

Table 1

Borders NHS Board Area

Complaints Received by Subject		A Dentist or Dental Practice	A GP or General Medical Practice	Borders NHS Board	Borders NHS Board Area Total	Complaints as % of total	Sector Total	Complaints as % of total
2009-10	Admission, discharge & transfer procedures	0	0	1	1	5%	15	2%
	Appliances, equipment & premises	0	0	0	0	0%	1	0%
	Appointments/admissions (delay, cancellation, waiting lists)	1	0	1	2	9%	48	6%
	Clinical treatment/diagnosis	0	0	11	11	50%	413	48%
	Communication, staff attitude, dignity, confidentiality	0	1	3	4	18%	91	11%
	Complaints by NHS staff	0	0	0	0	0%	2	0%
	Complaints handling	0	0	0	0	0%	20	2%
	Continuing care	0	0	0	0	0%	1	0%
	Failure to send ambulance/delay in sending ambulance	0	0	0	0	0%	6	1%
	Hygiene, cleanliness & infection control	0	0	0	0	0%	6	1%
	Lists	0	0	0	0	0%	7	1%
	Lists (incl difficulty registering and removal from lists)	0	0	0	0	0%	1	0%
	Nurses/nursing Care	0	0	1	1	5%	10	1%
	Other	0	0	0	0	0%	2	0%
	Policy/administration	0	1	1	2	9%	156	18%
	Record keeping	0	0	0	0	0%	7	1%
	Out of jurisdiction	0	0	0	0	0%	3	0%
	Subject unknown	0	0	1	1	5%	68	8%
	Total	1	2	19	22		857	
2010-11	Admission, discharge & transfer procedures	0	0	0	0	0%	9	1%
	Appliances, equipment & premises	0	0	1	1	4%	5	1%
	Appointments/Admissions (delay, cancellation, waiting lists)	0	0	0	0	0%	35	4%
	Clinical treatment / Diagnosis	1	2	12	15	58%	402	45%
	Communication, staff attitude, dignity, confidentiality	0	0	0	0	0%	64	7%
	Complaints handling	0	1	0	1	4%	27	3%
	Continuing care	0	0	1	1	4%	3	0%
	Failure to send ambulance/delay in sending ambulance	0	0	0	0	0%	1	0%
	Hotel services - food, laundry etc	0	0	0	0	0%	4	0%
	Hygiene, cleanliness & infection control	0	0	0	0	0%	1	0%
	Lists (incl difficulty registering and removal from lists)	0	0	0	0	0%	20	2%
	Nurses / Nursing Care	0	0	1	1	4%	13	1%
	Other	0	0	0	0	0%	8	1%
	Policy/administration	0	1	3	4	15%	143	16%
	Record Keeping	0	1	0	1	4%	10	1%
	Out Of Jurisdiction	0	0	0	0	0%	1	0%
	Subject unknown	0	0	2	2	8%	142	16%
Total	1	5	20	26		888		

Table 2

Borders NHS Board Area

Complaints Determined by Outcome		Borders NHS Board Area				
		A Dentist or Dental Practice	A GP or General Medical Practice	Borders NHS Board	Borders NHS Board Area Total	Sector Total
2009-10	Discontinued before investigation	0	0	7	7	176
	Discretionary decision not to pursue	0	0	0	0	1
	Other	0	0	0	0	7
	Out of jurisdiction	0	0	0	0	60
	Premature	0	0	4	4	319
	Determined after detailed consideration	5	3	7	15	314
	Report issued: fully upheld	0	0	1	1	33
	Report issued: not upheld	0	0	0	0	9
	Report issued: partially upheld	0	0	0	0	32
Total	5	3	19	27	951	
2010-11	Premature	0	1	4	5	260
	Out of Jurisdiction	0	1	2	3	59
	Outcome Not Achievable	0	0	0	0	25
	No Decision Reached	1	0	5	6	268
	Fully Upheld	0	0	3	3	65
	Partly Upheld	0	3	2	5	50
	Not Upheld	0	0	3	3	113
	Total	1	5	19	25	840

Borders NHS Board

Published	Case Ref.	Summary	Overall Report Decision	Recommendation(s)
21/07/2010	200903306	(a) the Junior Doctor failed to carry out an appropriate assessment and examination of Mrs A on 11 December 2008 (upheld); and (b) the management of Mrs A on 11 December 2008 and 12 December 2008 was inadequate (upheld).	upheld	(i) share this report with the Junior Doctor and ensure he has a documented discussion with his current clinical supervisor on the issue, which is filed in his training logbook; (ii) review the adequacy of the clinical supervision of junior doctors in the General Medical Unit; and (iii) apologise to the family of Mrs A for the failings which have been identified in this report. The Board have accepted the recommendations and will act on them accordingly.