

### Health Complaints Received by Subject 2014-5

Subject	Grampian NHS Board Area						Sector Total	Rank	Complaints as % of total
	Grampian NHS Board	Dentists & Dental Practices	GP & GP Practices	Total	Rank	Complaints as % of total			
Clinical treatment / Diagnosis	78	3	8	89	1	69.0%	1,126	1	73.0%
Communication / staff attitude / dignity / confidentiality	8	0	3	11	2	8.5%	130	2	8.4%
Appointments / Admissions (delay / cancellation / waiting lists)	9	0	1	10	3	7.8%	57	3	3.7%
Policy / administration	4	0	2	6	4	4.7%	49	4	3.2%
Complaints handling	4	0	1	5	5	3.9%	33	5	2.1%
Continuing care	4	0	0	4	6	3.1%	20	7	1.3%
Nurses / Nursing Care	2	0	0	2	7	1.6%	19	8	1.2%
Record Keeping	0	0	1	1	8	0.8%	16	9	1.0%
Lists (incl difficulty registering and removal from lists)	0	0	0	0	-	0.0%	25	6	1.6%
Other	0	0	0	0	-	0.0%	14	10=	0.9%
Admission / discharge / transfer procedures	0	0	0	0	-	0.0%	14	10=	0.9%
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	-	0.8%	25	-	1.6%
Out Of Jurisdiction	0	0	0	0	-	0.0%	4	-	0.3%
<b>Total</b>	<b>110</b>	<b>3</b>	<b>16</b>	<b>129</b>	<b>-</b>	<b>100.0%</b>	<b>1,542</b>	<b>-</b>	<b>100.0%</b>

Complaints as % of total

8.4%

100.0%

### Health Complaints Received by Subject 2013-14

Subject	Grampian NHS Board Area						Total	Rank	Complaints as % of total
	Grampian NHS Board	Dentists & Dental Practices	GP & GP Practices	Total	Rank	Complaints as % of total			
Clinical treatment / Diagnosis	42	0	5	47	1	55.3%	913	1	66.2%
Communication, staff attitude, dignity, confidentiality	9	0	2	11	2	12.9%	128	2	9.3%
Appointments/Admissions (delay, cancellation, waiting lists)	8	0	1	9	3	10.6%	75	3	5.4%
Policy/administration	5	0	0	5	4	5.9%	57	4	4.1%
Complaints handling	3	0	1	4	5	4.7%	43	5	3.1%
Record Keeping	2	0	0	2	6	2.4%	10	11	0.7%
Admission, discharge & transfer procedures	1	0	0	1	7=	1.2%	26	6	1.9%
Continuing care	1	0	0	1	7=	1.2%	15	7=	1.1%
Complaints by NHS staff	1	0	0	1	7=	1.2%	3	14	0.2%
Nurses / Nursing Care	0	0	0	0	-	0.0%	15	7=	1.1%
Other	0	0	0	0	-	0.0%	13	9	0.9%
Lists	0	0	0	0	-	0.0%	12	10	0.9%
Failure to send ambulance/delay in sending ambulance	0	0	0	0	-	0.0%	9	12	0.7%
Appliances, equipment & premises	0	0	0	0	-	0.0%	6	13	0.4%
Hygiene, cleanliness & infection control	0	0	0	0	-	0.0%	2	15	0.1%
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%
Subject Unknown	4	0	0	4	-	4.7%	48	-	3.5%
Out Of Jurisdiction	0	0	0	0	-	0.0%	2	-	0.1%
<b>Total</b>	<b>76</b>	<b>0</b>	<b>9</b>	<b>85</b>	<b>-</b>	<b>100.0%</b>	<b>1,379</b>	<b>-</b>	<b>100.0%</b>

