

Health Complaints Received by Subject 2014-5

Subject	Lothian NHS Board Area							Sector Total	Rank	Complaints as % of total
	Lothian NHS Board	Dentists & Dental Practices	GP & GP Practices	Pharmacists & Pharmacy Services	Total	Rank	Complaints as % of total			
Clinical treatment / Diagnosis	145	5	19	0	169	1	78.6%	1,126	1	73.0%
Communication / staff attitude / dignity / confidentiality	8	1	8	1	18	2	8.4%	130	2	8.4%
Appointments / Admissions (delay / cancellation / waiting lists)	7	0	1	0	8	3	3.7%	57	3	3.7%
Policy / administration	4	0	2	0	6	4	2.8%	49	4	3.2%
Admission / discharge / transfer procedures	4	0	0	0	4	5	1.9%	14	10=	0.9%
Nurses / Nursing Care	3	0	0	0	3	6	1.4%	19	8	1.2%
Lists (incl difficulty registering and removal from lists)	0	0	2	0	2	7	0.9%	25	6	1.6%
Complaints handling	0	1	0	0	1	8=	0.5%	33	5	2.1%
Continuing care	1	0	0	0	1	8=	0.5%	20	7	1.3%
Other	1	0	0	0	1	8=	0.5%	14	10=	0.9%
Record Keeping	0	0	0	0	0	-	0.0%	16	9	1.0%
Appliances / equipment / premises	0	0	0	0	0	-	0.0%	4	12	0.3%
Failure to send ambulance / delay in sending ambulance	0	0	0	0	0	-	0.0%	3	13	0.2%
Hotel services - food / laundry etc	0	0	0	0	0	-	0.0%	2	14	0.1%
Hygiene / cleanliness / infection control	0	0	0	0	0	-	0.0%	1	15	0.1%
Subject Unknown	2	0	0	0	2	-	0.9%	25	-	1.6%
Out Of Jurisdiction	0	0	0	0	0	-	0.0%	4	-	0.3%
Total	175	7	32	1	215	-	100.0%	1,542	-	100.0%

Complaints as % of total 13.9% 100.0%

Health Complaints Received by Subject 2013-14

Subject	Lothian NHS Board Area							Sector Total	Rank	Complaints as % of total
	Lothian NHS Board	Dentists & Dental Practices	GP & GP Practices	Pharmacists & Pharmacy Services	Total	Rank	Complaints as % of total			
Clinical treatment / Diagnosis	110	8	19	0	137	1	67.8%	913	1	66.2%
Communication, staff attitude, dignity, confidentiality	18	1	4	0	23	2	11.4%	128	2	9.3%
Complaints handling	7	0	1	0	8	3	4.0%	43	5	3.1%
Appointments/Admissions (delay, cancellation, waiting lists)	7	0	0	0	7	4	3.5%	75	3	5.4%
Policy/administration	5	0	0	0	5	5	2.5%	57	4	4.1%
Continuing care	4	0	0	0	4	6	2.0%	15	7=	1.1%
Lists	0	0	3	0	3	7	1.5%	12	10	0.9%
Admission, discharge & transfer procedures	2	0	0	0	2	8=	1.0%	26	6	1.9%
Nurses / Nursing Care	2	0	0	0	2	8=	1.0%	15	7=	1.1%
Other	1	0	0	0	1	10=	0.5%	13	9	0.9%
Record Keeping	1	0	0	0	1	10=	0.5%	10	11	0.7%
Failure to send ambulance/delay in sending ambulance	0	0	0	0	0	-	0.0%	9	12	0.7%
Appliances, equipment & premises	0	0	0	0	0	-	0.0%	6	13	0.4%
Complaints by NHS staff	0	0	0	0	0	-	0.0%	3	14	0.2%
Hygiene, cleanliness & infection control	0	0	0	0	0	-	0.0%	2	15	0.1%
Hotel services - food, laundry etc	0	0	0	0	0	-	0.0%	1	16=	0.1%
Pre- Contractual or Commercial Matters	0	0	0	0	0	-	0.0%	1	16=	0.1%
Subject Unknown	9	0	0	0	9	-	4.5%	48	-	3.5%
Out Of Jurisdiction	0	0	0	0	0	-	0.0%	2	-	0.1%
Total	166	9	27	0	202	-	100.0%	1,379	-	100.0%

Complaints as % of total 14.6% 100.0%

Health Complaints Determined by Outcome 2014-15

Stage	Outcome Group	Lothian NHS Board Area					Sector Total
		Lothian NHS Board	Dentists & Dental Practices	GP & GP Practices	Pharmacists & Pharmacy Services	Total	
Advice	Out of jurisdiction (discretionary)	1	0	0	0	1	17
	Out of jurisdiction (non-discretionary)	0	0	1	0	1	8
	Not duly made or withdrawn	40	0	3	1	44	339
	Outcome not achievable	1	0	5	0	6	33
	Premature	42	0	4	0	46	325
	Resolved	0	0	0	0	0	0
	Total	84	0	13	1	98	722
Early Resolution 1	Out of jurisdiction (discretionary)	4	1	1	0	6	47
	Out of jurisdiction (non-discretionary)	2	0	1	0	3	22
	Not duly made or withdrawn	8	0	2	0	10	51
	Outcome not achievable	11	3	3	0	17	99
	Premature	5	0	1	0	6	51
	Resolved	0	0	2	0	2	20
	Total	30	4	10	0	44	290
Early Resolution 2	Fully upheld	1	0	1	0	2	24
	Some upheld	0	0	0	0	0	3
	Not upheld	4	0	1	0	5	50
	Not duly made or withdrawn	0	0	0	0	0	4
	Total	5	0	2	0	7	81
Investigation 1	Fully upheld	11	1	1	0	13	113
	Some upheld	11	0	3	0	14	85
	Not upheld	21	1	7	0	29	153
	Not duly made or withdrawn	0	0	1	0	1	3
	Total	43	2	12	0	57	354
Investigation 2	Fully upheld	9	0	2	0	11	36
	Some upheld	1	0	0	0	1	3
	Not upheld	0	0	0	0	0	1
	Total	10	0	2	0	12	40
Total Complaints	172	6	39	1	218	1487	

