

Health Complaints Received by Subject 2016-17

Subject	Dumfries & Galloway NHS Board Area					Complaints as % of total	Sector Total	Rank	Complaints as % of total
	Dentists & Dental Practices	Dumfries and Galloway NHS Board	GP & GP Practices	Total	Rank				
Clinical treatment / Diagnosis	1	18	2	21	1	72.4%	1017	1	71.9%
Communication / staff attitude / dignity / confidentiality	0	5	0	5	2	17.2%	106	2	7.5%
Appointments / Admissions (delay / cancellation / waiting lists)	0	2	0	2	3	6.9%	85	3	6.0%
Lists (incl difficulty registering and removal from lists)	0	0	1	1	4	3.4%	18	7	1.3%
Policy / administration	0	0	0	0	-	0.0%	47	4	3.3%
Complaints handling	0	0	0	0	-	0.0%	39	5	2.8%
Nurses / Nursing Care	0	0	0	0	-	0.0%	27	6	1.9%
Record Keeping	0	0	0	0	-	0.0%	16	8=	1.1%
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	0	0	-	0.0%	16	-	1.1%
Total	1	25	3	29	-	100.0%	1414	-	100.0%

Complaints as % of total

2.05%

100.00%

Health Complaints Received by Subject 2015-16

Subject	Dumfries & Galloway NHS Board Area					Complaints as % of total	Sector Total	Rank	Complaints as % of total
	Dumfries and Galloway NHS Board	GP & GP Practices	Total	Rank	Complaints as % of total				
Clinical treatment / Diagnosis	23	5	28	1	77.8%	1,127	1	74.5%	
Communication / staff attitude / dignity / confidentiality	3	1	4	2	11.1%	120	2	7.9%	
Appointments / Admissions (delay / cancellation / waiting lists)	2	0	2	3	5.6%	67	3	4.4%	
Complaints handling	1	0	1	4=	2.8%	39	5	2.6%	
Record Keeping	1	0	1	4=	2.8%	19	7	1.3%	
Policy/administration	0	0	0	-	0.0%	41	4	2.7%	
Nurses / nursing care	0	0	0	-	0.0%	31	6	2.1%	
Admission / discharge / transfer procedures	0	0	0	-	0.0%	14	8	0.9%	
Other	0	0	0	-	0.0%	12	9	0.8%	
Lists (incl difficulty registering and removal from lists)	0	0	0	-	0.0%	11	10	0.7%	
Continuing care	0	0	0	-	0.0%	7	11	0.5%	
Failure to send ambulance / delay in sending ambulance	0	0	0	-	0.0%	6	12	0.4%	
Hygiene / cleanliness / infection control	0	0	0	-	0.0%	3	13=	0.2%	
Appliances / equipment / premises	0	0	0	-	0.0%	3	13=	0.2%	
Hotel services - food / laundry etc	0	0	0	-	0.0%	1	15	0.1%	
Subject Unknown	0	0	0	-	0.0%	8	-	0.5%	
Out Of Jurisdiction	0	0	0	-	0.0%	3	-	0.2%	
Total	30	6	36	-	100.0%	1,512	-	100.0%	

Complaints as % of total

2.4%

100.0%

Health Complaints Determined by Outcome 2016-17

Stage	Outcome Group	Dumfries & Galloway			Sector Total
		Dumfries and Galloway	GP & GP Practices	Total	
Advice	Not duly made or withdrawn	5	0	5	312
	Premature	5	1	6	242
	Total	10	1	11	554
Early Resolution	Not duly made or withdrawn	1	0	1	68
	Out of jurisdiction (discretionary)	0	0	0	58
	Out of jurisdiction (non-discretionary)	0	1	1	20
	Outcome not achievable	0	1	1	47
	Premature	1	0	1	54
	Proportionality	3	0	3	113
	Total	5	2	7	372
Investigation	Fully upheld	4	0	4	129
	Some upheld	5	0	5	131
	Not upheld	3	2	5	235
	Not duly made or withdrawn	0	0	0	11
	Outcome not achievable	0	0	0	1
	Total	12	2	14	507
Total Complaints		27	5	32	1,433

Total Premature Complaints	6	1	7	296
Premature Rate	22.2%	20.0%	21.9%	20.7%
Fit for SPSO Total (Investigations)	12	2	14	507
Total Cases Upheld / Some Upheld	9	0	9	260
Uphold Rate (total upheld / total fit for SPSO)	75.0%	0.0%	64.3%	51.3%

Health Complaints Determined by Outcome 2015-16

Stage	Outcome Group	Dumfries & Galloway			Sector Total
		Dumfries and Galloway	GP & GP Practices	Total	
Advice	Out of jurisdiction (discretionary)	1	0	1	13
	Out of jurisdiction (non-discretionary)	1	0	1	4
	Not duly made or withdrawn	5	0	5	348
	Outcome not achievable	1	0	1	4
	Premature	4	0	4	301
	Total	12	0	12	671
Early Resolution 1	Out of jurisdiction (discretionary)	1	0	1	41
	Out of jurisdiction (non-discretionary)	0	0	0	30
	Not duly made or withdrawn	0	1	1	70
	Outcome not achievable	3	0	3	107
	Total	4	1	5	248
Early Resolution 2	Fully upheld	0	1	1	14
	Some upheld	0	0	0	4
	Not upheld	0	1	1	35
	Not duly made or withdrawn	0	0	0	3
	Total	0	2	2	57
Investigation 1	Fully upheld	3	1	4	115
	Some upheld	5	0	5	122
	Not upheld	2	0	2	178
	Total	10	1	11	425
Investigation 2	Fully upheld	1	0	1	35
	Some upheld	0	0	0	3
	Not upheld	0	0	0	0
	Total	1	0	1	38
Total Complaints	30	5	35	1508	

Total Premature Complaints	5	0	5	354
Premature Rate	16.7%	0.0%	14.3%	23.5%
Fit for SPSO Total (ER2, Inv1 & Inv2)	11	3	14	520
Total Cases Upheld / Partly Upheld	9	2	11	293
Uphold Rate (total upheld / total fit for SPSO)	81.8%	66.7%	78.6%	56.3%

Prison Health Care Complaints Received by Authority 2016-17

Subject	Dumfries & Galloway	Sector Total
Appointments / Admissions (delay / cancellation / waiting lists)	0	3
Clinical treatment / Diagnosis	1	132
Communication / staff attitude / dignity / confidentiality	0	4
Complaints handling	0	5
Nurses / nursing care	0	1
Policy/administration	0	2
Total Complaints	1	147

Prison Health Care Complaints Received by Authority 2015-16

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

Prison Health Complaints Closed by Outcome and Authority 2015-16

Stage	Outcome Group	Dumfries & Galloway	Sector Total
Advice	Not duly made or withdrawn	0	34
	Premature	0	54
	Total	0	88
Early Resolution	Not duly made or withdrawn	0	13
	Out of jurisdiction (non-discretionary)	0	2
	Outcome not achievable	0	3
	Premature	0	12
	Proportionality	0	8
	Resolved	0	2
Total	0	40	
Investigation	Fully upheld	0	5
	Some upheld	0	4
	Not upheld	1	16
	Not duly made or withdrawn	0	1
	Total	1	26
Total Complaints	1	154	

Prison Health Complaints Closed by Outcome and Authority 2015-16

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