

Health Complaints Received by Subject 2018-19

| Subject | Lothian NHS Board Area | | | | | | Sector Total | Rank | Complaints as % of total |
|--|------------------------|-----------------------------|-------------------|------------|------|--------------------------|--------------|------|--------------------------|
| | Lothian NHS Board | Dentists & Dental Practices | GP & GP Practices | Total | Rank | Complaints as % of total | | | |
| Clinical treatment / diagnosis | 121 | 6 | 17 | 144 | 1 | 66.98% | 921 | 1 | 63.47% |
| Appointments / Admissions (delay / cancellation / waiting lists) | 13 | 0 | 2 | 15 | 2 | 6.98% | 87 | 3 | 6.00% |
| Communication / staff attitude / dignity / confidentiality | 6 | 1 | 7 | 14 | 3 | 6.51% | 118 | 2 | 8.13% |
| Policy / administration | 6 | 0 | 3 | 9 | 4 | 4.19% | 56 | 4 | 3.86% |
| Complaints handling | 7 | 0 | 0 | 7 | 5 | 3.26% | 46 | 5 | 3.17% |
| Nurses / nursing care | 5 | 0 | 0 | 5 | 6 | 2.33% | 32 | 6 | 2.21% |
| Admission / discharge / transfer procedures | 4 | 0 | 0 | 4 | 7 | 1.86% | 19 | 9 | 1.31% |
| Record keeping | 1 | 0 | 1 | 2 | 8= | 0.93% | 21 | 8 | 1.45% |
| Other | 2 | 0 | 0 | 2 | 8= | 0.93% | 6 | 11 | 0.41% |
| Lists (incl difficulty registering and removal from lists) | 0 | 0 | 1 | 1 | 10= | 0.47% | 27 | 7 | 1.86% |
| Appliances / equipment / premises | 1 | 0 | 0 | 1 | 10= | 0.47% | 3 | 14= | 0.21% |
| Hotel services - food / laundry etc | 1 | 0 | 0 | 1 | 10= | 0.47% | 1 | 16 | 0.07% |
| Failure to send ambulance / delay in sending ambulance | 0 | 0 | 0 | 0 | - | 0.00% | 16 | 10 | 1.10% |
| Adult Social Work Services (where not covered by HSCP) | 0 | 0 | 0 | 0 | - | 0.00% | 5 | 12= | 0.34% |
| Continuing care | 0 | 0 | 0 | 0 | - | 0.00% | 5 | 12= | 0.34% |
| Hygiene / cleanliness / infection control | 0 | 0 | 0 | 0 | - | 0.00% | 3 | 14= | 0.21% |
| Subject unknown | 10 | 0 | 0 | 10 | - | 4.65% | 83 | - | 5.72% |
| Out of jurisdiction | 0 | 0 | 0 | 0 | - | 0.00% | 2 | - | 0.14% |
| Total | 177 | 7 | 31 | 215 | | 100.00% | 1,451 | | 100.00% |

Complaints as % of total

14.8%

100.0%

Health Complaints Received by Subject 2017-18

| Subject | Lothian NHS Board Area | | | | | | Sector Total | Rank | Complaints as % of total | |
|--|------------------------|-----------------------------|-------------------|---------------------------------|------------|------|----------------|--------------|--------------------------|----------------|
| | Lothian NHS Board | Dentists & Dental Practices | GP & GP Practices | Pharmacists & Pharmacy Services | Total | Rank | | | | |
| Clinical treatment / diagnosis | 112 | 4 | 18 | 0 | 134 | 1 | 60.91% | 870 | 1 | 62.01% |
| Communication / staff attitude / dignity / confidentiality | 17 | 1 | 7 | 0 | 25 | 2 | 11.36% | 112 | 2 | 7.98% |
| Policy / administration | 11 | 1 | 2 | 0 | 14 | 3 | 6.36% | 62 | 5 | 4.42% |
| Appointments / Admissions (delay / cancellation / waiting lists) | 8 | 1 | 4 | 0 | 13 | 4 | 5.91% | 87 | 3 | 6.20% |
| Complaints handling | 7 | 1 | 2 | 1 | 11 | 5 | 5.00% | 63 | 4 | 4.49% |
| Nurses / nursing care | 3 | 0 | 0 | 0 | 3 | 6= | 1.36% | 28 | 6 | 2.00% |
| Admission / discharge / transfer procedures | 3 | 0 | 0 | 0 | 3 | 6= | 1.36% | 25 | 7 | 1.78% |
| Lists (incl difficulty registering and removal from lists) | 0 | 0 | 2 | 0 | 2 | 8 | 0.91% | 21 | 8 | 1.50% |
| Record keeping | 1 | 0 | 0 | 0 | 1 | 9= | 0.45% | 6 | 11 | 0.43% |
| Hygiene / cleanliness / infection control | 1 | 0 | 0 | 0 | 1 | 9= | 0.45% | 3 | 13= | 0.21% |
| Appliances / equipment / premises | 1 | 0 | 0 | 0 | 1 | 9= | 0.45% | 2 | 15= | 0.14% |
| Failure to send ambulance / delay in sending ambulance | 0 | 0 | 0 | 0 | 0 | - | 0.00% | 10 | 9 | 0.71% |
| Other | 0 | 0 | 0 | 0 | 0 | - | 0.00% | 7 | 10 | 0.50% |
| Continuing care | 0 | 0 | 0 | 0 | 0 | - | 0.00% | 4 | 12 | 0.29% |
| Hotel services - food / laundry etc | 0 | 0 | 0 | 0 | 0 | - | 0.00% | 3 | 13= | 0.21% |
| Adult Social Work Services (where not covered by HSCP) | 0 | 0 | 0 | 0 | 0 | - | 0.00% | 2 | 15= | 0.14% |
| Subject unknown | 9 | 0 | 3 | 0 | 12 | - | 5.45% | 94 | - | 6.70% |
| Out of jurisdiction | 0 | 0 | 0 | 0 | 0 | - | 0.00% | 4 | - | 0.29% |
| Total | 173 | 8 | 38 | 1 | 220 | | 100.00% | 1,403 | | 100.00% |

