

Health Complaints Received by Subject 2015-16

Subject	Forth Valley NHS Board Area						Sector Total	Rank	Complaints as % of total
	Forth Valley NHS Board	GP & GP Practices	Pharmacists & Pharmacy Services	Total	Rank	Complaints as % of total			
Clinical treatment / Diagnosis	67	10	1	78	1	85.7%	1,127	1	74.5%
Policy/administration	3	0	0	3	2	3.3%	41	4	2.7%
Communication / staff attitude / dignity / confidentiality	2	0	0	2	3=	2.2%	120	2	7.9%
Appointments / Admissions (delay / cancellation / waiting lists)	1	1	0	2	3=	2.2%	67	3	4.4%
Complaints handling	2	0	0	2	3=	2.2%	39	5	2.6%
Nurses / nursing care	2	0	0	2	3=	2.2%	31	6	2.1%
Other	1	0	0	1	7	1.1%	12	9	0.8%
Record Keeping	0	0	0	0	-	0.0%	19	7	1.3%
Admission / discharge / transfer procedures	0	0	0	0	-	0.0%	14	8	0.9%
Lists (incl difficulty registering and removal from lists)	0	0	0	0	-	0.0%	11	10	0.7%
Continuing care	0	0	0	0	-	0.0%	7	11	0.5%
Failure to send ambulance / delay in sending ambulance	0	0	0	0	-	0.0%	6	12	0.4%
Appliances / equipment / premises	0	0	0	0	-	0.0%	3	13=	0.2%
Hygiene / cleanliness / infection control	0	0	0	0	-	0.0%	3	13=	0.2%
Hotel services - food / laundry etc	0	0	0	0	-	0.0%	1	15	0.1%
Subject Unknown	0	0	0	0	-	0.0%	8	-	0.5%
Out Of Jurisdiction	1	0	0	1	-	1.1%	3	-	0.2%
Total	79	11	1	91	-	100.0%	1,512	-	100.0%

Complaints as % of total

6.0%

100.0%

Health Complaints Received by Subject 2014-15

Subject	Forth Valley NHS Board Area						Sector Total	Rank	Complaints as % of total
	Forth Valley NHS Board	Dentists & Dental Practices	GP & GP Practices	Total	Rank	Complaints as % of total			
Clinical treatment / Diagnosis	77	3	4	84	1	82.4%	1,126	1	73.0%
Communication / staff attitude / dignity / confidentiality	7	0	0	7	2	6.9%	130	2	8.4%
Appointments / Admissions (delay / cancellation / waiting lists)	2	0	1	3	3=	2.9%	57	3	3.7%
Complaints handling	2	1	0	3	3=	2.9%	33	5	2.1%
Policy / administration	2	0	0	2	5	2.0%	49	4	3.2%
Nurses / Nursing Care	1	0	0	1	6=	1.0%	19	8	1.2%
Record Keeping	1	0	0	1	6=	1.0%	16	9	1.0%
Lists (incl difficulty registering and removal from lists)	0	0	0	0	-	0.0%	25	6	1.6%
Continuing care	0	0	0	0	-	0.0%	20	7	1.3%
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	-	1.0%	25	-	1.6%
Out Of Jurisdiction	0	0	0	0	-	0.0%	4	-	0.3%
Total	93	4	5	102	-	100.0%	1,542	-	100.0%

Complaints as % of total

6.6%

100.0%

Health Complaints Determined by Outcome 2015-16

Stage	Outcome Group	Forth Valley NHS Board Area					Sector Total
		Forth Valley NHS Board	Dentists & Dental Practices	GP & GP Practices	Pharmacists & Pharmacy Services	Total	
Advice	Out of jurisdiction (discretionary)	2	0	0	0	2	13
	Out of jurisdiction (non-discretionary)	0	0	0	0	0	4
	Not duly made or withdrawn	16	0	1	0	17	348
	Outcome not achievable	1	0	0	0	1	4
	Premature	11	0	0	0	11	301
	Resolved	0	0	0	0	0	1
	Total	30	0	1	0	31	671
Early Resolution 1	Out of jurisdiction (discretionary)	4	0	0	0	4	41
	Out of jurisdiction (non-discretionary)	1	0	0	0	1	30
	Not duly made or withdrawn	1	0	0	0	1	70
	Outcome not achievable	3	0	3	1	7	107
	Premature	5	0	0	0	5	53
	Resolved	1	0	1	0	2	16
	Total	15	0	4	1	20	317
Early Resolution 2	Fully upheld	1	0	0	0	1	14
	Some upheld	0	0	0	0	0	4
	Not upheld	4	0	0	0	4	35
	Not duly made or withdrawn	0	0	0	0	0	3
	Resolved	0	0	0	0	0	1
	Total	5	0	0	0	5	57
Investigation 1	Fully upheld	12	0	1	0	13	115
	Some upheld	6	0	0	0	6	122
	Not upheld	9	1	2	0	12	178
	Not duly made or withdrawn	1	0	0	0	1	9
	Resolved	0	0	0	0	0	1
	Total	28	1	3	0	32	425
Investigation 2	Fully upheld	0	0	0	0	0	35
	Some upheld	0	0	0	0	0	3
	Not upheld	0	0	0	0	0	0
	Total	0	0	0	0	0	38
Total Complaints	78	1	8	1	88	1508	

