

Table 1

Lanarkshire NHS Board Area

Complaints Received by Subject		A Dentist or Dental Practice	An Optician or Ophthalmic Service	A GP or General Medical Practice	Lanarkshire NHS Board	Lanarkshire NHS Board Area Total	Complaints as % of total	Sector Total	Complaints as % of total
		2009-10	Admission, discharge & transfer procedures	0	0	0	0	0	0%
	Appliances, equipment & premises	0	0	0	0	0	0%	1	0%
	Appointments/admissions (delay, cancellation, waiting lists)	1	0	0	3	4	9%	48	6%
	Clinical treatment/diagnosis	1	0	3	15	19	40%	413	48%
	Communication, staff attitude, dignity, confidentiality	0	0	3	4	7	15%	91	11%
	Complaints by NHS staff	0	0	0	0	0	0%	2	0%
	Complaints handling	0	0	1	2	3	6%	20	2%
	Continuing care	0	0	0	0	0	0%	1	0%
	Failure to send ambulance/delay in sending ambulance	0	0	0	0	0	0%	6	1%
	Hygiene, cleanliness & infection control	0	0	0	0	0	0%	6	1%
	Lists	0	0	0	0	0	0%	7	1%
	Lists (incl difficulty registering and removal from lists)	0	0	0	0	0	0%	1	0%
	Nurses/nursing Care	0	0	0	2	2	4%	10	1%
	Other	0	0	0	0	0	0%	2	0%
	Policy/administration	0	0	1	4	5	11%	156	18%
	Record keeping	0	0	0	0	0	0%	7	1%
	Out of jurisdiction	0	0	0	0	0	0%	3	0%
	Subject unknown	0	0	0	7	7	15%	68	8%
	Total	2	0	8	37	47		857	
2010-11	Admission, discharge & transfer procedures	0	0	0	0	0	0%	9	1%
	Appliances, equipment & premises	0	0	0	0	0	0%	5	1%
	Appointments/Admissions (delay, cancellation, waiting lists)	0	0	1	0	1	2%	35	4%
	Clinical treatment / Diagnosis	0	0	8	17	25	45%	402	45%
	Communication, staff attitude, dignity, confidentiality	0	0	1	5	6	11%	64	7%
	Complaints handling	0	0	1	1	2	4%	27	3%
	Continuing care	0	0	0	0	0	0%	3	0%
	Failure to send ambulance/delay in sending ambulance	0	0	0	0	0	0%	1	0%
	Hotel services - food, laundry etc	0	0	0	0	0	0%	4	0%
	Hygiene, cleanliness & infection control	0	0	0	0	0	0%	1	0%
	Lists (incl difficulty registering and removal from lists)	0	0	0	0	0	0%	20	2%
	Nurses / Nursing Care	0	0	0	4	4	7%	13	1%
	Other	0	0	0	1	1	2%	8	1%
	Policy/administration	2	1	0	2	5	9%	143	16%
	Record Keeping	0	0	0	0	0	0%	10	1%
	Out Of Jurisdiction	0	0	0	0	0	0%	1	0%
	Subject Unknown	0	0	0	11	11	20%	142	16%
	Total	2	1	11	41	55		888	

Table 2

Lanarkshire NHS Board Area

Complaints Determined by Outcome		Lanarkshire NHS Board Area					Sector Total
		A Dentist or Dental Practice	An Optician or Ophthalmic Services	A GP or General Medical Practice	Lanarkshire NHS Board	Lanarkshire NHS Board Area Total	
2009-10	Discontinued before investigation	0	0	1	7	8	176
	Discretionary decision not to pursue	0	0	0	0	0	1
	Other	0	0	0	0	0	7
	Out of jurisdiction	0	0	2	2	4	60
	Premature	0	0	2	17	19	319
	Determined after detailed consideration	2	0	3	10	15	314
	Report issued: fully upheld	0	0	0	0	0	33
	Report issued: not upheld	0	0	1	1	2	9
	Report issued: partially upheld	0	0	0	3	3	32
Total	2	0	9	40	51	951	
2010-11	Premature	0	0	1	13	14	260
	Out of Jurisdiction	0	0	2	0	2	59
	Outcome Not Achievable	0	0	0	1	1	25
	No Decision Reached	2	1	4	18	25	268
	Fully Upheld	1	0	2	3	6	65
	Partly Upheld	0	0	1	3	4	50
	Not Upheld	0	0	0	5	5	113
	Total	3	1	10	43	57	840