Complaints as % of total

6.2%

100.0%

### Health Complaints Determined by Outcome 2014-15

Stage	Outcome Group	Grampian NHS Board Area				Sector Total
		Grampian NHS Board	Dentists & Dental Practices	GP & GP Practices	Total	
Advice	Out of jurisdiction (discretionary)	0	1	0	1	17
	Out of jurisdiction (non-discretionary)	0	0	0	0	8
	Not duly made or withdrawn	17	0	1	18	339
	Outcome not achievable	1	0	2	3	33
	Premature	28	0	3	31	325
	Resolved	0	0	0	0	0
	<b>Total</b>	<b>46</b>	<b>1</b>	<b>6</b>	<b>53</b>	<b>722</b>
Early Resolution 1	Out of jurisdiction (discretionary)	2	0	1	3	47
	Out of jurisdiction (non-discretionary)	1	0	0	1	22
	Not duly made or withdrawn	1	0	2	3	51
	Outcome not achievable	12	0	1	13	99
	Premature	9	1	0	10	51
	Resolved	0	0	0	0	20
	<b>Total</b>	<b>25</b>	<b>1</b>	<b>4</b>	<b>30</b>	<b>290</b>
Early Resolution 2	Fully upheld	2	0	0	2	24
	Some upheld	0	0	0	0	3
	Not upheld	3	0	0	3	50
	Not duly made or withdrawn	0	0	0	0	4
	<b>Total</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>5</b>	<b>81</b>
Investigation 1	Fully upheld	5	0	1	6	113
	Some upheld	5	0	1	6	85
	Not upheld	6	0	5	11	153
	Not duly made or withdrawn	0	0	0	0	3
	Resolved	0	0	0	0	0
	<b>Total</b>	<b>16</b>	<b>0</b>	<b>7</b>	<b>23</b>	<b>354</b>
Investigation 2	Fully upheld	3	0	1	4	36
	Some upheld	0	0	0	0	3
	Not upheld	0	0	0	0	1
	<b>Total</b>	<b>3</b>	<b>0</b>	<b>1</b>	<b>4</b>	<b>40</b>
	<b>Total Complaints</b>	<b>95</b>	<b>2</b>	<b>18</b>	<b>115</b>	<b>1487</b>

Total Premature Complaints	37	1	3	41	376
Premature Rate	38.9%	50.0%	16.7%	35.7%	25.3%
Fit for SPSO Total (ER2, Inv1 & Inv2)	24	0	8	32	475
Total Cases Upheld / Partly Upheld	15	0	3	18	264
Uphold Rate (total upheld / total fit for SPSO)	62.5%	-	37.5%	56.3%	55.6%

### Health Complaints Determined by Outcome 2013-14

Stage	Outcome Group	Grampian NHS Board Area				Sector Total
		Grampian NHS Board	Dentists & Dental Practices	GP & GP Practices	Total	
Advice	Out of jurisdiction (discretionary)	1	0	1	2	25
	Out of jurisdiction (non-discretionary)	3	0	0	3	19
	Not duly made or withdrawn	12	0	1	13	331
	Outcome not achievable	4	0	0	4	66
	Premature	26	0	0	26	297
	Resolved	0	0	0	0	2
	<b>Total</b>	<b>46</b>	<b>0</b>	<b>2</b>	<b>48</b>	<b>740</b>
Early Resolution 1	Out of jurisdiction (discretionary)	0	1	0	1	26
	Out of jurisdiction (non-discretionary)	0	1	0	1	15
	Not duly made or withdrawn	1	0	0	1	49
	Outcome not achievable	2	0	0	2	37
	Premature	5	0	0	5	53
	Resolved	1	0	0	1	18
	<b>Total</b>	<b>9</b>	<b>2</b>	<b>0</b>	<b>11</b>	<b>198</b>
Early Resolution 2	Fully upheld	2	0	0	2	17
	Some upheld	0	0	0	0	4
	Not upheld	3	0	1	4	42
	Not duly made or withdrawn	0	0	0	0	7
	<b>Total</b>	<b>5</b>	<b>0</b>	<b>1</b>	<b>6</b>	<b>70</b>
Investigation 1	Fully upheld	3	0	0	3	73
	Some upheld	5	0	0	5	82
	Not upheld	4	0	2	6	115
	Not duly made or withdrawn	0	0	0	0	7
	Resolved	0	0	0	0	1
	<b>Total</b>	<b>12</b>	<b>0</b>	<b>2</b>	<b>14</b>	<b>278</b>
Investigation 2	Fully upheld	3	0	0	3	27
	Some upheld	1	0	0	1	11
	Not upheld	0	0	0	0	0
	<b>Total</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>38</b>
	<b>Total Complaints</b>	<b>76</b>	<b>2</b>	<b>5</b>	<b>83</b>	<b>1324</b>

