

Health Complaints Received by Subject 2016-17

Subject	Lanarkshire NHS Board Area						Sector Total	Rank	Complaints as % of total
	Dentists & Dental Practices	GP & GP Practices	Lanarkshire NHS Board	Total	Rank	Complaints as % of total			
Clinical treatment / Diagnosis	1	16	83	100	1	78.7%	1017	1	71.9%
Appointments / Admissions (delay / cancellation / waiting lists)	0	0	10	10	2	7.9%	85	3	6.0%
Communication / staff attitude / dignity / confidentiality	0	1	7	8	3	6.3%	106	2	7.5%
Complaints handling	0	0	3	3	4=	2.4%	39	5	2.8%
Nurses / Nursing Care	0	0	3	3	4=	2.4%	27	6	1.9%
Policy / administration	0	0	2	2	6	1.6%	47	4	3.3%
Other	0	0	1	1	7	0.8%	15	8=	1.1%
Lists (incl difficulty registering and removal from lists)	0	0	0	0	-	0.0%	18	7	1.3%
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%
<b>Total</b>	<b>1</b>	<b>17</b>	<b>109</b>	<b>127</b>	<b>-</b>	<b>100.0%</b>	<b>1414</b>	<b>-</b>	<b>100.0%</b>

Complaints as % of total

8.98%

100.00%

Health Complaints Received by Subject 2015-16

Subject	Lanarkshire NHS Board Area						Sector Total	Rank	Complaints as % of total		
	Lanarkshire NHS Board	Dentists & Dental Practices	GP & GP Practices	Opticians	Pharmacists & Pharmacy Services	Total					
Clinical treatment / Diagnosis	74	1	7	1	1	84	1	73.7%	1,127	1	74.5%
Communication / staff attitude / dignity / confidentiality	3	1	6	0	1	11	2	9.6%	120	2	7.9%
Appointments / Admissions (delay / cancellation / waiting lists)	5	0	0	0	0	5	3	4.4%	67	3	4.4%
Continuing care	4	0	0	0	0	4	4	3.5%	7	11	0.5%
Policy/administration	1	0	1	0	1	3	5	2.6%	41	4	2.7%
Nurses / nursing care	2	0	0	0	0	2	6=	1.8%	31	6	2.1%
Record Keeping	1	0	1	0	0	2	6=	1.8%	19	7	1.3%
Complaints handling	1	0	0	0	0	1	8=	0.9%	39	5	2.6%
Admission / discharge / transfer procedures	1	0	0	0	0	1	8=	0.9%	14	8	0.9%
Other	1	0	0	0	0	1	8=	0.9%	12	9	0.8%
Lists (incl difficulty registering and removal from lists)	0	0	0	0	0	0	-	0.0%	11	10	0.7%
Failure to send ambulance / delay in sending ambulance	0	0	0	0	0	0	-	0.0%	6	12	0.4%
Appliances / equipment / premises	0	0	0	0	0	0	-	0.0%	3	13=	0.2%
Hygiene / cleanliness / infection control	0	0	0	0	0	0	-	0.0%	3	13=	0.2%
Hotel services - food / laundry etc	0	0	0	0	0	0	-	0.0%	1	15	0.1%
Subject Unknown	0	0	0	0	0	0	-	0.0%	8	-	0.5%
Out Of Jurisdiction	0	0	0	0	0	0	-	0.0%	3	-	0.2%
<b>Total</b>	<b>93</b>	<b>2</b>	<b>15</b>	<b>1</b>	<b>3</b>	<b>114</b>	<b>-</b>	<b>100.0%</b>	<b>1,512</b>	<b>-</b>	<b>100.0%</b>

Complaints as % of total

7.5%

100.0%

Health Complaints Determined by Outcome 2016-17

Stage	Outcome Group	Lanarkshire NHS Board Area					Sector Total
		Dentists & Dental Practices	GP & GP Practices	Lanarkshire NHS Board	Opticians	Total	
Advice	Not duly made or withdrawn	0	0	24	0	24	312
	Premature	0	0	11	0	11	242
	<b>Total</b>	<b>0</b>	<b>0</b>	<b>35</b>	<b>0</b>	<b>35</b>	<b>554</b>
Early Resolution	Not duly made or withdrawn	0	3	3	0	6	68
	Out of jurisdiction (discretionary)	0	0	5	0	5	58
	Out of jurisdiction (non-discretionary)	0	0	2	0	2	20
	Outcome not achievable	0	2	3	0	5	47
	Premature	0	1	4	0	5	54
	Proportionality	1	1	13	0	15	113
	Resolved	0	0	3	0	3	12
	<b>Total</b>	<b>1</b>	<b>7</b>	<b>33</b>	<b>0</b>	<b>41</b>	<b>372</b>
Investigation	Fully upheld	0	0	8	0	8	129
	Some upheld	0	2	10	0	12	131
	Not upheld	0	3	12	1	16	235
	Not duly made or withdrawn	0	0	2	0	2	11
	Outcome not achievable	0	0	0	0	0	1
	<b>Total</b>	<b>0</b>	<b>5</b>	<b>32</b>	<b>1</b>	<b>38</b>	<b>507</b>
<b>Total Complaints</b>		<b>1</b>	<b>12</b>	<b>100</b>	<b>1</b>	<b>114</b>	<b>1,433</b>

