

Health Complaints Received by Subject 2018-19

Tayside NHS Board Area									
Subject	Tayside NHS Board	Dentists & Dental Practices	GP & GP Practices	Total	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Clinical treatment / diagnosis	56	3	15	74	1	61.67%	921	1	63.47%
Appointments / Admissions (delay / cancellation / waiting lists)	12	1	0	13	2	10.83%	87	3	6.00%
Communication / staff attitude / dignity / confidentiality	8	0	2	10	3	8.33%	118	2	8.13%
Policy / administration	4	0	1	5	4	4.17%	56	4	3.86%
Complaints handling	4	0	0	4	5	3.33%	46	5	3.17%
Lists (incl difficulty registering and removal from lists)	1	0	2	3	6=	2.50%	27	7	1.86%
Record keeping	2	0	1	3	6=	2.50%	21	8	1.45%
Nurses / nursing care	2	0	0	2	8	1.67%	32	6	2.21%
Admission / discharge / transfer procedures	1	0	0	1	9=	0.83%	19	9	1.31%
Other	1	0	0	1	9=	0.83%	6	11	0.41%
Continuing care	1	0	0	1	9=	0.83%	5	12=	0.34%
Appliances / equipment / premises	1	0	0	1	9=	0.83%	3	14=	0.21%
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%
Hygiene / cleanliness / infection control	0	0	0	0	-	0.00%	3	14=	0.21%
Hotel services - food / laundry etc	0	0	0	0	-	0.00%	1	16	0.07%
Subject unknown	2	0	0	2	-	1.67%	83	-	5.72%
Out of jurisdiction	0	0	0	0	-	0.00%	2	-	0.14%
Total	95	4	21	120		100.00%	1,451		100.00%
<i>Complaints as % of total</i>				8.3%			100.0%		

Health Complaints Received by Subject 2017-18

Tayside NHS Board Area									
Subject	Tayside NHS Board	Dentists & Dental Practices	GP & GP Practices	Total	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Clinical treatment / diagnosis	61	1	8	70	1	58.82%	870	1	62.01%
Communication / staff attitude / dignity / confidentiality	9	0	2	11	2	9.24%	112	2	7.98%
Appointments / Admissions (delay / cancellation / waiting lists)	5	1	2	8	3	6.72%	87	3	6.20%
Complaints handling	7	0	0	7	4=	5.88%	63	4	4.49%
Policy / administration	5	1	1	7	4=	5.88%	62	5	4.42%
Lists (incl difficulty registering and removal from lists)	1	0	2	3	6	2.52%	21	8	1.50%
Nurses / nursing care	2	0	0	2	7	1.68%	28	6	2.00%
Admission / discharge / transfer procedures	1	0	0	1	8	0.84%	25	7	1.78%
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%
Record keeping	0	0	0	0	-	0.00%	6	11	0.43%
Continuing care	0	0	0	0	-	0.00%	4	12	0.29%
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%
Adult Social Work Services (where not covered by HSCP)	0	0	0	0	-	0.00%	2	15=	0.14%
Appliances / equipment / premises	0	0	0	0	-	0.00%	2	15=	0.14%
Subject unknown	9	0	0	9	-	7.56%	94	-	6.70%
Out of jurisdiction	1	0	0	1	-	0.84%	4	-	0.29%
Total	101	3	15	119		100.00%	1,403		100.00%
<i>Complaints as % of total</i>				8.48%			100.00%		

Health Complaints Closed by Outcome 2018-19

		Tayside NHS Board Area				
Stage	Outcome Group	Tayside NHS Board	Dentists & Dental Practices	GP & GP Practices	Total	Sector Total
Advice	Not duly made or withdrawn	15	0	5	20	260
	Premature	15	0	2	17	174
	Resolved	0	0	0	0	1
	Total	30	0	7	37	435
Early Resolution	Not duly made or withdrawn	3	0	0	3	54
	Out of jurisdiction (discretionary)	4	0	0	4	45
	Out of jurisdiction (non-discretionary)	1	2	0	3	22
	Outcome not achievable	2	0	1	3	35
	Premature	3	1	1	5	55
	Proportionality	13	0	2	15	214
	Resolved	1	0	1	2	17
Total	27	3	5	35	442	
Investigation	Fully upheld	6	1	2	9	162
	Some upheld	10	0	1	11	98
	Not upheld	10	0	6	16	182
	Not duly made or withdrawn	0	0	1	1	11
	Resolved	0	0	0	0	1
	Total	26	1	10	37	454
Total Complaints		83	4	22	109	1,331
<i>Total Premature Complaints</i>		18	1	3	22	229
<i>Premature Rate</i>		21.7%	25.0%	13.6%	20.2%	17.2%
<i>Total Investigation Decisions</i>		26	1	9	36	442
<i>Total Upholds</i>		16	1	3	20	260
<i>Uphold Rate</i>		61.5%	100.0%	33.3%	55.6%	58.8%