Complaints as % of total

15.68%

100.00%

Health Complaints Closed by Outcome 2018-19

| Stage | Outcome Group | Lothian NHS Board Area | | | | | Sector Total |
|-------------------------|---|------------------------|-----------------------------|-------------------|---------------------------------|--------------|--------------|
| | | Lothian NHS Board | Dentists & Dental Practices | GP & GP Practices | Pharmacists & Pharmacy Services | Total | |
| Advice | Not duly made or withdrawn | 38 | 0 | 2 | 0 | 40 | 260 |
| | Premature | 29 | 1 | 3 | 0 | 33 | 174 |
| | Resolved | 0 | 0 | 1 | 0 | 1 | 1 |
| | Total | 67 | 1 | 6 | 0 | 74 | 435 |
| Early Resolution | Not duly made or withdrawn | 5 | 0 | 4 | 0 | 9 | 54 |
| | Out of jurisdiction (discretionary) | 3 | 0 | 1 | 0 | 4 | 45 |
| | Out of jurisdiction (non-discretionary) | 1 | 1 | 0 | 0 | 2 | 22 |
| | Outcome not achievable | 5 | 1 | 0 | 0 | 6 | 35 |
| | Premature | 10 | 0 | 1 | 0 | 11 | 55 |
| | Proportionality | 25 | 1 | 12 | 1 | 39 | 214 |
| | Total | 53 | 3 | 18 | 1 | 75 | 442 |
| Investigation | Fully upheld | 23 | 0 | 1 | 0 | 24 | 162 |
| | Some upheld | 9 | 0 | 1 | 0 | 10 | 98 |
| | Not upheld | 19 | 0 | 2 | 0 | 21 | 182 |
| | Not duly made or withdrawn | 1 | 0 | 0 | 0 | 1 | 11 |
| | Resolved | 0 | 0 | 0 | 0 | 0 | 1 |
| | Total | 52 | 0 | 4 | 0 | 56 | 454 |
| Total Complaints | 172 | 4 | 28 | 1 | 205 | 1,331 | |

| | | | | | | |
|--------------------------------------|-------|-------|-------|------|-------|-------|
| <i>Total Premature Complaints</i> | 39 | 1 | 4 | 0 | 44 | 229 |
| <i>Premature Rate</i> | 22.7% | 25.0% | 14.3% | 0.0% | 21.5% | 17.2% |
| <i>Total Investigation Decisions</i> | 51 | 0 | 4 | 0 | 55 | 442 |
| <i>Total Upholds</i> | 32 | 0 | 2 | 0 | 34 | 260 |
| <i>Uphold Rate</i> | 62.7% | - | 50.0% | - | 61.8% | 58.8% |

Health Complaints Determined by Outcome 2017-18

| Stage | Outcome Group | Lothian NHS Board Area | | | | | Sector Total |
|-------------------------|---|------------------------|-----------------------------|-------------------|------------|--------------|--------------|
| | | Lothian NHS Board | Dentists & Dental Practices | GP & GP Practices | Opticians | Total | |
| Advice | Not duly made or withdrawn | 39 | 0 | 5 | 0 | 44 | 256 |
| | Out of jurisdiction (non-discretionary) | 0 | 0 | 0 | 0 | 0 | 2 |
| | Outcome not achievable | 0 | 0 | 0 | 0 | 0 | 1 |
| | Premature | 28 | 1 | 9 | 0 | 38 | 242 |
| | Total | 67 | 1 | 14 | 0 | 82 | 501 |
| Early Resolution | Not duly made or withdrawn | 8 | 1 | 3 | 0 | 12 | 62 |
| | Out of jurisdiction (discretionary) | 10 | 0 | 1 | 0 | 11 | 52 |
| | Out of jurisdiction (non-discretionary) | 3 | 0 | 1 | 0 | 4 | 32 |
| | Outcome not achievable | 2 | 2 | 2 | 0 | 6 | 36 |
| | Premature | 10 | 0 | 2 | 0 | 12 | 59 |
| | Proportionality | 22 | 3 | 10 | 0 | 35 | 195 |
| | Total | 4 | 1 | 0 | 0 | 5 | 14 |
| Investigation | Fully upheld | 59 | 7 | 19 | 0 | 85 | 450 |
| | Some upheld | 5 | 1 | 0 | 0 | 6 | 120 |
| | Not upheld | 13 | 1 | 3 | 0 | 17 | 141 |
| | Not duly made or withdrawn | 13 | 1 | 5 | 1 | 20 | 172 |
| | Resolved | 2 | 0 | 0 | 0 | 2 | 6 |
| | Resolved | 0 | 0 | 0 | 0 | 0 | 1 |
| | Total | 33 | 3 | 8 | 1 | 45 | 440 |
| Total Complaints | 159 | 11 | 41 | 1 | 212 | 1,391 | |