Total Premature Complaints	0	1	15	0	16	296
Premature Rate	0.0%	8.3%	15.0%	0.0%	14.0%	20.7%
Fit for SPSO Total (Investigations)	0	5	32	1	38	507
Total Cases Upheld / Some Upheld	0	2	18	0	20	260
Uphold Rate (total upheld / total fit for SPSO)	-	40.0%	56.3%	0.0%	52.6%	51.3%

Health Complaints Determined by Outcome 2015-16

Stage	Outcome Group	Lanarkshire NHS Board Area				Total	Sector Total
		Lanarkshire NHS Board	Dentists & Dental Practices	GP & GP Practices	Pharmacists & Pharmacy Services		
Advice	Out of jurisdiction (discretionary)	0	0	1	0	1	13
	Out of jurisdiction (non-discretionary)	0	0	0	0	0	4
	Not duly made or withdrawn	33	0	0	1	34	348
	Outcome not achievable	0	0	0	0	0	4
	Premature	10	0	1	0	11	301
	Resolved	0	0	0	0	0	1
	<b>Total</b>	<b>43</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>46</b>	<b>671</b>
	Early Resolution 1	Out of jurisdiction (discretionary)	2	0	1	0	3
Out of jurisdiction (non-discretionary)		0	0	0	0	0	30
Not duly made or withdrawn		7	0	3	0	10	70
Outcome not achievable		2	1	1	1	5	107
Premature		3	0	0	0	3	53
Resolved		0	0	0	0	0	16
<b>Total</b>	<b>14</b>	<b>1</b>	<b>5</b>	<b>1</b>	<b>21</b>	<b>317</b>	
Early Resolution 2	Fully upheld	0	0	1	0	1	14
	Some upheld	0	0	0	0	0	4
	Not upheld	2	1	0	0	3	35
	Not duly made or withdrawn	0	0	0	0	0	3
	Resolved	0	0	0	0	0	1
	<b>Total</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>4</b>	<b>57</b>
Investigation 1	Fully upheld	9	0	2	0	11	115
	Some upheld	16	0	0	0	16	122
	Not upheld	7	1	3	0	11	178
	Not duly made or withdrawn	1	0	0	0	1	9
	Resolved	0	0	0	0	0	1
	<b>Total</b>	<b>33</b>	<b>1</b>	<b>5</b>	<b>0</b>	<b>39</b>	<b>425</b>
Investigation 2	Fully upheld	7	0	0	0	7	35
	Some upheld	0	0	0	0	0	3
	Not upheld	0	0	0	0	0	0
	<b>Total</b>	<b>7</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>7</b>	<b>38</b>
<b>Total Complaints</b>	<b>99</b>	<b>3</b>	<b>13</b>	<b>2</b>	<b>117</b>	<b>1508</b>	

Total Premature Complaints	13	0	1	0	14	354
Premature Rate	13.1%	0.0%	7.7%	0.0%	12.0%	23.5%
Fit for SPSO Total (ER2, Inv1 & Inv2)	42	2	6	0	50	520
Total Cases Upheld / Partly Upheld	32	0	3	0	35	293
Uphold Rate (total upheld / total fit for SPSO)	76.2%	0.0%	50.0%	-	70.0%	56.3%

Prison Health Care Complaints Received by Authority 2016-17

Subject	Lanarkshire	Sector Total
Appointments / Admissions (delay / cancellation / waiting lists)	0	3
Clinical treatment / Diagnosis	7	132
Communication / staff attitude / dignity / confidentiality	1	4
Complaints handling	0	5
Nurses / nursing care	0	1
Policy/administration	0	2
<b>Total Complaints</b>	<b>8</b>	<b>147</b>

Prison Health Care Complaints Received by Authority 2015-16

Subject	Lanarkshire	Sector Total
Admission / discharge / transfer procedures	1	2
Appointments / Admissions (delay / cancellation / waiting lists)	0	3
Clinical treatment / Diagnosis	7	125
Communication / staff attitude / dignity / confidentiality	0	1
Complaints handling	0	3
Nurses / nursing care	0	2
Policy/administration	0	1
<b>Total Complaints</b>	<b>8</b>	<b>137</b>

Prison Health Complaints Closed by Outcome and Authority 2015-16

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

Prison Health Complaints Closed by Outcome and Authority 2015-16

Stage	Outcome Group	Lanarkshire	Sector Total
Advice	Not duly made or withdrawn	5	39
	Premature	1	44
	Resolved	0	1
	<b>Total</b>	<b>6</b>	<b>84</b>
Early Resolution 1	Not duly made or withdrawn	1	5
	Out of jurisdiction (non-discretionary)	0	4
	Outcome not achievable	0	3
	Premature	0	5
	Resolved	0	1
	<b>Total</b>	<b>1</b>	<b>18</b>
Early Resolution 2	Fully upheld	0	1
	Some upheld	0	1
	Not upheld	1	9
	Not duly made or withdrawn	0	1
	<b>Total</b>	<b>1</b>	<b>12</b>
Investigation 1	Fully upheld	0	6
	Some upheld	0	4
	Not upheld	0	12
	Not duly made or withdrawn	0	2
	<b>Total</b>	<b>0</b>	<b>24</b>
<b>Total Complaints</b>	<b>8</b>	<b>138</b>	