Health Complaints Determined by Outcome 2017-18

		Tayside NHS Board Area				
Stage	Outcome Group	Tayside NHS Board	Dentists & Dental Practices	GP & GP Practices	Total	Sector Total
Advice	Not duly made or withdrawn	23	0	1	24	256
	Out of jurisdiction (non-discretionary)	1	0	0	1	2
	Outcome not achievable	0	0	0	0	1
	Premature	16	0	1	17	242
	Total	40	0	2	42	501
Early Resolution	Not duly made or withdrawn	4	0	2	6	62
	Out of jurisdiction (discretionary)	5	0	0	5	52
	Out of jurisdiction (non-discretionary)	1	0	0	1	32
	Outcome not achievable	3	0	0	3	36
	Premature	8	0	1	9	59
	Proportionality	9	2	1	12	195
	Resolved	0	0	0	0	14
Total	30	2	4	36	450	
Investigation	Fully upheld	6	2	0	8	120
	Some upheld	6	0	1	7	141
	Not upheld	7	1	3	11	172
	Not duly made or withdrawn	0	0	0	0	6
	Resolved	0	0	0	0	1
	Total	19	3	4	26	440
Total Complaints		89	5	10	104	1,391
<i>Total Premature Complaints</i>		24	0	2	26	301
<i>Premature Rate</i>		27.0%	0.0%	20.0%	25.0%	21.6%
<i>Total Investigation Decisions</i>		19	3	4	26	433
<i>Total Upholds</i>		12	2	1	15	261
<i>Uphold Rate</i>		63.2%	66.7%	25.0%	57.7%	60.3%
<i>Old Uphold Rate Calculation</i>						
<i>Total Cases 'Fit for SPSSO'</i>		19	3	4	26	440
<i>Total Upholds</i>		12	2	1	15	261
<i>Uphold Rate</i>		63.2%	66.7%	25.0%	57.7%	59.3%

Prison Health Care Complaints Received by Authority 2018-19

Subject	Tayside NHS Board	Sector Total
Appointments / Admissions (delay / cancellation / waiting lists)	4	7
Clinical treatment / diagnosis	9	85
Communication / staff attitude / dignity / confidentiality	0	4
Complaints handling	1	5
Continuing care	0	1
Nurses / nursing care	0	1
Other	1	1
Policy / administration	1	3
Total	16	107

Prison Health Care Complaints Closed by Authority 2018-19

Stage	Outcome Group	Tayside NHS Board	Sector Total
Advice	Not duly made or withdrawn	3	20
	Premature	9	47
	Total	12	67
Early Resolution	Not duly made or withdrawn	1	1
	Outcome not achievable	0	1
	Premature	0	2
	Proportionality	2	15
	Resolved	0	1
	Total	3	20
Investigation	Fully upheld	0	0
	Some upheld	0	1
	Not upheld	0	5
	Not duly made or withdrawn	0	4
	Total	0	10
Total Complaints		15	97

Prison Health Care Complaints Received by Authority 2017-18

Subject	Tayside NHS Board	Sector Total
Admission / discharge / transfer procedures	0	1
Appointments / Admissions (delay / cancellation / waiting lists)	0	8
Clinical treatment / diagnosis	6	85
Communication / staff attitude / dignity / confidentiality	0	2
Complaints handling	0	2
Nurses / nursing care	0	1
Other	0	1
Total	6	100

Prison Health Complaints Closed by Outcome and Authority 2017-18

Stage	Outcome Group	Tayside NHS Board	Sector Total
Advice	Not duly made or withdrawn	2	24
	Premature	0	39
	Total	2	63
Early Resolution	Not duly made or withdrawn	2	6
	Out of jurisdiction (discretionary)	0	2
	Out of jurisdiction (non-discretionary)	0	5
	Premature	1	3
	Proportionality	0	13
	Total	3	29
Investigation	Fully upheld	0	3
	Some upheld	0	3
	Not upheld	0	10
	Not duly made or withdrawn	0	2
	Total	5	18
Total Complaints		5	110