Total Premature Complaints	31	0	0	31	350
Premature Rate	40.8%	0.0%	0.0%	37.3%	26.4%
Fit for SPSO Total (ER2, Inv1 & Inv2)	21	0	3	24	386
Total Cases Upheld / Partly Upheld	14	0	0	14	214
Uphold Rate (total upheld / total fit for SPSO)	66.7%	-	0.0%	58.3%	55.4%

### Prison Health Care Complaints Received by Authority 2014-15

Subject	Grampian NHS Board	Sector Total
Admission / discharge / transfer procedures	0	1
Appointments / Admissions (delay / cancellation / waiting lists)	0	2
Clinical treatment / Diagnosis	5	139
Communication / staff attitude / dignity / confidentiality	0	6
Complaints handling	1	5
Nurses / Nursing Care	0	1
Policy / administration	0	2
Record Keeping	0	1
<b>Total Complaints</b>	<b>6</b>	<b>157</b>

### Prison Health Complaints Closed by Outcome and Authority 2014-15

Stage	Outcome Group	Grampian NHS Board	Sector Total
Advice	Not duly made or withdrawn	2	38
	Outcome not achievable	0	1
	Premature	3	50
	<b>Total</b>	<b>5</b>	<b>89</b>
Early Resolution 1	Out of jurisdiction (discretionary)	0	5
	Not duly made or withdrawn	0	9
	Outcome not achievable	0	5
	Premature	0	7
	Resolved	0	1
<b>Total</b>	<b>0</b>	<b>27</b>	
Early Resolution 2	Fully upheld	0	3
	Not upheld	0	13
	Not duly made or withdrawn	0	1
	<b>Total</b>	<b>0</b>	<b>17</b>
Investigation 1	Fully upheld	0	5
	Some upheld	0	6
	Not upheld	0	10
	<b>Total</b>	<b>0</b>	<b>21</b>
<b>Total Complaints</b>	<b>5</b>	<b>154</b>	

Note - there were no prison health cases closed at Investigation 2 in 2014-15

### Prison Health Complaints Received 2013-14

Subject	Grampian NHS Board	Sector Total
Appointments/Admissions (delay, cancellation, waiting lists)	1	8
Clinical treatment / Diagnosis	0	104
Communication, staff attitude, dignity, confidentiality	0	6
Complaints handling	0	8
Nurses / Nursing Care	0	1
Policy/administration	0	2
<b>Total Complaints</b>	<b>1</b>	<b>129</b>

### Prison Health Complaints Determined 2013-14

Stage	Outcome Group	Grampian NHS Board	Sector Total
Advice	Out of jurisdiction (discretionary)	0	1
	Out of jurisdiction (non-discretionary)	0	1
	Not duly made or withdrawn	1	34
	Outcome not achievable	0	4
	Premature	0	36
	<b>Total</b>	<b>1</b>	<b>76</b>
Early Resolution 1	Out of jurisdiction (discretionary)	0	1
	Not duly made or withdrawn	0	5
	Outcome not achievable	0	1
	Premature	0	6
	Resolved	0	1
<b>Total</b>	<b>0</b>	<b>14</b>	
Early Resolution 2	Fully upheld	0	2
	Not upheld	0	8
	Not duly made or withdrawn	0	1
	<b>Total</b>	<b>0</b>	<b>11</b>
Investigation 1	Fully upheld	0	9
	Some upheld	0	3
	Not upheld	0	4
	Not duly made or withdrawn	0	2
	<b>Total</b>	<b>0</b>	<b>18</b>
Investigation 2	Fully upheld	0	3
	<b>Total</b>	<b>0</b>	<b>3</b>
<b>Total Complaints</b>	<b>1</b>	<b>122</b>	