Lanarkshire NHS Board

Published	Case Ref.	Summary	Overall Report Decision	Recommendation(s)
23/06/2010	200802381	(a) the recorded primary cause of Mrs C's death was inaccurate (upheld); (b) Mrs C's Alzheimer's was managed inappropriately and she was not treated with respect (upheld); (c) Mrs C's nutrition and oral care were managed inappropriately (upheld); and (d) Mrs C's perforated ulcer should have been diagnosed earlier and her initial discharge from A&E was inappropriate (not upheld).	partially upheld	(i) review Mrs C's death certificate in light of the discrepancy with the discharge letter and give the family a definitive answer; 17 September 2010 (ii) undertake an external review of nursing care in the wards on which Mrs C was treated following her release from intensive care. The review should consider the following:- treatment of Adults with Incapacity, including the assessment of ability to consent and administration of medication; and the use of bank and agency staff; 17 September 2010 (iii) clarify how their papers/standards 'Caring and Compassionate Practice' and 'Top Tips in caring for People with Dementia' are being monitored and measured, and how the education and training is being rolled out; 17 September 2010 (iv) provide evidence regarding the implementation of the national policy for Senior Charge Nurses ('Leading Better Care'); 17 September 2010 (v) ensure that there are systems in place for assisting patients with feeding, as outlined in the NHS Quality Improvement Scotland 'Food Fluid and Nutritional Care in Hospitals' standards; 17 September 2010 (vi) ensure that there are systems in place for the provision of oral hygiene, including policies and procedures; education and training and audits; 17 September 2010 (vii) remind staff of the importance of detailed record-keeping, particularly in relation to doctors' recognition and appreciation of any abnormalities; 17 September 2010 (viii) remind complaint handling staff of the importance of providing an accurate response to complaints and, where possible, a detailed explanation of events; and 17 September 2010 (ix) apologise to Mr C for the failings identified in this report. 17 September 2010 The Board have accepted the recommendations and will act on them accordingly.
21/07/2010	200901320	(a) there was an unacceptable delay in performing triple heart bypass surgery on Mrs A (not upheld); (b) there was an incorrect diagnosis of Mrs A's bowel problems (not upheld); (c) there was inadequate communication between Monklands Hospital (Hospital 3) and Mrs A's General Practitioner and Hospital 3 and other hospitals involved in her care (upheld); and (d) the complaint to the Board raised by Mrs A's MSP was not handled properly (not upheld).	partially upheld	(i) apologise to Mrs A for the failures identified under head of complaint (b); (ii) remind their staff to ensure that written and typed notes are made contemporaneously after any clinical admission or out-patient visit; and (iii) apologise to Mrs A for the communication failures highlighted at paragraphs 43 to 45. The Board have accepted the recommendations and will act on them accordingly.
19/01/2011	201001239	(a) the treatment provided to Mr A at the Accident and Emergency Department at the Hospital on 7 February 2010 was inadequate (upheld); and (b) the decision to discharge Mr A from the Accident and Emergency Department at the Hospital on 7 February 2010 was inappropriate (upheld).	upheld	(i) consider the Manchester Triage Scale in their review of ways to introduce an assessment method to establish the clinical needs of patients attending Accident and Emergency; and (ii) apologise to Mrs C that staff failed to stress the importance to Mr A of a hospital admission although he was keen to go home. The Board have accepted the recommendations and will act on them accordingly.

Lanarkshire NHS Board (Medical Practice)

Published	Case Ref.	Summary	Overall Report Decision	Recommendation(s)
21/04/2010	200801621	(a) GP 1 failed in his duty of care by not referring Mr A for an immediate ultrasound scan (not upheld); and (b) the Practice failed to meet the requirements of their Practice Complaints Procedure in the way they handled Mrs C's complaint (upheld).	partially upheld	(i) formally apologise to Mrs C for the failure to follow the Practice Complaints Procedure, and (ii) take steps to ensure that Practice staff who deal with complaints are fully conversant with the time standards within the Practice Complaints Procedure and respond in accordance with these time standards. The Practice have accepted the recommendations and will act on them accordingly.