

Health Complaints Received by Subject 2016-17

Borders NHS Board Area									
Subject	Borders NHS Board	Dentists & Dental Practices	GP & GP Practices	Total	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Clinical treatment / Diagnosis	10	1	1	12	1	70.6%	1017	1	71.9%
Communication / staff attitude / dignity / confidentiality	1	0	0	1	2=	5.9%	106	2	7.5%
Policy / administration	1	0	0	1	2=	5.9%	47	4	3.3%
Nurses / Nursing Care	1	0	0	1	2=	5.9%	27	6	1.9%
Record Keeping	1	0	0	1	2=	5.9%	16	8=	1.1%
Appointments / Admissions (delay / cancellation / waiting lists)	0	0	0	0	-	0.0%	85	3	6.0%
Complaints handling	0	0	0	0	-	0.0%	39	5	2.8%
Lists (incl difficulty registering and removal from lists)	0	0	0	0	-	0.0%	18	7	1.3%
Other	0	0	0	0	-	0.0%	15	8=	1.1%
Admission / discharge / transfer procedures	0	0	0	0	-	0.0%	12	11	0.8%
Failure to send ambulance / delay in sending ambulance	0	0	0	0	-	0.0%	10	12	0.7%
Appliances / equipment / premises	0	0	0	0	-	0.0%	3	13=	0.2%
Continuing care	0	0	0	0	-	0.0%	3	13=	0.2%
Subject Unknown	0	0	1	1	-	5.9%	16	8=	1.1%
Total	14	1	2	17	-	100.0%	1414	-	100.0%

Complaints as % of total

1.20%

100.00%

Health Complaints Received by Subject 2015-16

Borders NHS Board Area									
Subject	Borders NHS Board	Dentists & Dental Practices	GP & GP Practices	Total	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Clinical treatment / Diagnosis	14	1	4	19	1	76.0%	1,127	1	74.5%
Communication / staff attitude / dignity / confidentiality	2	0	0	2	2	8.0%	120	2	7.9%
Appointments / Admissions (delay / cancellation / waiting lists)	1	0	0	1	3=	4.0%	67	3	4.4%
Hygiene / cleanliness / infection control	1	0	0	1	3=	4.0%	3	13=	0.2%
Appliances / equipment / premises	1	0	0	1	3=	4.0%	3	13=	0.2%
Policy/administration	0	0	0	0	-	0.0%	41	4	2.7%
Complaints handling	0	0	0	0	-	0.0%	39	5	2.6%
Nurses / nursing care	0	0	0	0	-	0.0%	31	6	2.1%
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%
Other	0	0	0	0	-	0.0%	12	9	0.8%
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%
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	-	4.0%	3	-	0.2%
Total	20	1	4	25	-	100.0%	1,512	-	100.0%

Complaints as % of total

1.7%

100.0%

Health Complaints Determined by Outcome 2016-17

Stage	Outcome Group	Borders NHS Board Area				Sector Total
		Borders NHS Board	Dentists & Dental Practices	GP & GP Practices	Total	
Advice	Not duly made or withdrawn	6	0	1	7	312
	Premature	1	0	0	1	242
	Total	7	0	1	8	554
Early Resolution	Not duly made or withdrawn	1	0	0	1	68
	Out of jurisdiction (discretionary)	1	0	0	1	58
	Out of jurisdiction (non-discretionary)	0	0	0	0	20
	Outcome not achievable	1	0	0	1	47
	Premature	1	1	0	2	54
	Proportionality	0	0	0	0	113
	Total	4	1	0	5	372
Investigation	Fully upheld	1	0	0	1	129
	Some upheld	2	0	0	2	131
	Not upheld	1	0	2	3	235
	Not duly made or withdrawn	0	1	0	1	11
	Outcome not achievable	0	0	0	0	1
	Total	4	1	2	7	507
Total Complaints		15	2	3	20	1,433

Total Premature Complaints	2	1	0	3	296
Premature Rate	13.3%	50.0%	0.0%	15.0%	20.7%
Fit for SPSO Total (Investigations)	4	1	2	7	507
Total Cases Upheld / Some Upheld	3	0	0	3	260
Uphold Rate (total upheld / total fit for SPSO)	75.0%	0.0%	0.0%	42.9%	51.3%

Health Complaints Determined by Outcome 2015-16

Stage	Outcome Group	Borders NHS Board Area			Sector Total
		Borders NHS Board	GP & GP Practices	Total	
Advice	Out of jurisdiction (discretionary)	0	0	0	13
	Out of jurisdiction (non-discretionary)	1	0	1	4
	Not duly made or withdrawn	6	0	6	348
	Outcome not achievable	0	0	0	4
	Total	7	0	7	370
Early Resolution 1	Premature	3	0	3	301
	Resolved	0	0	0	1
	Total	3	0	3	302
	Out of jurisdiction (discretionary)	0	0	0	41
	Out of jurisdiction (non-discretionary)	0	0	0	30
Early Resolution 2	Not duly made or withdrawn	1	2	3	70
	Outcome not achievable	2	0	2	107
	Premature	2	1	3	53
	Resolved	0	0	0	16
	Total	5	3	8	317
Investigation 1	Fully upheld	1	0	1	14
	Some upheld	0	0	0	4
	Not upheld	0	0	0	35
	Not duly made or withdrawn	0	0	0	3
	Total	1	0	1	57
Investigation 2	Fully upheld	1	0	1	115
	Some upheld	2	0	2	122
	Not upheld	1	0	1	178
	Not duly made or withdrawn	0	0	0	9
	Total	4	0	4	425
Total Complaints	Fully upheld	2	0	2	35
	Some upheld	1	0	1	3
	Not upheld	0	0	0	0
	Total	3	0	3	38
Total Complaints	23	3	26	1508	

Total Premature Complaints	5	1	6	354
Premature Rate	21.7%	33.3%	23.1%	23.5%
Fit for SPSO Total (ER2, Inv1 & Inv2)	8	0	8	520
Total Cases Upheld / Partly Upheld	7	0	7	293
Uphold Rate (total upheld / total fit for SPSO)	87.5%	-	87.5%	56.3%