Total Premature Complaints	16	0	0	0	16	354
Premature Rate	20.5%	0.0%	0.0%	0.0%	18.2%	23.5%
Fit for SPSO Total (ER2, Inv1 & Inv2)	33	1	3	0	37	520
Total Cases Upheld / Partly Upheld	19	0	1	0	20	293
Uphold Rate (total upheld / total fit for SPSO)	57.6%	0.0%	33.3%	-	54.1%	56.3%

Health Complaints Determined by Outcome 2014-15

Stage	Outcome Group	Forth Valley NHS Board Area					Sector Total
		Forth Valley NHS Board	Dentists & Dental Practices	GP & GP Practices	Total	Sector Total	
Advice	Out of jurisdiction (discretionary)	1	0	0	1	17	
	Out of jurisdiction (non-discretionary)	0	0	0	0	8	
	Not duly made or withdrawn	23	0	1	24	339	
	Outcome not achievable	2	0	0	2	33	
	Premature	19	0	1	20	325	
	Resolved	0	0	0	0	0	
	Total	45	0	2	47	722	
Early Resolution 1	Out of jurisdiction (discretionary)	5	0	0	5	47	
	Out of jurisdiction (non-discretionary)	1	0	0	1	22	
	Not duly made or withdrawn	4	0	0	4	51	
	Outcome not achievable	1	0	0	1	99	
	Premature	3	0	0	3	51	
	Resolved	0	0	1	1	20	
	Total	14	0	1	15	290	
Early Resolution 2	Fully upheld	2	1	0	3	24	
	Some upheld	0	0	1	1	3	
	Not upheld	6	0	0	6	50	
	Not duly made or withdrawn	0	0	0	0	4	
	Total	8	1	1	10	81	
Investigation 1	Fully upheld	5	0	0	5	113	
	Some upheld	7	0	0	7	85	
	Not upheld	10	2	1	13	153	
	Not duly made or withdrawn	0	0	0	0	3	
	Resolved	0	0	0	0	0	
	Total	22	2	1	25	354	
Investigation 2	Fully upheld	1	0	0	1	36	
	Some upheld	1	0	0	1	3	
	Not upheld	0	0	0	0	1	
	Total	2	0	0	2	40	
Total Complaints	91	3	5	99	1487		

Total Premature Complaints	22	0	1	23	376
Premature Rate	24.2%	0.0%	20.0%	23.2%	25.3%
Fit for SPSO Total (ER2, Inv1 & Inv2)	32	3	2	37	475
Total Cases Upheld / Partly Upheld	16	1	1	18	264
Uphold Rate (total upheld / total fit for SPSO)	50.0%	33.3%	50.0%	48.6%	55.6%

Prison Health Care Complaints Received by Authority 2015-16

Subject	Forth Valley NHS Board	Sector Total
Admission / discharge / transfer procedures	0	2
Appointments / Admissions (delay / cancellation / waiting lists)	0	3
Clinical treatment / Diagnosis	21	125
Communication / staff attitude / dignity / confidentiality	0	1
Complaints handling	0	3
Nurses / nursing care	0	2
Policy/administration	1	1
Total Complaints	22	137

Prison Health Complaints Closed by Outcome and Authority 2015-16

Stage	Outcome Group	Forth Valley NHS Board	Sector Total
Advice	Not duly made or withdrawn	5	39
	Premature	2	44
	Resolved	0	1
	Total	7	84
Early Resolution 1	Not duly made or withdrawn	0	5
	Out of jurisdiction (non-discretionary)	0	4
	Outcome not achievable	0	3
	Premature	2	5
	Resolved	0	1
	Total	2	18
Early Resolution 2	Fully upheld	1	1
	Some upheld	0	1
	Not upheld	3	9
	Not duly made or withdrawn	0	1
	Total	4	12
Investigation 1	Fully upheld	5	6
	Some upheld	1	4
	Not upheld	4	12
	Not duly made or withdrawn	1	2
	Total	11	24
Total Complaints	24	138	

Note - there were no prison health cases closed at Investigation 2 in 2015-16

Prison Health Care Complaints Received by Authority 2014-15

Subject	Forth Valley NHS Board	Sector Total
Admission / discharge / transfer procedures	0	1
Appointments / Admissions (delay / cancellation / waiting lists)	0	2
Clinical treatment / Diagnosis	25	139
Communication / staff attitude / dignity / confidentiality	2	6
Complaints handling	1	5
Nurses / Nursing Care	1	1
Policy / administration	1	2
Record Keeping	0	1
Total Complaints	30	157

Prison Health Complaints Closed by Outcome and Authority 2014-15

Stage	Outcome Group	Forth Valley NHS Board	Sector Total
Advice	Not duly made or withdrawn	4	38
	Outcome not achievable	0	1
	Premature	5	50
	Total	9	89
Early Resolution 1	Out of jurisdiction (discretionary)	1	5
	Not duly made or withdrawn	1	9
	Outcome not achievable	0	5
	Premature	3	7
	Resolved	0	1
	Total	5	27
Early Resolution 2	Fully upheld	2	3
	Not upheld	6	13
	Not duly made or withdrawn	0	1
	Total	8	17
Investigation 1	Fully upheld	2	5
	Some upheld	1	6
	Not upheld	3	10
	Total	6	21
Total Complaints	28	154	

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