

Health Complaints Received by Subject 2016-17

Lothian NHS Board Area										
Subject	Dentists & Dental Practices	GP & GP Practices	Lothian NHS Board	Opticians	Total	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Clinical treatment / Diagnosis	5	16	129	1	150	1	71.4%	1017	1	71.9%
Appointments / Admissions (delay / cancellation / waiting lists)	0	0	14	0	14	2	6.7%	85	3	6.0%
Communication / staff attitude / dignity / confidentiality	0	4	9	0	13	3	6.2%	106	2	7.5%
Policy / administration	1	2	8	0	11	4	5.2%	47	4	3.3%
Nurses / Nursing Care	0	1	6	0	7	5	3.3%	27	6	1.9%
Complaints handling	0	0	5	0	5	6	2.4%	39	5	2.8%
Record Keeping	0	1	3	0	4	7	1.9%	16	8=	1.1%
Admission / discharge / transfer procedures	0	0	2	0	2	8	1.0%	12	11	0.8%
Lists (incl difficulty registering and removal from lists)	1	0	0	0	1	9=	0.5%	18	7	1.3%
Other	0	0	1	0	1	9=	0.5%	15	8=	1.1%
Appliances / equipment / premises	0	0	1	0	1	9=	0.5%	3	13=	0.2%
Failure to send ambulance / delay in sending ambulance	0	0	0	0	0	-	0.0%	10	12	0.7%
Continuing care	0	0	0	0	0	-	0.0%	3	13=	0.2%
Subject Unknown	0	0	1	0	1	-	0.5%	16	-	1.1%
<b>Total</b>	<b>7</b>	<b>24</b>	<b>179</b>	<b>1</b>	<b>210</b>	<b>-</b>	<b>100.0%</b>	<b>1414</b>	<b>-</b>	<b>100.0%</b>

Complaints as % of total 14.85% 100.00%

Health Complaints Received by Subject 2015-16

Lothian NHS Board Area									
Subject	Lothian NHS Board	Dentists & Dental Practices	GP & GP Practices	Total	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Clinical treatment / Diagnosis	128	10	17	155	1	72.8%	1,127	1	74.5%
Communication / staff attitude / dignity / confidentiality	9	0	8	17	2	8.0%	120	2	7.9%
Complaints handling	7	1	2	10	3	4.7%	39	5	2.6%
Appointments / Admissions (delay / cancellation / waiting lists)	8	0	1	9	4	4.2%	67	3	4.4%
Policy/administration	4	0	3	7	5	3.3%	41	4	2.7%
Nurses / nursing care	6	0	0	6	6	2.8%	31	6	2.1%
Record Keeping	2	0	1	3	7	1.4%	19	7	1.3%
Lists (incl difficulty registering and removal from lists)	0	0	2	2	8	0.9%	11	10	0.7%
Other	1	0	0	1	9	0.5%	12	9	0.8%
Admission / discharge / transfer procedures	0	0	0	0	-	0.0%	14	8	0.9%
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	3	0	0	3	-	1.4%	8	-	0.5%
Out Of Jurisdiction	0	0	0	0	-	0.0%	3	-	0.2%
<b>Total</b>	<b>168</b>	<b>11</b>	<b>34</b>	<b>213</b>	<b>-</b>	<b>100.0%</b>	<b>1,512</b>	<b>-</b>	<b>100.0%</b>

Complaints as % of total 14.1% 100.0%

Health Complaints Determined by Outcome 2016-17

Stage	Outcome Group	Lothian NHS Board Area				Sector Total
		Dentists & Dental Practices	GP & GP Practices	Lothian NHS Board	Total	
Advice	Not duly made or withdrawn	0	1	44	45	312
	Premature	0	2	34	36	242
	<b>Total</b>	<b>0</b>	<b>3</b>	<b>78</b>	<b>81</b>	<b>554</b>
Early Resolution	Not duly made or withdrawn	0	1	14	15	68
	Out of jurisdiction (discretionary)	1	0	5	6	58
	Out of jurisdiction (non-discretionary)	0	0	2	2	20
	Outcome not achievable	0	1	7	8	47
	Premature	0	1	10	11	54
	Proportionality	1	3	16	20	113
	<b>Total</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>12</b>
Investigation	Fully upheld	3	1	19	23	129
	Some upheld	0	2	19	21	131
	Not upheld	6	11	18	35	235
	Not duly made or withdrawn	0	0	1	1	11
	Outcome not achievable	0	0	0	0	1
	<b>Total</b>	<b>9</b>	<b>14</b>	<b>57</b>	<b>80</b>	<b>507</b>
<b>Total Complaints</b>		<b>12</b>	<b>23</b>	<b>189</b>	<b>224</b>	<b>1,433</b>

Total Premature Complaints	0	3	44	47	296
Premature Rate	0.0%	13.0%	23.3%	21.0%	20.7%
Fit for SPSO Total (Investigations)	9	14	57	80	507
Total Cases Upheld / Some Upheld	3	3	38	44	260
Uphold Rate (total upheld / total fit for SPSO)	33.3%	21.4%	66.7%	55.0%	51.3%

