## Health Complaints Received by Subject 2015-16

### Forth Valley NHS Board Area

<table>
<thead>
<tr>
<th>Subject</th>
<th>Forth Valley NHS Board</th>
<th>GP &amp; GP Practices</th>
<th>Pharmacists &amp; Pharmacy Services</th>
<th>Total</th>
<th>Rank</th>
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<th>Sector Total</th>
<th>Rank</th>
<th>Complaints as % of total</th>
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Complaints as % of total 6.0% 100.0%

## Health Complaints Received by Subject 2014-15

### Forth Valley NHS Board Area

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<th>Subject</th>
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<th>Dentists &amp; Dental Practices</th>
<th>GP &amp; GP Practices</th>
<th>Total</th>
<th>Rank</th>
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<th>Sector Total</th>
<th>Rank</th>
<th>Complaints as % of total</th>
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Complaints as % of total 6.6% 100.0%
### Health Complaints Determined by Outcome 2015-16

<table>
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<tr>
<th>Stage</th>
<th>Outcome Group</th>
<th>Forth Valley NHS Board</th>
<th>Dentists &amp; Dental Practices</th>
<th>GP &amp; GP Practices</th>
<th>Pharmacists &amp; Pharmacy Services</th>
<th>Total</th>
<th>Sector Total</th>
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| 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

<table>
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<tr>
<th>Stage</th>
<th>Outcome Group</th>
<th>Forth Valley NHS Board</th>
<th>Dentists &amp; Dental Practices</th>
<th>GP &amp; GP Practices</th>
<th>Pharmacists &amp; Pharmacy Services</th>
<th>Total</th>
<th>Sector Total</th>
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| Total Premature Complaints | 22                      | 0                          | 1                          | 23                              | 37    |              |
| 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% |

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**Forth Valley NHS Board Area**

2015-16ForthValleyNHSTables.xlsx / ForthValleyClosed
### Prison Health Care Complaints Received by Authority 2015-16

<table>
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<tr>
<th>Subject</th>
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Note - there were no prison health cases closed at Investigation 2 in 2015-16

### Prison Health Care Complaints Closed by Outcome and Authority 2015-16

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

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

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