

Health Complaints Determined by Outcome 2017-18

| Stage | Outcome Group | The State Hospital | |
|------------------|---|---------------------------------------|--------------|
| | | The State Hospital Board for Scotland | Sector Total |
| Advice | Not duly made or withdrawn | 0 | 256 |
| | Out of jurisdiction (non-discretionary) | 0 | 2 |
| | Outcome not achievable | 0 | 1 |
| | Premature | 0 | 242 |
| | Total | 0 | 501 |
| Early Resolution | Not duly made or withdrawn | 1 | 62 |
| | Out of jurisdiction (discretionary) | 0 | 52 |
| | Out of jurisdiction (non-discretionary) | 0 | 32 |
| | Outcome not achievable | 0 | 36 |
| | Premature | 0 | 59 |
| | Proportionality | 1 | 195 |
| | Resolved | 0 | 14 |
| | Total | 2 | 450 |
| Investigation | Fully upheld | 0 | 120 |
| | Some upheld | 0 | 141 |
| | Not upheld | 0 | 172 |
| | Not duly made or withdrawn | 0 | 6 |
| | Resolved | 0 | 1 |
| | Total | 0 | 440 |
| | Total Complaints | 2 | 1,391 |

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| <i>Total Premature Complaints</i> | 0 | 301 |
| <i>Premature Rate</i> | 0.0% | 21.6% |

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| <i>Total Investigation Decisions</i> | 0 | 433 |
| <i>Total Upholds</i> | 0 | 261 |
| <i>Uphold Rate</i> | - | 60.3% |

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|------------------------------------|---|-------|
| <i>Old Uphold Rate Calculation</i> | | |
| <i>Total Cases 'Fit for SPSO'</i> | 0 | 440 |
| <i>Total Upholds</i> | 0 | 261 |
| <i>Uphold Rate</i> | - | 59.3% |

Health Complaints Determined by Outcome 2016-17

| Stage | Outcome Group | The State Hospital Board for Scotland | Sector Total |
|-------------------------|---|---------------------------------------|--------------|
| Advice | Not duly made or withdrawn | 2 | 312 |
| | Premature | 0 | 242 |
| | Total | 2 | 554 |
| Early Resolution | Not duly made or withdrawn | 0 | 68 |
| | Out of jurisdiction (discretionary) | 0 | 58 |
| | Out of jurisdiction (non-discretionary) | 0 | 20 |
| | Outcome not achievable | 0 | 47 |
| | Premature | 0 | 54 |
| | Proportionality | 1 | 113 |
| | Resolved | 0 | 12 |
| | Total | 1 | 372 |
| Investigation | Fully upheld | 0 | 129 |
| | Some upheld | 0 | 131 |
| | Not upheld | 1 | 235 |
| | Not duly made or withdrawn | 0 | 11 |
| | Outcome not achievable | 0 | 1 |
| | Total | 1 | 507 |
| Total Complaints | 4 | 1,433 | |

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|-----------------------------------|------|-------|
| <i>Total Premature Complaints</i> | 0 | 296 |
| <i>Premature Rate</i> | 0.0% | 20.7% |

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|--|------|-------|
| <i>Fit for SPSO Total (Investigations)</i> | 1 | 507 |
| <i>Total Cases Upheld / Some Upheld</i> | 0 | 260 |
| <i>Uphold Rate (total upheld / total fit for SPSO)</i> | 0.0% | 51.3% |