Health Complaints Determined by Outcome 2015-16

Stage	Outcome Group	Lothian NHS Board Area				Sector Total
		Lothian NHS Board	Dentists & Dental Practices	GP & GP Practices	Total	
Advice	Out of jurisdiction (discretionary)	0	0	0	0	13
	Out of jurisdiction (non-discretionary)	0	0	0	0	4
	Not duly made or withdrawn	35	0	2	37	348
	Outcome not achievable	0	0	0	0	4
	Premature	53	0	7	60	301
	Resolved	0	0	0	0	1
	<b>Total</b>	<b>88</b>	<b>0</b>	<b>9</b>	<b>97</b>	<b>671</b>
Early Resolution 1	Out of jurisdiction (discretionary)	2	0	1	3	41
	Out of jurisdiction (non-discretionary)	2	0	1	3	30
	Not duly made or withdrawn	9	0	3	12	70
	Outcome not achievable	4	1	5	10	107
	Premature	9	0	1	10	53
	Resolved	1	0	0	1	16
	<b>Total</b>	<b>27</b>	<b>1</b>	<b>11</b>	<b>39</b>	<b>317</b>
Early Resolution 2	Fully upheld	0	0	0	0	14
	Some upheld	1	0	0	1	4
	Not upheld	2	0	2	4	35
	Not duly made or withdrawn	2	0	0	2	3
	Resolved	0	0	0	0	1
	<b>Total</b>	<b>5</b>	<b>0</b>	<b>2</b>	<b>7</b>	<b>57</b>
Investigation 1	Fully upheld	16	1	1	18	115
	Some upheld	11	1	1	13	122
	Not upheld	15	1	8	24	178
	Not duly made or withdrawn	0	0	0	0	9
	Resolved	0	0	0	0	1
	<b>Total</b>	<b>42</b>	<b>3</b>	<b>10</b>	<b>55</b>	<b>425</b>
Investigation 2	Fully upheld	3	0	1	4	35
	Some upheld	1	0	0	1	3
	Not upheld	0	0	0	0	0
	<b>Total</b>	<b>4</b>	<b>0</b>	<b>1</b>	<b>5</b>	<b>38</b>
<b>Total Complaints</b>		<b>166</b>	<b>4</b>	<b>33</b>	<b>203</b>	<b>1508</b>

Total Premature Complaints	62	0	8	70	354
Premature Rate	37.3%	0.0%	24.2%	34.5%	23.5%
Fit for SPSO Total (ER2, Inv1 & Inv2)	51	3	13	67	520
Total Cases Upheld / Partly Upheld	32	2	3	37	293
Uphold Rate (total upheld / total fit for SPSO)	62.7%	66.7%	23.1%	55.2%	56.3%

Prison Health Care Complaints Received by Authority 2016-17

Subject	Lothian	Sector Total
Appointments / Admissions (delay / cancellation / waiting lists)	0	3
Clinical treatment / Diagnosis	37	132
Communication / staff attitude / dignity / confidentiality	0	4
Complaints handling	2	5
Nurses / nursing care	0	1
Policy/administration	1	2
<b>Total Complaints</b>	<b>40</b>	<b>147</b>

Prison Health Care Complaints Received by Authority 2015-16

Subject	Lothian	Sector Total
Admission / discharge / transfer procedures	0	2
Appointments / Admissions (delay / cancellation / waiting lists)	0	3
Clinical treatment / Diagnosis	24	125
Communication / staff attitude / dignity / confidentiality	1	1
Complaints handling	0	3
Nurses / nursing care	1	2
Policy/administration	0	1
<b>Total Complaints</b>	<b>26</b>	<b>137</b>

Prison Health Complaints Closed by Outcome and Authority 2015-16

Stage	Outcome Group	Lothian	Sector Total
Advice	Not duly made or withdrawn	11	34
	Premature	14	54
	<b>Total</b>	<b>25</b>	<b>88</b>
Early Resolution	Not duly made or withdrawn	4	13
	Out of jurisdiction (non-discretionary)	1	2
	Outcome not achievable	1	3
	Premature	4	12
	Proportionality	2	8
	Resolved	0	2
	<b>Total</b>	<b>12</b>	<b>40</b>
Investigation	Fully upheld	1	5
	Some upheld	1	4
	Not upheld	2	16
	Not duly made or withdrawn	0	1
	<b>Total</b>	<b>4</b>	<b>26</b>
<b>Total Complaints</b>		<b>41</b>	<b>154</b>

Prison Health Complaints Closed by Outcome and Authority 2015-16

Stage	Outcome Group	Lothian	Sector Total
Advice	Not duly made or withdrawn	5	39
	Premature	14	44
	Resolved	0	1
	<b>Total</b>	<b>19</b>	<b>84</b>
Early Resolution 1	Not duly made or withdrawn	1	5
	Out of jurisdiction (non-discretionary)	1	4
	Outcome not achievable	0	3
	Premature	0	5
	Resolved	0	1
	<b>Total</b>	<b>2</b>	<b>18</b>
Early Resolution 2	Fully upheld	0	1
	Some upheld	1	1
	Not upheld	1	9
	Not duly made or withdrawn	1	1
	<b>Total</b>	<b>3</b>	<b>12</b>
Investigation 1	Fully upheld	1	6
	Some upheld	1	4
	Not upheld	0	12
	Not duly made or withdrawn	0	2
	<b>Total</b>	<b>2</b>	<b>24</b>
<b>Total Complaints</b>		<b>26</b>	<b>138</b>