Total Premature Complaints	47	0	5	0	52	376
Premature Rate	27.3%	0.0%	12.8%	0.0%	23.9%	25.3%
Fit for SPSO Total (ER2, Inv1 & Inv2)	58	2	16	0	76	475
Total Cases Upheld / Partly Upheld	33	1	7	0	41	264
Uphold Rate (total upheld / total fit for SPSO)	56.9%	50.0%	43.8%	-	53.9%	55.6%

Health Complaints Determined by Outcome 2013-14

Stage	Outcome Group	Lothian NHS Board Area					Sector Total
		Lothian NHS Board	Dentists & Dental Practices	GP & GP Practices	Total		
Advice	Out of jurisdiction (discretionary)	3	0	2	5	25	
	Out of jurisdiction (non-discretionary)	4	0	0	4	19	
	Not duly made or withdrawn	38	2	0	40	331	
	Outcome not achievable	10	0	2	12	66	
	Premature	34	1	1	36	297	
	Resolved	0	0	0	0	2	
	Total	89	3	5	97	740	
Early Resolution 1	Out of jurisdiction (discretionary)	3	1	0	4	26	
	Out of jurisdiction (non-discretionary)	1	0	1	2	15	
	Not duly made or withdrawn	3	1	4	8	49	
	Outcome not achievable	5	1	0	6	37	
	Premature	7	2	1	10	53	
	Resolved	4	0	1	5	18	
	Total	23	5	7	35	198	
Early Resolution 2	Fully upheld	2	0	1	3	17	
	Some upheld	0	0	0	0	4	
	Not upheld	5	0	1	6	42	
	Not duly made or withdrawn	0	0	0	0	7	
	Total	7	0	2	9	70	
Investigation 1	Fully upheld	9	1	3	13	73	
	Some upheld	20	0	1	21	82	
	Not upheld	10	0	6	16	115	
	Not duly made or withdrawn	0	0	0	0	7	
	Resolved	0	0	0	0	1	
	Total	39	1	10	50	278	
Investigation 2	Fully upheld	6	0	0	6	27	
	Some upheld	2	0	0	2	11	
	Not upheld	0	0	0	0	0	
	Total	8	0	0	8	38	
Total Complaints	166	9	24	199	1324		

Total Premature Complaints	41	3	2	46	350
Premature Rate	24.7%	33.3%	8.3%	23.1%	26.4%
Fit for SPSO Total (ER2, Inv1 & Inv2)	54	1	12	67	386
Total Cases Upheld / Partly Upheld	39	1	5	45	214
Uphold Rate (total upheld / total fit for SPSO)	72.2%	100.0%	41.7%	67.2%	55.4%

Prison Health Care Complaints Received by Authority 2014-15

Subject	Lothian NHS Board	Sector Total
Admission / discharge / transfer procedures	0	1
Appointments / Admissions (delay / cancellation / waiting lists)	0	2
Clinical treatment / Diagnosis	37	139
Communication / staff attitude / dignity / confidentiality	0	6
Complaints handling	0	5
Nurses / Nursing Care	0	1
Policy / administration	0	2
Record Keeping	0	1
Total Complaints	37	157

Prison Health Complaints Closed by Outcome and Authority 2014-15

Stage	Outcome Group	Lothian NHS Board	Sector Total
Advice	Not duly made or withdrawn	10	38
	Outcome not achievable	0	1
	Premature	15	50
	Total	25	89
Early Resolution 1	Out of jurisdiction (discretionary)	0	5
	Not duly made or withdrawn	1	9
	Outcome not achievable	0	5
	Premature	1	7
	Resolved	0	1
Total	2	27	
Early Resolution 2	Fully upheld	1	3
	Not upheld	2	13
	Not duly made or withdrawn	0	1
	Total	3	17
Investigation 1	Fully upheld	0	5
	Some upheld	3	6
	Not upheld	2	10
	Total	5	21
Total Complaints	35	154	

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

Prison Health Care Received by Authority 2013-14

Subject	Lothian NHS Board	Sector Total
Appointments/Admissions (delay, cancellation, waiting lists)	0	8
Clinical treatment / Diagnosis	16	104
Communication, staff attitude, dignity, confidentiality	1	6
Complaints handling	1	8
Nurses / Nursing Care	0	1
Policy/administration	0	2
Total Complaints	18	129

Prison Health Complaints Closed by Outcome and Authority 2013-14

Stage	Outcome Group	Lothian NHS Board	Sector Total
Advice	Out of jurisdiction (discretionary)	0	1
	Out of jurisdiction (non-discretionary)	1	1
	Not duly made or withdrawn	6	34
	Outcome not achievable	0	4
	Premature	5	36
	Total	12	76
Early Resolution 1	Out of jurisdiction (discretionary)	0	1
	Not duly made or withdrawn	0	5
	Outcome not achievable	0	1
	Premature	1	6
	Resolved	1	1
Total	2	14	
Early Resolution 2	Fully upheld	0	2
	Not upheld	0	8
	Not duly made or withdrawn	0	1
	Total	0	11
Investigation 1	Fully upheld	2	9
	Some upheld	3	3
	Not upheld	1	4
	Not duly made or withdrawn	0	2
	Total	6	18
Investigation 2	Fully upheld	1	3
	Total	1	3
Total Complaints	21	122	