

Health Complaints Received by Subject 2017-18

Subject	Borders NHS Board Area					Sector Total	Rank	Complaints as % of total
	Borders NHS Board	GP & GP Practices	Total	Rank	Complaints as % of total			
Clinical treatment / diagnosis	8	2	10	1	66.67%	870	1	62.01%
Nurses / nursing care	2	0	2	2	13.33%	28	6	2.00%
Appointments / Admissions (delay / cancellation / waiting lists)	0	1	1	3=	6.67%	87	3	6.20%
Policy / administration	1	0	1	3=	6.67%	62	5	4.42%
Record keeping	1	0	1	3=	6.67%	6	11	0.43%
Communication / staff attitude / dignity / confidentiality	0	0	0	-	0.00%	112	2	7.98%
Complaints handling	0	0	0	-	0.00%	63	4	4.49%
Admission / discharge / transfer procedures	0	0	0	-	0.00%	25	7	1.78%
Lists (incl difficulty registering and removal from lists)	0	0	0	-	0.00%	21	8	1.50%
Failure to send ambulance / delay in sending ambulance	0	0	0	-	0.00%	10	9	0.71%
Other	0	0	0	-	0.00%	7	10	0.50%
Continuing care	0	0	0	-	0.00%	4	12	0.29%
Hotel services - food / laundry etc	0	0	0	-	0.00%	3	13=	0.21%
Hygiene / cleanliness / infection control	0	0	0	-	0.00%	3	13=	0.21%
Adult Social Work Services (where not covered by HSCP)	0	0	0	-	0.00%	2	15=	0.14%
Appliances / equipment / premises	0	0	0	-	0.00%	2	15=	0.14%
Subject unknown	0	0	0	-	0.00%	94	-	6.70%
Out of jurisdiction	0	0	0	-	0.00%	4	-	0.29%
<b>Total</b>	<b>12</b>	<b>3</b>	<b>15</b>		<b>100.00%</b>	<b>1,403</b>		<b>100.00%</b>

Complaints as % of total

1.07%

100.00%

Health Complaints Received by Subject 2016-17

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

Complaints as % of total

1.20%

100.00%

Health Complaints Determined by Outcome 2017-18

Stage	Outcome Group	Borders NHS Board Area			Sector Total
		Borders NHS Board	GP & GP Practices	Total	
Advice	Not duly made or withdrawn	1	0	1	256
	Out of jurisdiction (non-discretionary)	0	0	0	2
	Outcome not achievable	0	0	0	1
	Premature	1	0	1	242
	<b>Total</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>501</b>
Early Resolution	Not duly made or withdrawn	0	0	0	62
	Out of jurisdiction (discretionary)	0	0	0	52
	Out of jurisdiction (non-discretionary)	0	0	0	32
	Outcome not achievable	0	0	0	36
	Premature	1	1	2	59
	Proportionality	0	1	1	195
	Resolved	1	0	1	14
	<b>Total</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>450</b>
Investigation	Fully upheld	1	0	1	120
	Some upheld	1	0	1	141
	Not upheld	3	1	4	172
	Not duly made or withdrawn	0	0	0	6
	Resolved	1	0	1	1
<b>Total</b>	<b>6</b>	<b>1</b>	<b>7</b>	<b>440</b>	
<b>Total Complaints</b>	<b>10</b>	<b>3</b>	<b>13</b>	<b>1,391</b>	

<i>Total Premature Complaints</i>	2	1	3	301
<i>Premature Rate</i>	20.0%	33.3%	23.1%	21.6%
<i>Total Investigation Decisions</i>	5	1	6	433
<i>Total Upholds</i>	2	0	2	261
<i>Uphold Rate</i>	40.0%	0.0%	33.3%	60.3%

*Old Uphold Rate Calculation*

<i>Total Cases 'Fit for SPSO'</i>	6	1	7	440
<i>Total Upholds</i>	2	0	2	261
<i>Uphold Rate</i>	33.3%	0.0%	28.6%	59.3%

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
	<b>Total</b>	<b>7</b>	<b>0</b>	<b>1</b>	<b>8</b>	<b>554</b>
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
	Resolved	0	0	0	0	12
	<b>Total</b>	<b>4</b>	<b>1</b>	<b>0</b>	<b>5</b>	<b>372</b>
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
<b>Total</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>7</b>	<b>507</b>	
<b>Total Complaints</b>	<b>15</b>	<b>2</b>	<b>3</b>	<b>20</b>	<b>1,433</b>	

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