Health Complaints Received by Subject 2017-18

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

Complaints as % of total 0.07% 100.00%

		The State Hospital					
Subject	The State Hospital Board			Complaints as			Complaints as
	for Scotland	Total	Rank	% of total	Sector Total	Rank	% of total
Clinical treatment / Diagnosis	2	2	1	50.0%	1017	1	71.9%
Communication / staff attitude / dignity / confidentiality	1	1	2=	25.0%	106	2	7.5%
Other	1	1	2=	25.0%	15	8=	1.1%
Appointments / Admissions (delay / cancellation / waiting lists)	0	0	-	0.0%	85	3	6.0%
Policy / administration	0	0	-	0.0%	47	4	3.3%
Complaints handling	0	0	-	0.0%	39	5	2.8%
Nurses / Nursing Care	0	0	-	0.0%	27	6	1.9%
Lists (incl difficulty registering and removal from lists)	0	0	-	0.0%	18	7	1.3%
Record Keeping	0	0	-	0.0%	16	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	-	0.0%	16	-	1.1%
Total	4	4	-	100.0%	1414	-	100.0%

Complaints as % of total 0.28% 100.00%

Health Complaints Detemined by Outcome 2017-18

		The State Hospital	
Stage	Outcome Group	The State Hospital Board for Scotland	Sector Total
Advice	Not duly made or withdrawn	0	256
Advice	Not duly made of willidrawn	Ü	230
	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
Total Premature	Complaints	0	301
Premature Rate		0.0%	21.6%
Total Investigation Decisions		0	433
Total Upholds		0	261
Uphold Rate		-	60.3%
Old Uphold Rate	Calculation		
Total Cases 'Fit for		0	440
Total Upholds		0	261
Uphold Rate		U	201

2017-18 State Hospital Tables / State Hospital Closed

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
7.147.00	,		
	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
Total Premature Complaints		0	296
Premature Rate		0.0%	20.7%
Fit for SPSO Total (Investigations)		1	507
Total Cases Upheld / Some Upheld		0	260
Uphold Rate (total upheld / total fit for SPSO)		0.0%	51.3%