

Table 1

Complaints Received by Subject		NHS National Services Scotland	Complaints as % of total	Sector Total	Complaints as % of total	
2009-10	Admission, discharge & transfer procedures	0	0%	15	2%	
	Appliances, equipment & premises	0	0%	1	0%	
	Appointments/admissions (delay, cancellation, waiting lists)	0	0%	48	6%	
	Clinical treatment/diagnosis	2	67%	413	48%	
	Communication, staff attitude, dignity, confidentiality	0	0%	91	11%	
	Complaints by NHS staff	1	33%	2	0%	
	Complaints handling	0	0%	20	2%	
	Continuing care	0	0%	1	0%	
	Failure to send ambulance/delay in sending ambulance	0	0%	6	1%	
	Hygiene, cleanliness & infection control	0	0%	6	1%	
	Lists	0	0%	7	1%	
	Lists (incl difficulty registering and removal from lists)	0	0%	1	0%	
	Nurses/nursing Care	0	0%	10	1%	
	Other	0	0%	2	0%	
	Policy/administration	0	0%	156	18%	
	Record keeping	0	0%	7	1%	
	Out of jurisdiction	0	0%	3	0%	
	Subject unknown	0	0%	68	8%	
	Total		3		857	
2010-11	Admission, discharge & transfer procedures	0	0%	9	1%	
	Appliances, equipment & premises	0	0%	5	1%	
	Appointments/Admissions (delay, cancellation, waiting lists)	0	0%	35	4%	
	Clinical treatment / Diagnosis	1	100%	402	45%	
	Communication, staff attitude, dignity, confidentiality	0	0%	64	7%	
	Complaints handling	0	0%	27	3%	
	Continuing care	0	0%	3	0%	
	Failure to send ambulance/delay in sending ambulance	0	0%	1	0%	
	Hotel services - food, laundry etc	0	0%	4	0%	
	Hygiene, cleanliness & infection control	0	0%	1	0%	
	Lists (incl difficulty registering and removal from lists)	0	0%	20	2%	
	Nurses / Nursing Care	0	0%	13	1%	
	Other	0	0%	8	1%	
	Policy/administration	0	0%	143	16%	
	Record Keeping	0	0%	10	1%	
	Out Of Jurisdiction	0	0%	1	0%	
	Subject Unknown	0	0%	142	16%	
	Total		1		888	

Table 2

Complaints Determined by Outcome		NHS National Services Scotland	Sector Total
2009-10	Discontinued before investigation	0	176
	Discretionary decision not to pursue	0	1
	Other	0	7
	Out of jurisdiction	2	60
	Premature	1	319
	Determined after detailed consideration	1	314
	Report issued: fully upheld	0	33
	Report issued: not upheld	0	9
	Report issued: partially upheld	0	32
Total	4	951	
2010-11	Premature	1	260
	Out of Jurisdiction	0	59
	Outcome Not Achievable	0	25
	No Decision Reached	0	268
	Fully Upheld	0	65
	Partly Upheld	0	50
	Not Upheld	0	113
	Total	1	840