324

Total Premature Complaints	3	0	0	3	350
Premature Rate	18.8%	0.0%	0.0%	15.8%	26.4%

Fit for SPSO Total (ER2, Inv1 & Inv2)	6	1	1	8	386
Total Cases Upheld / Partly Upheld	2	0	0	2	214
Uphold Rate (total upheld / total fit for SPSO)	33.3%	0.0%	0.0%	25.0%	55.4%