| | | | | | | |
|--------------------------------------|-------|-------|-------|------|-------|-------|
| <i>Total Premature Complaints</i> | 38 | 1 | 11 | 0 | 50 | 301 |
| <i>Premature Rate</i> | 23.9% | 9.1% | 26.8% | 0.0% | 23.6% | 21.6% |
| <i>Total Investigation Decisions</i> | 31 | 3 | 8 | 1 | 43 | 433 |
| <i>Total Upholds</i> | 18 | 2 | 3 | 0 | 23 | 261 |
| <i>Uphold Rate</i> | 58.1% | 66.7% | 37.5% | 0.0% | 53.5% | 60.3% |

| | | | | | | |
|------------------------------------|-------|-------|-------|------|-------|-------|
| <i>Old Uphold Rate Calculation</i> | | | | | | |
| <i>Total Cases 'Fit for SPSO'</i> | 33 | 3 | 8 | 1 | 45 | 440 |
| <i>Total Upholds</i> | 18 | 2 | 3 | 0 | 23 | 261 |
| <i>Uphold Rate</i> | 54.5% | 66.7% | 37.5% | 0.0% | 51.1% | 59.3% |

Prison Health Care Complaints Received by Authority 2018-19

| Subject | Lothian NHS Board | Sector Total |
|--|-------------------|--------------|
| Appointments / Admissions (delay / cancellation / waiting lists) | 1 | 7 |
| Clinical treatment / diagnosis | 16 | 85 |
| Communication / staff attitude / dignity / confidentiality | 0 | 4 |
| Complaints handling | 1 | 5 |
| Continuing care | 0 | 1 |
| Nurses / nursing care | 0 | 1 |
| Other | 0 | 1 |
| Policy / administration | 2 | 3 |
| Total | 20 | 107 |

Prison Health Care Complaints Closed by Authority 2018-19

| Stage | Outcome Group | Lothian NHS Board | Sector Total |
|-------------------------|----------------------------|-------------------|--------------|
| Advice | Not duly made or withdrawn | 1 | 20 |
| | Premature | 16 | 47 |
| | Total | 17 | 67 |
| Early Resolution | Not duly made or withdrawn | 0 | 1 |
| | Outcome not achievable | 1 | 1 |
| | Premature | 0 | 2 |
| | Proportionality | 1 | 15 |
| | Resolved | 0 | 1 |
| | Total | 2 | 20 |
| Investigation | Fully upheld | 0 | 0 |
| | Some upheld | 0 | 1 |
| | Not upheld | 1 | 5 |
| | Not duly made or withdrawn | 1 | 4 |
| | Total | 2 | 10 |
| Total Complaints | | 21 | 97 |

Prison Health Care Complaints Received by Authority 2017-18

| Subject | Lothian NHS Board | Sector Total |
|--|-------------------|--------------|
| Admission / discharge / transfer procedures | 0 | 1 |
| Appointments / Admissions (delay / cancellation / waiting lists) | 2 | 8 |
| Clinical treatment / diagnosis | 27 | 85 |
| Communication / staff attitude / dignity / confidentiality | 0 | 2 |
| Complaints handling | 0 | 2 |
| Nurses / nursing care | 0 | 1 |
| Other | 0 | 1 |
| Total | 29 | 100 |

Prison Health Complaints Closed by Outcome and Authority 2017-18

| Stage | Outcome Group | Lothian NHS Board | Sector Total |
|-------------------------|---|-------------------|--------------|
| Advice | Not duly made or withdrawn | 5 | 24 |
| | Premature | 14 | 39 |
| | Total | 19 | 63 |
| Early Resolution | Not duly made or withdrawn | 2 | 6 |
| | Out of jurisdiction (discretionary) | 0 | 2 |
| | Out of jurisdiction (non-discretionary) | 2 | 5 |
| | Premature | 2 | 3 |
| | Proportionality | 2 | 13 |
| | Total | 8 | 29 |
| Investigation | Fully upheld | 0 | 3 |
| | Some upheld | 0 | 3 |
| | Not upheld | 3 | 10 |
| | Not duly made or withdrawn | 0 | 2 |
| | Total | 3 | 18 |
| Total Complaints | | 30 | 110 |