

Health Complaints Received by Subject 2017-18

Subject	Highland NHS Board Area						Sector Total	Rank	Complaints as % of total	
	Highland NHS Board	Dentists & Dental Practices	GP & GP Practices	Total	Rank	Complaints as % of total				
Clinical treatment / diagnosis	44	2	8	54	1	57.45%	870	1	62.01%	
Communication / staff attitude / dignity / confidentiality	9	0	3	12	2	12.77%	112	2	7.98%	
Complaints handling	5	0	1	6	3	6.38%	63	4	4.49%	
Appointments / Admissions (delay / cancellation / waiting lists)	5	0	0	5	4=	5.32%	87	3	6.20%	
Policy / administration	3	1	1	5	4=	5.32%	62	5	4.42%	
Continuing care	3	0	0	3	6	3.19%	4	12	0.29%	
Nurses / nursing care	2	0	0	2	7=	2.13%	28	6	2.00%	
Adult Social Work Services (where not covered by HSCP)	2	0	0	2	7=	2.13%	2	15=	0.14%	
Admission / discharge / transfer procedures	1	0	0	1	9=	1.06%	25	7	1.78%	
Record keeping	0	0	1	1	9=	1.06%	6	11	0.43%	
Lists (incl difficulty registering and removal from lists)	0	0	0	0	-	0.00%	21	8	1.50%	
Failure to send ambulance / delay in sending ambulance	0	0	0	0	-	0.00%	10	9	0.71%	
Other	0	0	0	0	-	0.00%	7	10	0.50%	
Hotel services - food / laundry etc	0	0	0	0	-	0.00%	3	13=	0.21%	
Hygiene / cleanliness / infection control	0	0	0	0	-	0.00%	3	13=	0.21%	
Appliances / equipment / premises	0	0	0	0	-	0.00%	2	15=	0.14%	
Subject unknown	3	0	0	3	-	3.19%	94	-	6.70%	
Out of jurisdiction	0	0	0	0	-	0.00%	4	-	0.29%	
<b>Total</b>	<b>77</b>	<b>3</b>	<b>14</b>	<b>94</b>		<b>100.00%</b>	<b>1,403</b>		<b>100.00%</b>	
<i>Complaints as % of total</i>						6.70%			100.00%	

Subject	Highland NHS Board Area						Sector Total	Rank	Complaints as % of total	
	Dentists & Dental Practices	GP & GP Practices	Highland NHS Board	Total	Rank	Complaints as % of total				
Clinical treatment / Diagnosis	6	6	55	67	1	63.8%	1017	1	71.9%	
Communication / staff attitude / dignity / confidentiality	2	1	7	10	2	9.5%	106	2	7.5%	
Appointments / Admissions (delay / cancellation / waiting lists)	0	0	9	9	3=	8.6%	85	3	6.0%	
Policy / administration	0	1	8	9	3=	8.6%	47	4	3.3%	
Complaints handling	1	0	3	4	5	3.8%	39	5	2.8%	
Other	0	0	2	2	6=	1.9%	15	8=	1.1%	
Continuing care	0	0	2	2	6=	1.9%	3	13=	0.2%	
Lists (incl difficulty registering and removal from lists)	0	1	0	1	8=	1.0%	18	7	1.3%	
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%	
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%	
Subject Unknown	0	0	1	1	-	1.0%	16	-	1.1%	
<b>Total</b>	<b>9</b>	<b>9</b>	<b>87</b>	<b>105</b>		<b>100.0%</b>	<b>1414</b>		<b>100.0%</b>	
<i>Complaints as % of total</i>						7.43%			100.00%	

Health Complaints Determined by Outcome 2017-18

Stage	Outcome Group	Highland NHS Board Area				Sector Total
		Highland NHS Board	Dentists & Dental Practices	GP & GP Practices	Total	
Advice	Not duly made or withdrawn	6	0	0	6	256
	Out of jurisdiction (non-discretionary)	0	0	0	0	2
	Outcome not achievable	0	0	0	0	1
	Premature	4	0	1	5	242
	Total	10	0	1	11	501
Early Resolution	Not duly made or withdrawn	5	0	0	5	62
	Out of jurisdiction (discretionary)	6	0	2	8	52
	Out of jurisdiction (non-discretionary)	3	0	2	5	32
	Outcome not achievable	2	0	1	3	36
	Premature	7	0	0	7	59
	Proportionality	13	0	5	18	195
	Resolved	0	0	0	0	14
	Total	36	0	10	46	450
	Total	3	0	0	3	120
Investigation	Some upheld	8	0	1	9	141
	Not upheld	10	1	1	12	172
	Not duly made or withdrawn	1	0	0	1	6
	Resolved	0	0	0	0	1
	Total	22	1	2	25	440
	Total Complaints	68	1	13	82	1,391

Total Premature Complaints	11	0	1	12	301
Premature Rate	16.2%	0.0%	7.7%	14.6%	21.6%

Total Investigation Decisions	21	1	2	24	433
Total Upholds	11	0	1	12	261
Uphold Rate	52.4%	0.0%	50.0%	50.0%	60.3%

Old Uphold Rate Calculation

Total Cases 'Fit for SPSO'	22	1	2	25	440
Total Upholds	11	0	1	12	261
Uphold Rate	50.0%	0.0%	50.0%	48.0%	59.3%

Health Complaints Determined by Outcome 2016-17

Stage	Outcome Group	Highland NHS Board Area				Sector Total
		Dentists & Dental Practices	GP & GP Practices	Highland NHS Board	Total	
Advice	Not duly made or withdrawn	0	1	20	21	312
	Premature	0	0	14	14	242
	Total	0	1	34	35	554
Early Resolution	Not duly made or withdrawn	1	2	5	8	68
	Out of jurisdiction (discretionary)	1	0	6	7	58
	Out of jurisdiction (non-discretionary)	0	0	4	4	20
	Outcome not achievable	0	0	4	4	47
	Premature	1	0	5	6	54
	Proportionality	0	1	7	8	113
	Resolved	0	0	0	0	12
	Total	3	3	31	37	372
Investigation	Fully upheld	1	2	13	16	129
	Some upheld	1	1	11	13	131
	Not upheld	4	9	10	23	235
	Not duly made or withdrawn	0	0	0	0	11
	Outcome not achievable	0	0	0	0	1
	Total	6	12	34	52	507
Total Complaints	9	16	99	124	1,433	

Total Premature Complaints	1	0	19	20	296
Premature Rate	11.1%	0.0%	19.2%	16.1%	20.7%

Fit for SPSO Total (Investigations)	6	12	34	52	507
Total Cases Upheld / Some Upheld	2	3	24	29	260
Uphold Rate (total upheld / total fit for SPSO)	33.3%	25.0%	70.6%	55.8%	51.3%